

Cheaper isn't always better when it comes to car repairs

How many have heard the following sayings, and I am sure most of us have, "you get what you pay for," "cheaper isn't always better," "eat lots of candy, its better you." Okay, so I made that last one up.

How many times have you purchased something that was an off brand for less money, and when you started to use it, that's when you discovered it did not perform as expected, or when you purchased that top-of-the-line brand for that super low price, only to find out later the store doesn't sell that product anymore and the closest store for warranty issues is 50 miles or more away. How does that saying go, "if it's too good to be true, it isn't?"

Well, let me tell you how one person found out the hard way that cheaper isn't always better. Our shop had a phone call and the person on the other end of the line wanted to know if we were taking any new customers. The person was having a problem with his all-wheel drive SUV. The problem was a bad vibration. He also said sometimes it felt like it was holding back the faster he drove the vehicle. So my wife asked him if he could come into the shop later that day. He agreed and later when he stopped by, he explained that he lives near Skippack. He travels through Boyertown on his way to work and one of his co-workers is our customer and had recommended our shop. He went on to explain the garage that has been repairing his vehicle felt it was the drive shaft. Well the vibration was still there after it was replaced. So then the garage thought that it could be the rear differential. But they did not find any problems there either. Then he took the vehicle to the dealer. The dealer informed him it could be the engine, but something told him it wasn't the engine. So that's how he ended up coming to our shop. I drove the vehicle and I also felt the vibration. We put the vehicle on the lift, and everything seemed okay until I went to the tires. The back tires were very good, but the front were brand new. I asked when the problem started and the customer said he thinks after the tires were put on. Okay, I know you're thinking how can that be. Well, here's why. The customer had four new tires installed, but after about 3,000 miles, when his son was driv-

ing the vehicle, both front tires went flat, beyond repair. The customer did not want to spend the same amount for two tires, so he bought two tires of a cheaper brand. They were the same size, but a different brand than was on the vehicle, but they were not the same. When we measured the circumference of the tires, the front were almost two inches smaller. The smaller tires changed the final gear ratio of the front differential. This made the rear differential "fight" with the front. They both were turning at different speeds. This is a **big** no-no on an all-wheel drive vehicle. The customer said the tire store informed him they were a good tire, for a lot less money. We, it might be true, but not in this case. After we ordered two tires of the same brand as the rear tires and mounted them on the vehicle, guess what, no more vibration. The customer could not believe it, the problem was fixed. So remember, think twice before buying that "super cheap, too good to be true deal."

Call Dave's Auto Service, Inc. at 610-367-1844, located at 925 W. Phila. Ave., Boyertown, for fast and reliable service.