

IT'S ALL IN THE DETAILS

AA MEMBER SHAUN ANG ON WHY HE RELIES ON AA'S CAR EVALUATION SERVICE AND WHY HE KEEPS ON COMING BACK EACH TIME HE THINKS OF CHANGING CARS

Text **Fairoza Mansor**
Photo **Julian Z**

AA MEMBER SHAUN ANG is a familiar face at the AA Technical Services branch office at Kung Chong Road. The car he drives currently — a Toyota Allion — was bought in November 2014 only after he sent it for evaluation at AA. It was the fifth time Shaun had relied on the expert knowledge of AA's Technical Services staff to help him decide whether or not to purchase the used car he was eyeing. "AA's reputation is unprecedented and I trust the inspector to provide me with all the impartial information I need about the car," said the 32 year-old.

Shaun first turned to AA some years ago after reading positive reviews of its services in online car forums. Following his lead, *Highway* took a peek into MyCarForum.com and true enough, discovered that netizens have been singing praises about AA's Car Evaluation Service for its ability to perform a thorough and unbiased inspection.

Indeed, a handful of netizens even dropped their car deals after receiving a report from AA which revealed serious damage and problems to the cars that they had been considering. A netizen under the moniker "Newdrive", who shared a snapshot of his most recent AA car evaluation report online, was one of them. His report listed explicit details which included "thicker than normal" paintwork at the mid-lower portion of the car's boot (which suggested that the car has been involved in a collision) and an oil seepage in the gearbox. It had also been noted that the rear silencer of the car had undergone modifications. Armed with this information, "Newdrive" subsequently decided to forgo the deal.

It is this consistent thoroughness in such reports, which are provided as part of the car evaluation package, that keeps Shaun coming back each time. "I appreciate the very comprehensive reports. It seems to me that the inspectors leave nothing out, even taking the car out for a drive and reporting if there's an unusual rattling noise during a gear switch," said Shaun, who works as a medical device specialist. "I am a heavy road user so it's important that the car I get doesn't just look good but is also in great shape. AA's Car Evaluation Services reassures me that I'm making the right purchase." And so far, Shaun hasn't been disappointed. **HW**



Shaun Ang, a satisfied customer of the AA's Car Evaluation Service

TECHNICALLY SPEAKING

*For high-quality car inspection and evaluation services, visit the AA Technical Services at its branch office at **2 Kung Chong Road, Singapore 159140.***

AA members are entitled for discounts. This service is strictly by appointment during office hours. To make an appointment, call 6389 4270 or 6333 8811.

READ AND WIN!

Answer the following questions and stand a chance to win a \$20 AAShop voucher.

- 1 AA Technical Services branch office is located at 2 Kung Chong Road**
True / False?
- 2 AA's Car Evaluation Service includes which of the following?**
 - a. Equipment test
 - b. Engine, transmission & body condition check
 - c. Road test
 - d. Undercarriage check
 - e. All the above

Send in your replies to aapromotions@aa.com.sg, with the subject header as "**HW Jan/Feb 2015 Transmission Quiz**". Contest ends on 28 February 2015. Five winners will be chosen at random based on the correct entries. One entry per AA member. The judges' decision is final. Other terms and conditions may apply.