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Best AAA-Approved Auto Repair Facilities Win Quality Service Awards

(LOS ANGELES, Jan. 26, 2010) – Fifty-four Southland vehicle repair shops have earned the Automobile Club of Southern California’s AAA Approved Auto Repair coveted Quality Service Award for customer satisfaction and service quality.

The Quality Service Award honorees were selected from nearly 650 AAA Approved Auto Repair facilities in Southern California, which are independent businesses regularly inspected by the Auto Club. To receive an award, a repair shop has to meet extremely stringent Auto Club standards for a consecutive two-year period: no more than one complaint from an Auto Club member, a minimum 99 percent customer satisfaction rating during two consecutive annual surveys and no facility deficiencies during either of the Auto Club’s detailed annual shop inspections or the bimonthly shop reviews.

“Automobiles are technologically challenging to repair and maintain,” said the AAA Approved Auto Repair Program Manager Michael Hoshaw. “We are pleased to acknowledge the ongoing dedication and effort necessary to provide exemplary customer service to motorists. These repair shops exceeded our program’s strict requirements.”

Thirteen Quality Service Award winners are located in Orange County, and another 13 winners are in the San Diego area. Horsman Automotive, Santee, and Good Guys Automotive, Yorba Linda, lead the list with 7 Quality Service Awards earned by their repair facility, followed by Karco Specialties in Orange with 6. The rest of the winners are spread across many Southern California communities, including Burbank, Long Beach, Norwalk, Ontario and Santa Monica.

For a free copy of the Directory of AAA Approved Auto Repair Facilities, stop by the nearest Auto Club office, call (800) 713-0003, or click on www.AAA.com.

Quality Service Award Winners

Facility Name	City	Award Years
Los Angeles County		
All Car Specialist	Alhambra	2
Automotive Instincts, Inc.	Northridge	2
Brian Wood Automotive	Glendora	4
BVA, Inc.	Santa Monica	2
Boulevard Buick/Pontiac/GMC	Signal Hill	1

Cabe Bros Toyota	Long Beach	1
Chuck Mercier's Union 76	Burbank	1
Classic Auto Repair	Los Angeles	1
Diamond Honda	City of Industry	1
Gomora Auto Service, Inc.	Van Nuys	1
Grand Mobil	Diamond Bar	1
Jesse's Pit Stop	Glendora	1
Karsten Imports	Sherman Oaks	1
Ken Daniels Automotive	Glendale	3
Morris Automotive	Santa Monica	1
Norwalk Toyota	Norwalk	1
Okimoto's Auto Center	Norwalk	4
Osborn's Automotive	Redondo Beach	2
Ostrom Chevrolet	Montebello	1
Palmer Tire & Auto Repair	Los Angeles	1
R&S Automotive	Newhall	1
South Bay Ford	Hawthorne	1
Toyota Pasadena/Scion Pasadena	Pasadena	1
Orange County		
Accurate Auto Repair	Mission Viejo	3
Allen Olds/Cad/GMC Truck	Laguna Niguel	1
De Lillo Chevrolet/Geo	Huntington Beach	1
Doctor J	Huntington Beach	3
Fox Auto Care	Santa Ana	1
Good Guys Automotive	Yorba Linda	7
Hardin Buick Pontiac GMC	Anaheim	1
Jax Auto	Brea	3
Karco Specialties	Orange	6
Shadetree Automotive	San Clemente	2
Sunrise Automotive	Westminster	1
Tustin Lexus	Tustin	2
White Automotive	La Habra	1
Riverside County		
Stellar Performance	Yucca Valley	1
San Bernardino County		
Euclid Valero	Ontario	2
San Diego County		
Auto Precision	Vista	5
About Service Automotive	Escondido	4
European Automotive Center	Poway	1
Hontech Automotive	San Diego	5
Horsman Automotive	Santee	7
John's Automotive Care	San Diego	2

North County Import Specialist	Vista	1
Pacific Auto Service	San Diego	2
Poway Transmission Corp.	Poway	1
Robert's Auto Service	San Diego	4
San Diego Volvo	San Diego	1
Tom's Master Mechanics	San Diego	3
Toyota El Cajon	El Cajon	3
Toyota Escondido	Escondido	1
Santa Barbara County		
Perry's Auto Parts & Service	Lompoc	1
Ventura County		
Airport Auto Repair	Oxnard	1

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