

PULLMAN

Brief: Jerry's Auto Repair earns AAA Top Shop Award

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Jerry's Auto Repair has received a AAA Top Shop Award.

The award is based on data collected through customer satisfaction surveys, and facilities that earn the honor have typically received customer satisfaction scores close to 100 percent during that time, according to a news release.

Other standards to be considered for the award include meeting or exceeding AAA exacting standards regarding equipment and certified technicians, having an excellent track record of customer satisfaction, guaranteeing service or repairs for 24 months or 24,000 miles, offering written estimates, returning replaced parts, obtaining approval before doing any work beyond the original estimate, providing complimentary vehicle inspections to AAA members and agreeing to let AAA arbitrate any disputes regarding quality of service or repairs.