



New Jersey Gasoline, C-Store, and Automotive Association (**NJGCA**)
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FOR IMMEDIATE RELEASE

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20/20 Investigates Auto Repair Shops in New York and New Jersey

*Investigation reveals dishonest and unscrupulous business owners;
NJGCA adheres to Zero Tolerance Policy for Fraud and Wrongdoing
NJGCA is proud of member Sam Shah*

Sal Risalvato, Executive Director of the New Jersey Gasoline, Convenience, Automotive Association (NJGCA), released the following statement in response to the 20/20 News undercover investigation of automotive repair shops in New York and New Jersey:

"Undercover investigations such as the one recently conducted by 20/20 have been going on in this industry for years. As a matter of fact, I was a young auto repair shop owner myself many years ago when 60 Minutes aired the first of these sting operations and unveiled some very unscrupulous acts by auto repair shop owners. I remember how difficult it was to deal with customers after that, because they were always wondering if I was ripping them off or being dishonest."

"Of course, I am disheartened to see that the 20/20 investigation revealed a number of repair shops committing wrongdoing and attempting to take advantage of the customer," Risalvato continued. "These fraudulent businessmen give the whole industry a bad reputation, and make consumers wary of everything that their mechanic tells them."

"However," Risalvato said, "I am pleased to report that the 20/20 segment highlighted NJGCA Member Sam Shah of Quality Auto as the most careful, honest and fair shop owner that the team encountered. Sam was the only NJGCA member that the 20/20 team visited, and also the only shop that received praise for its business practices. During the investigation, the 20/20 "sting car" had its check engine light illuminated, as a result of an unplugged wire. After running a diagnostic test, Sam' technician noticed the

unplugged wire, and simply reconnected it and explained to the customer that everything was in good working order. While other repair shops chose to tell the customer that an expensive repair was necessary and then fraudulently billed the customer for work that was not performed. Sam Shah proved that good and honest businessmen do still exist. The whole process took less than 15 minutes and he didn't even charge the customer for his time."

"NJGCA is committed to keeping our members informed, educated and honest, and we hold them to the highest standards. Our members know that, as an organization, we have a zero-tolerance policy regarding intentional wrongdoing and fraud. Our members support this strict policy because the success of their business lies in the goodwill and trust of their customers. As a small business owner, associating yourself with an organization that demands integrity and honesty from their members is one of the best investments that you can make in your business," Risalvato concluded.

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