



WFSB.com Named "Best Web Site" By The Connecticut Associated Press

[Hartford, Connecticut](#)

Currently: Partly Cloudy
79°F
26°C

[Weather Alerts](#) [School Closings](#)

Site Web

[E-Mail alerts](#) | [RSS](#)

[Homepage](#) / [Connecticut News](#)

Officials Want To Put Brakes On 'Steering'

Insurers Refer Unlicensed Auto Body Shops, AG Says

POSTED: 5:08 pm EST January 17, 2008

UPDATED: 7:54 pm EST January 17, 2008

HARTFORD, Conn. -- Car repairs authorized by insurance companies that try to control where the car should be repaired may not even be safe, the attorney general said Thursday.

Attorney General Richard Blumenthal, D-Conn., said some of the car repair shops insurers send car owners to may not be licensed by the state Department of Motor Vehicles, and the repairs are done cheaply and could put you in danger.

A bill introduced last year to stop insurance companies from controlling where customers get their car repaired, a practice called steering, didn't make it out of the House. It may be brought back this session.

Lyn Moreau had a real problem when she went to get her car fixed.

"Since September, I have had to fight a battle with Progressive to get my car repaired properly," she said.

Moreau said Progressive Insurance sent her to one of their repair shops, called a concierge center, after an accident in the fall.

She was told the car was fixed, but within days, things started falling apart and the steering wheel was shaking. She took the car to an independent auto body shop, where she was told the car wasn't safe because some of the parts had been repaired, but not according to standards, and some repairs were overlooked.

"Safety can be an issue when quality is sacrificed, when corners are cut in the name of cost-cutting," Blumenthal said.

E-Mail News Alerts

Get breaking news and daily headlines.

[Browse all e-mail newsletters](#)

Related To Story



- **Video:** [Car Repair Catches AG's Ire](#)

Moreau called the attorney general's office, which said Moreau's problem highlights something that has been going on for years, something lawmakers need to fix.

"If there is a message sent the message is this: Your car, your choice. That's the law," said North Haven Sen. Len Fasano, R-District 34.

Moreau said she wouldn't have known her car wasn't safe unless she took it somewhere else.

"If I was in another accident, I am sure there were parts that were not properly lined up with the frame," she said.

[E-mail news tips to Eyewitness News](#), or dial: **866-289-0333**.

Connecticut's latest breaking news is on [WFSB.com](#) and Channel 3 Eyewitness News.



Be The First To Know: [Breaking News, Weather, Sports E-mail From WFSB.com Weekdays](#)

© 2008 by [WFSB.com](#). All rights reserved. This material may not be published, broadcast, rewritten or redistributed.

[Connecticut News Headlines](#)

[Police: Rapport Is Reason For Child Event](#)
[Test: Beaches Exceed Bacteria Standards](#)
[2008 Marks Third Anniversary Of Avon Crash](#)
[Officer Retires After Nearly 40 Years](#)
[Wethersfield Schools In Need Of Supplies](#)

Region: Northeast News

[Man Accused Of Throwing Puppy From Window](#)
[Man Accused Of Driving With Wife On Roof](#)
[Bodies Of R.I. Couple Found In Septic Tank](#)
['Pantyhose Bandit' Leaves Hosiery](#)

[National News Headlines](#)

[S. California Quake Causes Minor Injuries](#)
[Witness Screamed 'Why?' In Gunman's Face](#)
[Sarah Jessica Parker Among 'Best-Dressed'](#)
[Indicted Alaska Senator Declares Innocence](#)
[Iraq Allowed To Go To Games As IOC Lifts Ban](#)

[Weird News](#)

[House Sells For \\$500 Without Owner's OK](#)
[Why Did My Husband Forget My Birthday?](#)
[Taco Bell Doesn't Have To Border Diet Disaster](#)
[Car Pins Mechanic; 4 Women Lift It Off](#)
[More Irresistible News](#)

[Better Connecticut](#)

[WEDNESDAY On Better](#)



Your little ones is one of a kind -- we show you how to customize their space from the furniture to the clothes -- so everyone knows how special they are.

[EYEWITNESS NEWS LINKS](#)



[Climbing Lines Recalled Due to Fall Hazard](#)
[Toys Recalled For Strangulation Hazard](#)
[More News Links](#)