

CAA Ep.2 Full Episode V4
Described Video Transcript

00:00:00:01 - 00:00:02:13

(DESCRIBED VIDEO)

A collection of cartoon houses appears on screen
The CAA Calling All Neighbours logo is displayed

00:00:02:13 - 00:00:12:23

(TIMER TICKING)

(DESCRIBED VIDEO)

A timer appears on screen, counting down from 10:00 seconds

00:00:12:23 - 00:00:20:01

(BELL RINGS)

(DESCRIBED VIDEO)

The timer reaches 00:00 and disappears
Text appears in its place

TEXT ON SCREEN - The show is starting

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:00:20:01 - 00:00:26:07

[NARRATOR]

Whether right next door, across the country, or at the side of the road, good neighbours can be found just about anywhere.

(DESCRIBED VIDEO)

Photos in frames showing people doing different activities appear in a collage over a white background

00:00:26:07 - 00:00:34:11

[NARRATOR]

CAA proudly presents Calling All Neighbours, an online series hosted by our CAA Partners, experts, and community members.

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo appears on the white background

TEXT ON SCREEN - CAANEIGHBOURS.CA

00:00:34:11 - 00:00:36:05

(MUSIC)

(DESCRIBED VIDEO)
Blue bars swipe across the screen

00:00:36:05 - 00:00:46:11

[NARRATOR]
Summer weather means more time spent on the move. Whether by road, by path, or by foot, we call on the experts to prepare you for your summer adventures.

(DESCRIBED VIDEO)
A shot of a sun shining down as clouds pass

(DESCRIBED VIDEO)
A cyclist rides along the bike path

(DESCRIBED VIDEO)
A driver makes a right turn

(DESCRIBED VIDEO)
The cyclist crosses an intersection while a car waits

(DESCRIBED VIDEO)
A pedestrian looks both ways down a road while standing down a corner

(DESCRIBED VIDEO)
The pedestrian crosses the road while the cyclist waits

00:00:46:11 - 00:00:57:05

[NARRATOR]
On today's episode, we visit our neighbours at Sil's Complete Auto Care Centre in Oakville to talk shop with consumer tips and tricks for your next vehicle repair.

(DESCRIBED VIDEO)
Carlo works on a vehicle in the auto shop

(DESCRIBED VIDEO)
Carlo uses a tool on the tire of a vehicle as it sits on a lift

(DESCRIBED VIDEO)
Exterior shot - Sil's Complete Auto Care Centre

(DESCRIBED VIDEO)
Carlo speaks to the camera while standing next to a car with the hood up

(DESCRIBED VIDEO)
Carlo places a glove box into its spot in a car

(DESCRIBED VIDEO)
Carlo works on the battery of a car

00:00:57:05 - 00:01:03:09

[NARRATOR]

And later, who moves first? We take a look at how to share the road, and keep everyone safe.

(DESCRIBED VIDEO)

A framed shot of a pedestrian waving over a blue background

TEXT ON SCREEN - The Pedestrian

(DESCRIBED VIDEO)

The framed shot becomes a cyclist

TEXT ON SCREEN - The Cyclist

(DESCRIBED VIDEO)

The framed shot becomes a driver

TEXT ON SCREEN - The Driver

00:01:03:09 - 00:01:08:22

[NARRATOR]

All of this and more starts right now.

(DESCRIBED VIDEO)

The pedestrian looks over at the driver and cyclist from the corner

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo appears over a white background

00:01:08:22 - 00:01:15:03

[CARLO]

Hi, I'm Carlo from Sil's Complete Auto Care Centre. Today we want to tell you a little bit about wiper blades, and how to go through and replace one.

(DESCRIBED VIDEO)

Carlo stands beside a car inside of an auto shop and talks to the camera

TEXT ON SCREEN - Carlo Sabucco

President, Sil's Complete Auto Care - Oakville, ON

CAA Approved Auto Repair Services Facility

00:01:15:03 - 00:01:19:18

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo appears on a white background
A graphic of an exclamation point in a screen appears on the right over blue

TEXT ON SCREEN - Replacing Your Windshield Wipers

00:01:19:18 - 00:01:28:03

[CARLO]

The first thing you need to do is make sure that you buy the right one. Some wiper blades, as you can see on this vehicle, are one piece.

(DESCRIBED VIDEO)

Carlo stands next to the car with wipers and a spray can resting on the hood

(DESCRIBED VIDEO)

Carlo picks up the wiper blade and displays it

00:01:28:03 - 00:01:45:23

[CARLO]

So, what you'll see is a metal frame wiper blade with a solid metal frame, and an opening on the inside all made out of metal, or one of the newer designs, a beam blade. All one piece, all the way around.

(DESCRIBED VIDEO)

Carlo picks up two wiper blades and shows them to the camera

00:01:45:23 - 00:01:55:18

[CARLO]

When we're going through and replacing a wiper blade on a vehicle, we want to follow the instructions set out in the packaging for replacing the wiper blade. You want to make sure that you're doing it the right way on your car.

(DESCRIBED VIDEO)

Carlo speaks to the camera while standing next to the car

00:01:55:18 - 00:02:11:17

[CARLO]

On this particular vehicle, it's what they call a shepherd's hook, and it's a little hook that holds the wiper blade. So, on this one here, we're just going to release the lever on the back side of the wiper. Pull down the little lever on the back side. And remove the blade.

(DESCRIBED VIDEO)

Carlo demonstrates removing the wiper blade from the shepherd's hook on the car

00:02:11:17 - 00:02:28:22

[CARLO]

When we're ready, we want to get the new blade, have the hook lined up, we want to line the wiper blade at the same time just underneath in front. And then gently push it up until it's in place.

(DESCRIBED VIDEO)

Carlo demonstrates how to line the wiper blade up with the hook and replace the blade

00:02:28:22 - 00:02:47:08

[CARLO]

Before we're done with going through and installing our wiper blade, we want to make sure that we use a quality glass cleaner, and clean the window once we're all said and done. This removes any film that deposits on the front windshield, or any waxes or buildups from car washes.

(DESCRIBED VIDEO)

Carlo sprays cleaner and wipes off the windshield of the car

00:02:47:08 - 00:03:02:07

[CARLO]

Once we've got it all cleaned, we make sure we gently put the wiper arm back down again, and make sure that we inspect the hinge to make sure that it's free and moving properly. If not, you can use some lubricant, and lubricate the hinge.

(DESCRIBED VIDEO)

Carlo replaces the windshield wiper down

(DESCRIBED VIDEO)

Carlo's hands point at the hinge of the blade, and then bend the blade up and down

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:03:02:07 - 00:03:10:12

[CARLO]

When you're looking to have your wiper blades replaced, you can locate any CAA Approved Auto Repair Service facility. They'll be glad to help you out.

(DESCRIBED VIDEO)

Carlo speaks to the camera

(DESCRIBED VIDEO)

The CAA Approved Auto Repair logo appears in the upper left corner over text

TEXT ON SCREEN - Find a CAA Approved Auto Repair Services (AARP™) facility near you.

CAASCO.COM/AARS

(Trademark information)

00:03:10:12 - 00:03:14:01

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo is displayed

00:03:14:01 - 00:03:23:13

[NARRATOR]

With warmer weather comes the chance to get out there and explore. To help you prepare, we're sharing the top five things to check for when visiting your mechanic.

(DESCRIBED VIDEO)

A car drives out of a garage

(DESCRIBED VIDEO)

A car drives down a road past farm fields

(DESCRIBED VIDEO)

A shot of the side of a white car as it drives down the road

00:03:23:13 - 00:03:35:21

[NARRATOR]

Sil's Complete Auto Care Centre in Oakville spends the early part of the season tuning up cars and preparing them to hit the road. Carlo is with us to share his top five things to look out for when visiting a mechanic.

(DESCRIBED VIDEO)

Exterior shot of Sil's Complete Auto Care Centre

(DESCRIBED VIDEO)

Cars sit on hydraulic lifts inside the shop

(DESCRIBED VIDEO)

Carlo uses a tool on a car on a lift

(DESCRIBED VIDEO)

Carlo checks under the hood of a car

(DESCRIBED VIDEO)

Carlo works on a car battery

00:03:35:21 - 00:03:36:19

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:03:36:19 - 00:03:42:07

[CARLO]

When looking for a new mechanic or a new repair facility, there are five things that you should be looking for.

(DESCRIBED VIDEO)

Carlo speaks to the camera while standing in the shop

TEXT ON SCREEN - Carlo Sabucco
President, Sil's Complete Auto Care - Oakville, ON
CAA Approved Auto Repair Services Facility

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:03:42:07 - 00:03:46:04

[CARLO]

One, the condition and the image of the shop.

(DESCRIBED VIDEO)

A framed shot of cars on a lift appears on the left, text in the centre, and Carlo speaks from the box in the upper right corner

TEXT ON SCREEN - Five Things to Check When Visiting Your Mechanic

1. Condition and image of shop

00:03:46:04 - 00:03:50:05

[CARLO]

Two, their diagnostic and inspection process.

(DESCRIBED VIDEO)

The framed shot changes to Carlo walking and inspecting a vehicle

TEXT ON SCREEN - Five Things to Check When Visiting Your Mechanic

2. Diagnostic and inspection process

00:03:50:05 - 00:03:53:03

[CARLO]

Three, how they estimate the repair.

(DESCRIBED VIDEO)

The framed shot changes to Carlo talking on the phone

TEXT ON SCREEN - Five Things to Check When Visiting Your Mechanic

3. How they estimate the repair

00:03:53:03 - 00:03:57:18

[CARLO]

Four, their warranty process, and what their warranties are.

(DESCRIBED VIDEO)

The framed shot changes to a car with the hood up in the garage

TEXT ON SCREEN - Five Things to Check When Visiting Your Mechanic

4. Warranty process and definitions

00:03:57:18 - 00:04:07:08

[CARLO]

Five, the education of the staff and the employees, and the bonus tip is their online review and online presence.

(DESCRIBED VIDEO)

The framed shot changes to a certificate of approval from CAA to Sil's Compete Auto Care

TEXT ON SCREEN - Five Things to Check When Visiting Your Mechanic

5. Education of the servicing staff

(DESCRIBED VIDEO)

The shot changes to scrolling through the Sil's website

TEXT ON SCREEN - Five Things to Check When Visiting Your Mechanic

BONUS: Online presence

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:04:07:08 - 00:04:25:16

[CARLO]

In the automotive repair industry, it's important to build trust and transparency. Things have changed. Things have evolved. We should expect more from our automotive repair shop than what we have in the past. All these features of a business end up raising the quality level that you'll expect from your experience at an automotive repair facility.

(DESCRIBED VIDEO)

Carlo speaks to the camera while standing in the garage

00:04:25:16 - 00:04:30:16

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

Text over a blue and white background

TEXT ON SCREEN - 1 Condition of shop.

00:04:30:16 - 00:04:45:01

[CARLO]

When going into an automotive repair shop, one of the first things to look at is the actual physical condition of the facility. Is the office clean? Is it professional looking? Don't be afraid to ask to see the back shop where the technicians work.

(DESCRIBED VIDEO)

A shot of cars raised on lifts in the garage appears over a blue background; Carlo speaks from the box on the right

(DESCRIBED VIDEO)

The framed shot becomes cars parked inside the garage

(DESCRIBED VIDEO)

The framed shot shows a different angle of the cars in the garage

00:04:45:01 - 00:04:55:12

[CARLO]

My dad always used to say, "If the condition of the shop is in poor shape, probably the repairs are going to be the same way." Make sure the back shop is clean, neat, safe and professional.

(DESCRIBED VIDEO)

The framed shot becomes tool cases and work areas; Carlo speaks from the box on the right

00:04:55:12 - 00:05:00:16

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

Text over a blue and white background

TEXT ON SCREEN - 2 Diagnostic & inspection.

00:05:00:16 - 00:05:11:10

[CARLO]

When doing a diagnostic or an inspection on the vehicle, this is when the technician uses your complaints about the vehicle to go through and isolate, and find out what your problems are.

(DESCRIBED VIDEO)

Carlo speaks to the camera from inside the shop

00:05:11:10 - 00:05:19:23

[CARLO]

A diagnostic usually involves not only the technician but technology to go through and solve a problem, whether a check engine light on, or other warning lights on.

(DESCRIBED VIDEO)

Carlo holds a tablet up to the back license plate of a car in the shop

(DESCRIBED VIDEO)

Carlo walks around the car and takes pictures with the tablet

(DESCRIBED VIDEO)

Carlo makes selections on the tablet

00:05:19:23 - 00:05:29:09

[CARLO]

An inspection process usually requires some type of identification of the process, using maybe red, yellow, and green to talk about the severity.

(DESCRIBED VIDEO)

Carlo speaks to the camera

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

A framed shot of Carlo using a tablet while inspecting a car appears next to text over a blue and white background; a blue bubble with a red, yellow and green bubble is shown
Carlo speaks from a box in the upper right corner

TEXT ON SCREEN - Safety Concern

Immediate maintenance required.

Caution

Maintenance required soon.

Good-to-go

No maintenance required.

00:05:29:09 - 00:05:39:10

[CARLO]

With that tool, the service advisor, the person you're talking to, communicates that in more layman's terms, or in easier terminology so that you can understand what the technician has found with your vehicle.

(DESCRIBED VIDEO)

The framed shot shows Carlo's hands using the tablet to make selections and to highlight pictures of the car

00:05:39:10 - 00:05:40:17

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

Text over a blue and white background

TEXT ON SCREEN - 3 Repair estimate.

00:05:40:17 - 00:05:53:22

[NARRATOR] Any automotive service facility should provide a formal estimate, either written or digital, after the inspection is completed on your vehicle. Carlo tells us what should be included in the estimate you receive.

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

Carlo speaks on the phone while sitting at a computer

(DESCRIBED VIDEO)

Carlo scrolls through the monitors on his desk

(DESCRIBED VIDEO)

A woman listens while holding a smartphone to her ear

(DESCRIBED VIDEO)

The woman's hands click through a website on her phone

00:05:53:22 - 00:06:01:08

[CARLO]

Any automotive service facility should provide a written estimate after the inspection or diagnostic is completed on your vehicle.

(DESCRIBED VIDEO)

A young man looks at his phone while sitting in the Sil's office

(DESCRIBED VIDEO)

The man's hand scrolls through the report on his phone

00:06:01:08 - 00:06:11:18

[CARLO]

The estimate should include parts, labour, and all taxes that are going to be incurred for that particular repair. We also talk about options-based pricing here.

(DESCRIBED VIDEO)

Text in a blue bubble appears over a blue and white background
Carlo speaks from the box on the right

TEXT ON SCREEN - Estimate Should Include:

- Parts
- Labour
- All incurred taxes
- Options-based pricing

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:06:11:18 - 00:06:18:00

[CARLO]

Not necessarily the first option, but hopefully there are alternative options that they can give you if cost is a problem.

(DESCRIBED VIDEO)

Carlo speaks to the camera from inside the garage

00:06:18:00 - 00:06:23:00

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

Text over a blue and white background

TEXT ON SCREEN - 4 Warranty process.

00:06:23:00 - 00:06:43:04

[CARLO]

One of the most important things about warranty is that warranty is not necessarily one size fits all. You have to take a look at the repairs that you're performing on the vehicle. Some manufacturers will offer a lifetime warranty on a particular part, so you want to make sure that the repair facility that performed those repairs in the past has an option to go through and repair it again.

(DESCRIBED VIDEO)

Carlo speaks to the camera from the garage

00:06:43:04 - 00:06:54:15

[CARLO]

The warranty changes depending on which product you're buying. Batteries have one type of warranty, brakes have another, exhaust has another warranty. We also have original equipment manufacturer, your OEM warranty.

(DESCRIBED VIDEO)

Carlo works on the battery of a car

(DESCRIBED VIDEO)

A list of different service claims on a sign is shown

(DESCRIBED VIDEO)

A car with the hood up sits in the garage

00:06:54:15 - 00:07:06:15

[CARLO]

Your warranty may be a one year warranty program, or a three year warranty program. If you use economy parts, the warranty may be different. If you use a premium part, the warranty may be different.

(DESCRIBED VIDEO)

Tool organizers and equipment in the garage are shown

(DESCRIBED VIDEO)

A car sits raised on the lift in the shop

(DESCRIBED VIDEO)

A pamphlet open to different types of CAA Rewards is shown

(DESCRIBED VIDEO)

Carlo speaks to the camera from the inside of the garage

00:07:06:15 - 00:07:18:22

[CARLO]

Facilities like here at Sil's Auto, we offer a North American-wide warranty. We cover you wherever you are in North America for 2 years, 40,000 kilometres. All we need to know is that you need help.

(DESCRIBED VIDEO)

Carlo shows a display for brakes to a customer

(DESCRIBED VIDEO)

Carlo shows a clipboard with paper to the customer

(DESCRIBED VIDEO)

Carlo points to the paper on the clipboard with a pen

(DESCRIBED VIDEO)

Carlo speaks to the camera

00:07:18:22 - 00:07:23:14

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

Text over a blue and white background

TEXT ON SCREEN - 5 Education of trades.

00:07:23:14 - 00:07:34:01

[CARLO]

When visiting an automotive repair facility, having a technician with a 310S, that's the documentation that says they're certified within the province of Ontario to be working on your vehicle.

(DESCRIBED VIDEO)

Text in a blue bubble appears over a white and blue background

Carlo speaks from the box on the right

TEXT ON SCREEN - 310S Automotive Service Technician

Certification within the province of Ontario to be working on your vehicle.

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:07:34:01 - 00:07:45:14

[CARLO]

Cars are expensive now-a-days, so you want to make sure you have the right qualified person working on your vehicle. We also call them apprentices. These are individuals who are going through the schooling program.

(DESCRIBED VIDEO)

The CAA Certificate of Approval that was presented to Sil's Complete Auto Care is displayed

(DESCRIBED VIDEO)

Carlo lowers the car on the lift

(DESCRIBED VIDEO)

Carlo loosens a lug nut on a tire on the car

(DESCRIBED VIDEO)

Carlo works on the car

(DESCRIBED VIDEO)

Carlo inspects the underside of the car with a light

00:07:45:14 - 00:07:52:17

[CARLO]

It's important to know that they're in these programs because we know we're getting the right education and the right training to work on your vehicle.

00:07:52:17 - 00:07:53:06

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:07:53:06 - 00:08:01:19

[CARLO]

When considering a new repair facility or mechanic, consider a CAA AARS Approved Auto Repair Service facility...

(DESCRIBED VIDEO)

Exterior of Sil's Complete Auto Care Centre is shown

(DESCRIBED VIDEO)

Signs containing the logos for Ontario's Drive Clean, CAA Approved Auto Repair Services, and Sil's Complete Auto Care Centre are shown on the exterior of the building

(DESCRIBED VIDEO)

Carlo's hands use a tablet over an open car hood

00:08:01:19 - 00:08:02:11

(MUSIC)

(DESCRIBED VIDEO)

Carlo raises a car on the lift

00:08:02:11 - 00:08:07:19

[CARLO]

A place where you have trust, peace of mind, and quality service.

(DESCRIBED VIDEO)

Carlo speaks to the camera

00:08:07:19 - 00:08:11:00

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo is displayed

00:08:11:00 - 00:08:16:00

(MUSIC)

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo appears over a white background; an animated vehicle appears over a blue background on the right

TEXT ON SCREEN - How to Check and Replace Your Cabin Filter

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:08:16:00 - 00:08:32:16

[CARLO]

Okay, we're going to be inspecting the cabin filter on this vehicle, so on some cars, you're going to have to take a look at the owner's manual to find out the exact location of where the cabin filter is. On this particular vehicle, it's located behind the glove box. Let's take a look and see what this filter looks like.

(DESCRIBED VIDEO)

Carlo leans into the passenger side of the vehicle as he talks to the camera

TEXT ON SCREEN - Check your owner's manual for your vehicle's cabin filter location.

00:08:32:16 - 00:08:43:23

[CARLO]

So, when we go through and do the cabin filter, from a safety standpoint, we want to make sure that we've emptied out the glove box. So, any materials that are in there, just take them and put them out of the way so that way they're not going to drop out.

(DESCRIBED VIDEO)

Carlo opens the glove box and prepares it for removal by taking out the items inside

00:08:43:23 - 00:09:09:09

[CARLO]

Next, we want to go through and follow the proper manual instructions to go through and remove the glove box. So, on this model, we're going to be going through, releasing some tabs on the sides. And then lowering the box down. There's two clips that hold the box on the bottom, so we're going to want to remove those. And gently put the glove box out of the way.

(DESCRIBED VIDEO)

Carlo removes the box from the dashboard

00:09:09:09 - 00:09:24:10

[CARLO]

Now we have an opening where we can see inside, and what's going on. The cabin filter on most vehicles will be a little square box that will have an indication showing that there's a filter inside. So, I'm just going to take a look up inside, and go find out where our container is.

(DESCRIBED VIDEO)

Carlo points to the opening where the glove box once was

(DESCRIBED VIDEO)

A picture of a clean filter appears over the dashboard

00:09:24:10 - 00:09:30:03

(MUSIC)

(DESCRIBED VIDEO)

Carlo looks for the filter container within the dashboard area

00:09:30:03 - 00:09:39:19

[CARLO]

Once we have the lid off of the cabin filter, we'll just put that out of the way, and you'll have access to the cabin filter, and you can look and see the condition of it.

(DESCRIBED VIDEO)

Carlo pulls the lid for the filter container from inside the dashboard

(DESCRIBED VIDEO)

Carlo reaches in and grabs the filter

00:09:39:19 - 00:09:51:18

[CARLO]

So, I'm going to show you this one here. So, this is one that's in this particular vehicle, and this is what the replacement should look like.

(DESCRIBED VIDEO)

Carlo brings the soiled filter out of the container; he holds it up for the camera

(DESCRIBED VIDEO)

Carlo holds a new filter up next to the used one, showing the difference in colour

00:09:51:18 - 00:10:17:16

[CARLO]

Now, it's important when removing a cabin filter, you're going to see on some models, you can see the arrows on the sides of the filter, and we want to make sure that we follow the same instructions on the replacement. So, this one means arrows go up. So, we want to make sure that that filter goes back in the same way. So, I'm just going to lean down.

(DESCRIBED VIDEO)

Carlo continues to hold the filters up, and points to the edge of a filter where an arrow points up to indicate how it should be placed in the container

(DESCRIBED VIDEO)

Carlo shows the arrow on the new filter

00:10:17:16 - 00:10:29:09

[CARLO]

Make sure the filter is put back in properly, nice and straight, and then go through, reassemble, and put things back together again. That's how you inspect, and also replace your cabin filter.

(DESCRIBED VIDEO)

Carlo places the new filter into the container

00:10:29:09 - 00:10:30:10

(MUSIC)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:10:30:10 - 00:10:38:08

[CARLO]

If you need to have your cabin filter replaced, you can locate one of your local CAA Approved Auto Repair Service facilities.

(DESCRIBED VIDEO)

Carlo stands next to the car inside the auto body shop and talks to the camera

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

The CAA Approved Auto Repair logo appears along with blue text over a white and blue background

TEXT ON SCREEN - Find a CAA Approved Auto Repair Services (AARS™) facility near you.

CAASCO.COM/AARS

(Trademark information)

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo appears

00:10:38:08 - 00:10:42:21

(MUSIC)

00:10:42:21 - 00:10:49:00

[NARRATOR]

As a veteran in the industry, Carlo has seen the best and the worst of the auto mechanic world.

(DESCRIBED VIDEO)

The exterior of Sil's Complete Auto Care Centre is shown

(DESCRIBED VIDEO)

Carlo raises a car on the lift

00:10:49:00 - 00:11:03:04

[NARRATOR]

Carlo helps every day drivers manage their car maintenance and repairs in a way that is practical and cost effective. One way he does this is through his diagnostic process, and applying what he calls the Red Yellow Green Rule.

(DESCRIBED VIDEO)

Carlo uses a tablet while working under the hood of a car

00:11:03:04 - 00:11:11:00

[CARLO]

In our facility, we use the Red Yellow Green Rule. It's a way to explain to you, the customer, the status of your vehicle.

00:11:11:00 - 00:11:22:22

[CARLO]

The Red Yellow Green Rule is a valuable tool because it allows us to prioritize the services and repairs needed on your vehicle, whether it be for today or deferred to the future.

(DESCRIBED VIDEO)

Carlo speaks while standing in the auto shop

TEXT ON SCREEN - Carlo Sabucco
President, Sil's Auto Care Centre - Oakville
CAA Approved Auto Repair Services Facility

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:11:22:22 - 00:11:44:14

[CARLO]

The Red Yellow Green Rule breaks down to: red means a safety issue with your vehicle, or critical maintenance required. The yellow means it's a caution, something that may require attention within the next six month period, or soon to be planned-for maintenance. Green? Well, that's easy, That just means it's good to go.

(DESCRIBED VIDEO)

Carlo speaks from a box on the lower left corner over a blue and white background
A red, yellow and green light are shown, with text appearing next to them

TEXT ON SCREEN - Safety Concern
Immediate maintenance required.

TEXT ON SCREEN - Caution

Maintenance required soon.

TEXT ON SCREEN - Good-to-go
No maintenance required.

(DESCRIBED VIDEO)
Blue bars swipe across the screen

00:11:44:14 - 00:12:19:19

[CARLO]

When checking in your vehicle with an automotive service facility with a service advisor or the consultant, it's best practice to go through and make sure that you communicate all your concerns and complaints about your vehicle, any specific problems. That information will then get passed over to the technician, who will work through the inspection process using the Red Yellow Green Rule. Once they've completed that inspection, that service advisor or consultant will now review it with you, specifically going over your complaints that you had in the morning. The inspection process should give you clarity on your specific complaint.

(DESCRIBED VIDEO)
Carlo speaks to the camera

(DESCRIBED VIDEO)
Carlo walks around the vehicle while holding a tablet and taking pictures

(DESCRIBED VIDEO)
Carlo makes selections on the tablet while looking under the hood of the car

(DESCRIBED VIDEO)
Carlo speaks to a customer while showing her a clipboard

00:12:19:19 - 00:12:31:01

[CARLO]

If you had come in commenting about squeaky brakes, when the inspection gets reported back to you, that should be the priority item that's reviewed with you, then reviewing any other issues.

(DESCRIBED VIDEO)
Carlo shows a brakes display to the customer

(DESCRIBED VIDEO)
Carlo speaks with the customer while holding the clipboard

00:12:31:01 - 00:12:44:05

[CARLO]

One of the features that we offer here at Sil's Complete Auto Care Centre in our inspection process is that it's a digital vehicle inspection. It allows for complete trust and transparency when we inspect your vehicle.

(DESCRIBED VIDEO)

Carlo speaks to the camera from the garage

(DESCRIBED VIDEO)

Carlo inspects the vehicle while holding a tablet

00:12:44:05 - 00:13:13:03

[CARLO]

We use photographs and videos to go through and document any of your concerns. Once that's all documented, our service advisor or consultant will then email you or text you a copy of that report for you to review. You can see the photos and the videos of your specific problems. And then, at that moment in time, one of our staff will go through and explain what's red, what's yellow, and what's green on your vehicle.

(DESCRIBED VIDEO)

Carlo scrolls through pictures of the car on the tablet and makes selections

(DESCRIBED VIDEO)

A young man takes his phone from his pocket and looks at it

(DESCRIBED VIDEO)

Text messages with a link to the report on his car appear on the man's phone

(DESCRIBED VIDEO)

The man clicks the link and scrolls through the report as it displays on his phone

00:13:13:03 - 00:13:26:02

[CARLO]

The inspection process should build trust between you and the repair facility, and the mechanic. The most important thing is that you have peace of mind in knowing that the repairs that you're going to do are the right repairs.

(DESCRIBED VIDEO)

Carlo speaks to the audience

00:13:26:02 - 00:13:38:19

[NARRATOR]

These are some great tips to help drivers keep their vehicles road ready. But there are other road users to consider as well, and CAA is looking out for all of them.

(DESCRIBED VIDEO)

Carlo works on a car on a lift

(DESCRIBED VIDEO)

A pedestrian approaches an intersection as a car sits at the stop line

(DESCRIBED VIDEO)

The driver waves to the pedestrian, and turns to a cyclist who has approached

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo is displayed

00:13:38:19 - 00:13:41:23

[NARRATOR]

The rules of the road are designed with everyone in mind.

(DESCRIBED VIDEO)

The lane marking lines on a road pass by

00:13:41:23 - 00:13:47:22

[NARRATOR]

Drivers, cyclists and pedestrians each play an equally important role in sharing the road safely.

(DESCRIBED VIDEO)

Cars drive along a busy highway

(DESCRIBED VIDEO)

A cyclist rides along a brick path

(DESCRIBED VIDEO)

People walk and sit in a courtyard area

(DESCRIBED VIDEO)

Speed shots of a busy downtown intersection at night

00:13:47:22 - 00:13:54:00

[NARRATOR]

And in the course of the summer, you may find yourself in all three of these roles at one time or another.

(DESCRIBED VIDEO)

A shot of the sun shining down from a blue sky with white clouds

00:13:54:00 - 00:13:55:15

[NARRATOR]

The Driver.

(DESCRIBED VIDEO)

A still shot of a woman sitting in the driver's seat of a car over a blue and white background

TEXT ON SCREEN - The Driver

00:13:55:15 - 00:13:57:04

[NARRATOR]

The Cyclist.

(DESCRIBED VIDEO)

A still shot of a cyclist standing with her bicycle on the street over a blue and white background

TEXT ON SCREEN - The Cyclist

00:13:57:04 - 00:13:58:16

[NARRATOR]

The Pedestrian.

(DESCRIBED VIDEO)

A shot of a man standing on a street corner over a blue and white background; he waves his hand

TEXT ON SCREEN - The Pedestrian

00:13:58:16 - 00:14:05:21

[NARRATOR]

Here we have all three road users, ready to make a move. How should they proceed?

(DESCRIBED VIDEO)

All three shots are displayed over the blue and white background

TEXT ON SCREEN - The Driver

The Cyclist

The Pedestrian

00:14:05:21 - 00:14:09:07

[NARRATOR]

Here's what you need to look out for as a pedestrian.

(DESCRIBED VIDEO)

The shot of the pedestrian standing on the street is shown again over the blue and white background

TEXT ON SCREEN - The Pedestrian

00:14:09:07 - 00:14:16:09

[NARRATOR]

As you approach the intersection, ensure your phone is away, and stop to look both ways before entering the intersection.

(DESCRIBED VIDEO)

The man types on his smartphone, but puts it in his pocket

(DESCRIBED VIDEO)

The phone being placed in the pocket is shown in a frame over the blue and white background
A graphic of a phone is displayed over text

TEXT ON SCREEN - Put Your Phone Away

Phones can be a distraction when crossing the intersection.

00:14:16:09 - 00:14:22:17

[NARRATOR]

As you look both ways, you notice a car waiting at the top sign, and a cyclist approaching.

(DESCRIBED VIDEO)

The pedestrian looks at the car waiting at the stop sign, and the cyclist approaching

00:14:22:17 - 00:14:27:10

[NARRATOR]

You wait, and make eye contact with each road user, making sure they see you.

(DESCRIBED VIDEO)

The pedestrian waves

(DESCRIBED VIDEO)

The driver and cyclist also wave

00:14:27:10 - 00:14:33:19

[NARRATOR]

Finally, after a final check for any other approaching vehicles, you're safe to cross.

(DESCRIBED VIDEO)

The pedestrian looks both ways again and begins to cross the street

00:14:33:19 - 00:14:40:14

[NARRATOR]

Remember, pedestrians have the right of way at all marked crosswalks.

(DESCRIBED VIDEO)

A crosswalk sign is shown

00:14:40:14 - 00:14:42:15

[NARRATOR]

Now let's review as a cyclist.

(DESCRIBED VIDEO)

The video rewinds so the pedestrian reverses back across the street to where he began; he waves

(DESCRIBED VIDEO)

The driver and cyclist wave back

(DESCRIBED VIDEO)

The cyclist is shown in a frame over a blue and white background

TEXT ON SCREEN - The Cyclist

00:14:42:15 - 00:14:46:09

(MUSIC)

(DESCRIBED VIDEO)

The cyclist rides her bike along the bike path on the street

00:14:46:09 - 00:14:55:20

[NARRATOR]

You are approaching the intersection, travelling alongside the flow of traffic. As you approach, you notice a pedestrian is waiting to cross so you come to a complete stop.

(DESCRIBED VIDEO)

The cyclist continues to ride her bike

(DESCRIBED VIDEO)

The pedestrian stands on the corner while a car waits to turn on the road next to him

(DESCRIBED VIDEO)

The bike wheels stop

00:14:55:20 - 00:15:04:16

[NARRATOR]

As a reminder, bikes are classified as vehicles in Ontario, and must follow the same rules as drivers, including when to yield to pedestrians.

(DESCRIBED VIDEO)

A graphic of a bicycle appears over a white and blue background

TEXT ON SCREEN - Bikes are classified as vehicles in Ontario.

00:15:04:16 - 00:15:17:10

[NARRATOR]

Once the pedestrian is clear, since you do not have a stop sign, and this is not an all way stop, you give another look in all directions and proceed safely through the intersection.

(DESCRIBED VIDEO)

The pedestrian crosses the street ahead of the cyclist

(DESCRIBED VIDEO)

The driver motions for the cyclist to go forward and the cyclist begins to cycle across the street

00:15:17:10 - 00:15:23:01

[NARRATOR]

You can also choose to walk your bike across the crosswalk. Just make sure to dismount before crossing.

(DESCRIBED VIDEO)

The cyclist walks their bike across a crosswalk

00:15:23:01 - 00:15:25:02

(MUSIC)

(DESCRIBED VIDEO)

The video rewinds so the cyclist returns back across the street

(DESCRIBED VIDEO)

Blue chevrons sweep across the screen

00:15:25:02 - 00:15:39:10

[NARRATOR]

The final perspective to review is as the driver. You are focused on the road, watching your speed, and remembering to drive slowly through school zones, community safe zones, and residential areas.

(DESCRIBED VIDEO)

The cyclist reverses back to the intersection

(DESCRIBED VIDEO)

The pedestrian reverses back to the corner

(DESCRIBED VIDEO)

A shot of the driver in the driver's seat of the car over the blue and white background

TEXT ON SCREEN - The Driver

(DESCRIBED VIDEO)

The driver's hands hold the steering wheel of the car

(DESCRIBED VIDEO)

A maximum 40 speed limit sign is shown

(DESCRIBED VIDEO)

The car drives down a residential street past parked cars

(DESCRIBED VIDEO)

Blue bars swipe across the screen

(DESCRIBED VIDEO)

A school crossing sign, a community safety zone, and a graphic of a house appear over a white and blue background

00:15:39:10 - 00:15:46:01

[NARRATOR]

You approach a stop sign, and come to a complete stop. A pedestrian is waiting to cross.

(DESCRIBED VIDEO)

The pedestrian walks towards the corner; the car pulls up and stops at the stop sign beside him

00:15:46:01 - 00:15:55:19

[NARRATOR]

A cyclist has approached the intersection as well. You lock eyes with the pedestrian, letting them know it's safe to cross. They go first.

(DESCRIBED VIDEO)

The cyclist waits at the intersection

(DESCRIBED VIDEO)

The driver looks at the pedestrian, who looks back at her and waves; the pedestrian crosses the street

00:15:55:19 - 00:16:04:05

[NARRATOR]

The cyclist does not have a stop sign. Since they are not expected to wait, they would proceed next through the intersection.

(DESCRIBED VIDEO)

The cyclist waves and then continues across the street

00:16:04:05 - 00:16:12:21

[NARRATOR]

And finally, it's safe to make your turn.

(DESCRIBED VIDEO)

The car makes its turn onto the next street

TEXT ON SCREEN - Remember to always signal your turns.

00:16:12:21 - 00:16:18:13

[NARRATOR]

On dark or rainy days, drivers and cyclists must use their lights for visibility.

(DESCRIBED VIDEO)

The cyclist walks her bike; she clicks on the headlight on the handlebars of her bike

(DESCRIBED VIDEO)

The cyclist turns on a red reflector on the back of the bike

00:16:18:13 - 00:16:22:23

[NARRATOR]

And pedestrians should wear bright or reflective clothing.

(DESCRIBED VIDEO)

A pedestrian walks with a bright yellow tag hanging from their jacket

00:16:22:23 - 00:16:28:14

[NARRATOR]

Follow the rules of the road, always be aware of your surroundings, and avoid distractions.

(DESCRIBED VIDEO)

A shot of an open road with the sun setting on the horizon

(DESCRIBED VIDEO)

Aerial shot of downtown Toronto

(DESCRIBED VIDEO)

A flashing "Your Speed" sign is shown

00:16:28:14 - 00:16:40:14

[NARRATOR]

And most importantly, be kind, respectful and patient. We could all work together to keep our roads safe for everyone to share.

(DESCRIBED VIDEO)
Children ride bikes up a hill

(DESCRIBED VIDEO)
A family takes a selfie together

(DESCRIBED VIDEO)
People's feet walk across an intersection

(DESCRIBED VIDEO)
Blue bars swipe across the screen
The CAA Calling All Neighbours logo is displayed

(DESCRIBED VIDEO)
Blue bars swipe across the screen

00:16:40:14 - 00:17:02:13

[NARRATOR]

We hope you enjoyed today's episode. And remember, the CAA Approved Auto Repair Services program offers Member-exclusive benefits, such as 3% back in CAA Dollars on all repairs, and a guaranteed 1-year, 20,000 kilometre warranty on parts and labour. Visit the link in the description below to learn more about the AARS program.

(DESCRIBED VIDEO)
The CAA Approved Auto Repair logo appears next to text on a white and blue background

TEXT ON SCREEN - The CAA Approved Auto Repair Services (AARS™) program offers Member-exclusive benefits:

- 3% back in CAA Dollars® on all repairs
 - Guaranteed 1-year/20,000 km warranty on parts and labour
- (Disclaimers)

00:17:02:13 - 00:17:03:10

(MUSIC)

(DESCRIBED VIDEO)
Blue bars swipe across the screen

00:17:03:10 - 00:17:06:04

[NARRATOR]

On the next episode of Calling All Neighbours.

(DESCRIBED VIDEO)
A shot of a harbour with hills surrounding it

00:17:06:04 - 00:17:18:05

[MAN]

On the north-east tip of North America, on an island called Newfoundland, there's an airport, used to be one of the biggest in the world, and next to it is a town called Gander.

(DESCRIBED VIDEO)

An actor from Come From Away sits outside of the Royal Canadian Legion

(DESCRIBED VIDEO)

A time lapse of the harbour with clouds passing and boats leaving

(DESCRIBED VIDEO)

Aerial footage of a harbour town

(DESCRIBED VIDEO)

The man sits outside of the Legion

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:17:18:05 - 00:17:25:10

[NARRATOR]

CAA and Mirvish Productions welcome you to the Rock in a behind the scenes look at the hit musical, Come From Away.

(DESCRIBED VIDEO)

A shot of the seating area of the Royal Alexandra Theatre in Toronto

(DESCRIBED VIDEO)

Exterior of the theatre is shown, featuring a sign for Come From Away

(DESCRIBED VIDEO)

Stage actors perform Come From Away

00:17:25:10 - 00:17:32:02

[NARRATOR]

Enjoy a backstage pass to the Royal Alexandra Theatre for a virtual in-depth look at Toronto's landmark for the arts.

(DESCRIBED VIDEO)

A historical map of downtown Toronto is shown

(DESCRIBED VIDEO)

Archive picture of the Royal Alexandra Theatre

(DESCRIBED VIDEO)

Exterior shot of the Royal Alexandra Theatre in present day

(DESCRIBED VIDEO)

A shot of the stage and seating of the Royal Alexandra Theatre

00:17:32:02 - 00:17:38:17

[NARRATOR]

Then, we reunite the cast for exclusive virtual performances featuring the music of Come From Away.

(DESCRIBED VIDEO)

The cast of Come From Away are shown via video chat boxes

00:17:38:17 - 00:17:49:01

[NARRATOR]

And finally, a deep dive with the cast to learn more about the shared experiences with the show, and to discuss how Come From Away is the ultimate display of neighbourly spirit.

(DESCRIBED VIDEO)

A collage of video chat boxes containing the Come From Away cast is displayed over a blue and white background

(DESCRIBED VIDEO)

Cast members speak on camera

00:17:49:01 - 00:18:02:05

[NARRATOR]

Your virtual curtains open on Saturday, June 26th at 7:30 p.m. for a live premiere. And visit caaneighbours.ca for more information on future episodes, and to watch to more exclusive Drive Into Summer content.

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo appears next to text over a blue background

TEXT ON SCREEN - Celebrating Neighbours

Premieres Saturday June 26th

7:30 p.m. EDT

Visit caaneighbours.ca for more videos

(Trademark information)

00:18:02:05 - 00:18:06:00

(SONG)

To the ones who have come from away

Welcome to the Rock!

(DESCRIBED VIDEO)

Blue bars swipe across the screen

00:18:06:00 - 00:18:07:13

(MUSIC)

(DESCRIBED VIDEO)

The CAA Calling All Neighbours logo is displayed

Blue bars swipe across the screen

END OF TRANSCRIPT