**LWQA episode 138**

You're listening to wife work, QA episode 138. Welcome to life work QA where I answer a listener question each week and provide resources and guidance to help you take your life and work to the next level. I'm your host. Dr. Katie Linder. On this episode. I'm excited to talk a little bit about buying a new car.

This was something that I mentioned on my Instagram stories this past week and I got a lot of questions about our process and because this was truly a team process with my partner and I guess it was I have brought him back onto the show. Whoo, welcome back then it's me and this is your triumphant return.

Yes, true time number two on the. So I thought I would run through with been some of the things that we did is we were working on getting this new car and talk a little bit about kind of what happened Pros cons if we would do anything differently and hopefully will be helpful if you're thinking about maybe doing.

Add new car purchase yourself and there were definitely a couple of things that we would absolutely do again and would love to pass along as like a public service announcement of things. We didn't know we could do we learned we could do and we loved doing in the car buying process. So Drew. Okay, first we kind of established our timeline.

I've when we would buy the new car and what was the big trigger for you been of we need a new car? Well, that was the hundred thousand miles of the Prius. Yes. So we it's important to know that we actually share a car. We've shared a car our entire relationship. So like 15 years. We've only had one car time long time and we've always had one car and for the past.

Twelve years. It's been a Prius. Yes couple of different piaces. But when we hit a hundred thousand miles under most recent Prius been started getting a little bit nervous. Telekinesis falling apart a little bit. We had to take it in for a couple maintenance things that I felt like the car was getting to the end of its useful life.

Yeah where we would have to start like doing more maintenance on a pretty regular basis. So once that happened we started talking about buying a new car, but this was also around the time that we were renovating our kitchen and so we decided to do the kitchen first, but this was like. Six eight months ago did we decide that maybe I decided and then I think that's more a lot more likely for accurate.

So but this was like eight months ago maybe that we started talking about the car as well and how we'd want to do this. It was a long time that we were talking about this process and then during the time we were kind of establishing our timeline for buying which originally we thought was going to be like.

Almost a year ago, I think was when we were hoping to do some of this and we put it off for quite a while. Yes. We started talking about budget around that time to and part of this had to do with the income that we were getting from our business our side business and what we thought we could put away and.

Then we started talking about you know, what was our mandatories what were the things that we really wanted in a car and we're the kind of car buyers that we were will keep a car for five years seven years. We're not trading it in every couple of years. So we knew that whatever we purchase now we were going to have for a while.

So what were the things that were on your mandatory list dual climate control was a big one for me. I feel very strongly about the hybrid system. That I felt like if we needed to drive a car that we should at least pay some kind of lip service to environmental concerns, even though we're driving a car and LED headlights were a big thing for me.

I felt like our halogen lights on our 2010 Prius were not Illuminating things properly. Okay, and then my big mandatory which let me tell you is totally a first-world thing. Well, all of these are kind of hurtful things was I really wanted Apple carplay, which I had experienced in several rental cars throughout my various travels for work.

And for my work for OSU and my Consulting work and carplay, if you don't know what it is is basically a with a really easy way to hook your iPhone into your car and it kind of mirrors what's on your iPhone screen on the car screen and it's just a really nice kind of extra and not all cars have it.

So we work really interested in maybe having this in our new car and then the other thing I was really hoping for and I think. Ben was hoping for this to but you were kind of thinking about it as more of a bonus is we wanted a little bit of a roomier front area in the car because the Prius felt a little bit small to Ben and he was kind of making that concession for the last couple of times that we bought.

The Prius so we were kind of looking for that and then I was also hoping in the bonus category. I really like having a hatchback with a Prius. I wanted a car that was a little bit higher off the ground and we were both a little bit interested in more noise control because we knew some of the newer cars we're going to be less with the road noise and and the Prius has quite a bit of road noise and it's kind of hard to hear but I was like, yeah, it's hard to hear music.

It's hard to take phone calls. And so we were looking for something that was a little more in. Okay, so this is kind of the criteria were looking for so with this in mind been primarily started doing some. Research on consumer reports looking at things like road tests and trying to narrow down.

What were the cars that had this criteria now as you can imagine, there isn't like a magical tool online. Unfortunately that says I want to hybrid and I want carplay and I want a little more light here it is and here are the options and so we literally had to scroll through a lot of different things are really bended.

He did a lot of this initial research. And I think the hybrid allowed us to narrow it pretty quickly because that was something that obviously not everybody offers that I've read and carplay and the carplay and you could look at kind of separate list and then compare them but what we found was in consumer reports a lot of them when they did a road test didn't include the hybrid.

So are they didn't necessarily talk about various aspects of the trim and so you would get some information but not all information and you had to dig a little bit deeper in order to find out about for example. What trim level had things like LED headlights and carplay and whether or not that came in the hybrid version, right?

All those different criteria didn't always mesh up in one place. So there were several different places. I went to Consumer Reports was one Apple's carplay list was another and then edmunds.com. Well, those are the big ones then eventually you started going to the actual car dealer websites and building out the possible car to try to figure out which trim had which thing so through all of this research which happened over I would say several months that you were looking at this and reading up on this stuff and we weren't feeling a tremendous sense of urgency.

Like I think we were very lucky that the car we were currently driving. Very reliable. Yeah, it was it was doing fine. But we just were trying to build up to this place where we would feel confident about making the next purchase well in doing car purchases in the first place. It's a terrible process.

Yeah, I think everybody kind of has to be suck. Yeah. Well, I think a lot of people just read it like the whole thing. We were not looking for it. Yeah. We were not looking forward to going to the dealership. We really wanted to be very clear on. Like how much could we narrow this down before we started engaging with people at a dealership level so through all this research.

We basically narrowed our choices down to three options then what were they? What were our three quick quiz go over the three. Well, obviously we had the RAV4 and that was the 2019 model. Vibrance that was the hybrid. We also had the Toyota Camry the 2019 model, which really we could have gone with the 18 as well that has car Planet, but I felt like if I wanted to get the LED headlights a used vehicle wouldn't necessarily have that particular feature.

Whereas if we got a brand new car we could dictate that we needed that that particular feature and then I also put the Honda. Hybrid on there because I felt like the Accord and the Camry were almost the same car in a lot of respects and they both had very high marks in consumer reports and I take that that rating system very.

So going into this process, we basically had three contenders that had all four of our mandatory things that we wanted. They were hybrid. They had carplay they had dual climate control and they had LED headlights and. I think going into the test driving process we started out with Ben actually making appointments with dealership.

So we would call and say we want to come in and test drive this particular vehicle and this particular trim and this particular trim so that we could really see what was going on and we had mixed success with that. So I will talk about that in a second. But I think that what was kind of on our minds when we went into the first test drives which was with the RAV4 and the Camry.

I was on the RAV4 side because I thought it would give us more room. I thought it would be higher off the ground. You know, I thought it would be a good fit for us. Ben was leaning more toward the camera which camera has higher numbers. It's a very nice almost a low end luxury Lexus vehicle. I mean, it's a very high regards for Toyota in general, but certainly for the Camry.

I've always had a very strong feeling about the Camry that they use. Many of the same Parts. Well the last time we bought our Prius we almost got a Camry. I mean like it was between the priest and the Camry and then we ended up going with the Prius. So we went to go ahead and do the test drive and I feel like the first test drive went pretty well where we were trying to do the RAV4 and the Camry except we left not liking either.

Which I think both of us were hoping that one of them would went out and of course we kind of wanted the one that we went in wanting but I wouldn't have cared if I had like the Camry great if I would have cared if well, I mean, I think that we were open to like walking away with a good option. Like we wanted a good option.

Yes true. I was happy to have one of the other as long as we tell yo te I felt very strongly about. Choosing a Toyota. Yeah, we've had Toyota's for a long time and the RAV4 just to kind of quickly run down our concerns like the RAV4 had a real cockpit feel it was not roomy on the inside it felt as one of the things that I realized as we were going through the test drive process that I didn't know was that because we're in the car together so much.

This is a vehicle that we share. We don't each have our own car. That front area of the car actually is really important to me. Like I hadn't realized that but a communal space a communal space and and so we need it to be not a space where we reach kind of in our own little cocoon cocoon. Yeah, exactly.

And and with the cockpit feel like that to not feel good. But I love the hatchback part. It had great storage. Like there were a lot of things I liked and if it had been roomier in the front. No, I like that. I still wouldn't have gone with the RAV4. It still felt cheap on the inside, right? That was the other thing is even with the higher level trim.

It's all cheap on the inside. And that was something that we thought if this is a car we're going to invest in for five to seven years. We want it to feel good on the inside of the car when we're driving it. So then we went with the Camry test drive and oh God this whoo. Oh my God, so the Camry on the inside the newer one.

It's kind of meant like the I don't know how to describe it. Like it's kind of meant for the driver. Like it's very driver Centric. It's very driver Centric. So like when you sit in the driver's seat, like this screen is a angled toward the driver as it should be and there's this kind of swoop that they have in the middle that like blocks off the driver's side from the passenger side, and I did not like that like I.

Oh my God, you did not like it. Well, I just was like, I don't I feel like this is not a good communal space like in the front of this car. It's like the driver is in their own little cocoon and Wisconsin juror is just like chilling out. Yeah, so I didn't like that. I felt like if we each had our own car, it wouldn't have been as big of a deal but given that we are sharing a vehicle we want it.

Well, you know, I wanted a better commute out of you wanted a better Community. Yeah. I did not like this Loop, which if you look at pictures online, I think you'll know what I'm talking about. Okay. So then after we did this test drive I think we both got a little bit scared because like two out of our three options were I wasn't scared where it's not working.

Yeah, but but we were definitely like what are we going to do? If we don't like the Honda Accord those those two that we test-drove first those were our top two. Yeah, they were and so when they got knocked off it was like and we weren't saying absolutely no. Yeah, but it concerned us that we had such concerns would be determined just so much.

That we. Broadened our gaze. Yeah, there was like a dark horse that came in. We went back to the research and we were like, what are we missing? Like, is there anything else that we can add to our list? And at this point we had not yet yet test-driven the Honda Accord but we were trying to figure out you know, like before we do that because I think we were afraid we would go test drive the Honda and we wouldn't like it and then where would we be?

They're being antisocial problem. It would be it would be a problem. So then we went back to the drawing board basically and we found a Nissan Rogue hybrid and we decided to add this to which are less by the way had very low ratings on consumer reports along with the RAV4. Both of them debt where they were in the 70s, right, but we were like, okay, maybe this is an option and then we made an appointment to test drive the Honda Accord.

This is probably the worst part of our process. If you want to tell the story of test driving the Honda. Oh my god. Well first we call I called and made an appointment and they didn't have the car ready. They didn't have the car available on the lot and the person that I talked to. Wasn't available.

She was working with someone else so she had somebody else come and we walked all over the lot trying to find the vehicle. And oh, no the trend that you want is not here. They didn't even have a hybrid like there. They had a bunch of Honda Hybrid Honda Accords non-hybrid everywhere, but they had no Honda Accord Hybrid and we really wanted to test drive the hybrid like we felt very strongly about if we're going to buy a hybrid.

That's what we should be test-driving. So then they did have a hybrid. Sitting inside the dealership and the person was walking us around was like well, why do you even want to test drive a can't you just like sit in the one that's sitting inside and like I think I proved room noises. I believe was what he said.

So then we went and sat in this car just to see like we had never experienced the car. So we're like, okay, we'll go sit inside it. Obviously we still want to test-drive it. But what do we think like do we feel like it's mermaid we like it, whatever. And we were like, okay, like initial indications are were liking this enough that we want to yeah, we need to go do a test drive.

So we left that dealership. We basically just walked out because they couldn't help us they didn't have the car. They told us they'd have it then they didn't have it. They weren't very nice. Anyway, they weren't very nice to us. And so and again like you don't expect. A lot from a dealership experience.

I expected more we were expecting more than that, especially since Ben had been an appointment. So then we got on our phones and we were like, okay who has one of these Honda Accord Hybrid? And we ended up having to drive to Portland. So we drove North like an hour to fight because nobody had one of these locally this was kind of crazy to us.

We couldn't find anyone that had one available for a test drive in the trim that we wanted. So we drove up to Portland and had a better experience with that dealership. And in the meantime as we're driving up there. I'm making a separate phone call to try to find a Nissan Rogue hybrid so that we can test drive that too because we're trying to like knock all this stuff off our list.

Same day figure out what's going on. And again, nobody has one like nobody has one on the lot except for this dealership even further north in like Northern Portland. So we'd have to drive like another hour and this is like I think a Saturday that we were doing this so it wasn't worth it. So the traffic wasn't great.

So anyway we go to test drive the Honda Accord and what did you think? I thought it was more of a luxury vehicle. We got we looked at the touring trim, which is the high-end trim that the of the hybrid model and I felt like it was. More car than what they were advertising. Well and the touring trim I think is the only one that had the LED headlights which is part of why we were picking it.

We are definitely not people who always choose high-end for this like all our last three cars have been used. So when we're looking at these brand-new 2019 cars. It's kind of a turn for us to do that and in part it was because of the carplay issue because a lot of newer cars had it but not the older ones and not everybody had the LED headlights in the different wavelength on me carplay was more of an issue than it actually was I agree.

It was a it was a thing LED and at one point I said, you know, should we give up on the carplay dream and Ben said you've convinced me that we need to have carplay. Look at this point if it's if it's something you. And we're willing to spend for it. We should find it. Okay, so we test drive the Honda Accord and we're both.

So convinced by it. There's way more Tech inside this vehicle. It was unbelievable. There's buttons everywhere everywhere. You look at it you spit and there's a button. Yeah, and they have I mean there were things like heads up display, which I didn't even really know what that was. Which again you can Google if you don't know what it is, but I mean, there's just all kinds of things that I was like I didn't even know a car could do this and we're still learning things about what this car can do again spoiler alert.

We bought this car which will go into more detail about wow. With that was a spoiler alert. Okay, so but we decided after that test drive that basically we did not need to go test drive the Nissan Rogue hybrid. Well, because that along with the information that I saw online, right which was the 2018 or 2017 hybrid version of the Nissan Rogue was complete crap.

They had to do recalls and there's often a lot of problems happen. Yeah. Yeah, and so no one nervous. No one wanted to hold these things and inventory. So it was difficult to even locate one in the first place. So this was when we were test driving this this was probably mid-may. The we were early May that we were doing this test drive.

And of course at the dealership, we did the test drive there like we have a deal because until the end of May and we were like we don't care about your deal like we never planned to buy from a dealer because you don't give a fig about your deal not want to deal with it and deal with it. We didn't want to be an ordeal ha ha so we wanted to take some time to just kind of think about it.

Make sure this is what we wanted to do some additional research and kind of look into Trims and you know, all of that kind of thing and after, Reading all of our information across four five six dealerships. So now we're getting calls even now that I have messages, you know, yeah absolutely. Would you like to do we're waiting for your call?

And in the meantime we had heard about a buying service. That was really intriguing to us that Costco did and the AAA did where you could basically use them as a kind of broker to get a car. And so we started also researching that we thought we knew what we wanted, but we wanted to figure out the right option to buy it.

And actually I put out a call on Instagram and I mentioned that I was doing this and I said we think about doing Costco and somebody warned me away. They were like, we had a really bad experience with the. Broker and so we ended up going with AAA because some person on Instagram if you're listening thank you told me that they didn't have a good experience.

And so we ended up going with AAA. So if you don't know about this service then tell them like what this is that AAA AA AAA Auto Source is a service that AAA offers in Oregon. I saw a couple other states mentioned as well. No guarantee that your state has it because Triple A's are Regional but for your country because we have international listeners to okay fine country and actually people who are international you may not know I don't have AAA is an international company.

But basically this is like an auto support service that you can purchase that allows you to like if you get a. Flat tire they'll help, you know, they'll come tow your car. It's not really ensure exactly. It's Towing is the yeah original service, but there's other little things they've got along with it.

It's like a membership that you can buy and I'm assuming that this is a North American thing, but maybe it's International. So one of their services is that we have this as well. Yeah. They have this Auto Source thing. Okay. Sorry, go ahead. Thank you. I just want to clarify we have we have international listeners it needs to know and they don't have Google.

Okay anyway, so. This Auto Source service allows you to identify a car and they can bring the car to the AAA store or AAA office. They can have you drive test drive the car. And then you can buy the car directly through AAA. So if you want to you never have to step foot as you bypassed the dealership.

Yeah, and we didn't know that we could do the test drive option which we probably wouldn't we should have done but we kind of did that legwork on her own? So basically you fill out a form online and you say exactly what it is that you want and if you have a trade in which we did we wanted to trade in the Prius.

You tell them all the information about your trade in and then they contact you and like they wheel and deal. Come back to you with some kind of price and different options. Now, you didn't you didn't have direct contact with this process. No, that's filled that out. Yeah, and I talked to John who will never listen to this particular podcast, but John, thank you.

If you ever do listen, son of a link we should send the link will send him. Okay good. Yeah, so. I contacted him through email and then he got me he got back to me through email. I did most of the negotiating here on email and really the negotiating was how does this work? You know, I was waiting for the catch in this process because with the Costco thing you had to go to the dealership and deal with the dealership directly before you got the Costco quote-unquote price, and I was assuming that there was some kind of catch in this process.

And he assured me there was no catch. You do not have to walk on to the dealership at all. There's no negotiating with with price. He just gets the price and that's that's the price and then he comes back and says here's the price. Do you want it? Well and the price also it's important to mention has like basically a AAA discount.

Let's a whole purpose. Yes working with AAA is. So in our case it basically dropped a couple thousand dollars off of MSRP pricing like it immediately immediately. Yeah, and then when you go she ate it with the trade in right by game the VIN number over email. I also gave him a service history because I always took it into the dealership so you can go on Toyotas website and get the history of your vehicle's service based on Vin and we got a little bit of a ding because we bought.

The the Prius on the East Coast but we got a good deal. Yeah, we got the trade and I'm more on the trade in than we thought and then we also were able to I think with part of the AAA service right? Because I don't think we could have gotten that particular price at the dealership. Now, I would have lowball this I'll bet one.

I think that the other thing that we were able to do is get an extended warranty that was cheaper through the Ley then it would have been through the dealer. So the whole process we were like. This is amazing. Like this is the real scream less money with the extended warranty than what they offered at the dealership that was their special end of month price.

Right? I mean my several thousand dollars, it's crazy. So then we so we kind of negotiated this over email or been dead and he's like texting me. Here's a number. What do you think? Are we buying this? Are we what are we doing? And we basically said okay we're going to do it will make an appointment and.

We'll go pick it up like at this AAA office, so. Last this past Tuesday as I record this like this week on Tuesday. We went to breaking news that at that dot one and as I record this I'm literally posting this episode tomorrow morning. So this is very fresh on Tuesday. We went to pick up the car.

We got there at 115. We were walked through all the tech in the car by John who Ben had been negotiating with and he showed us all the buttons how everything worked. We went inside sign a bunch of papers as you always do. Handed over a check and we were out in an hour. Yeah, and the majority of the time was looking at the car and like having something like our he was he helped us hook in our phones to the vehicle even I mean it was a very Hands-On I would call it a white glove.

Yeah, it was very concierge. Yeah, so it was like the easiest way I've ever bought a car in my entire. And I've only bought like three but still it was it was too easy. I'm Rachel waiting for the other shoe to drop in this process. I even I sent him an email today and said, where's the other shoe dropping?

Yeah. So now we've been driving this car for four days a car that I don't think it's more car than what we paid for. And I'm waiting for like the back wheels to fall off or something for it to be like a lemon something like I don't know like something pops up and says Yep, this is it this you have to be now pay a monthly fee $40,000.

I don't know what the problem is, but the process is has been too easy. Yeah, it was really good and I think part of it was we put in the research up front especially Ben. But also, you know like we walked into this being pretty clear about what we wanted and being able to narrow it down to just a few choices even though that's a little nerve-wracking because you don't know what is going to be the one that's going to fit and your you know, we were a little nervous after that first test drive now we've been driving it and we love it.

I mean, it's great. We're still learning exact nice car. Yeah. We're still learning the tech like I am still adjusting. So it's one of those cars where I mean. I didn't even know this stuff was possible. Like it's one of those cars where you can have a set a preset for driver 1 and Driver 2, which is seat for the seed and the adjustments and all that because it's Electronics eating and which is great for us because we both drive the car like pretty equally and I'm still kind of getting my.

Sea legs under me in terms of like where I need my seat to be in height and all of that but Ben's already got his set and he just walks like he can he can unlock the car with his key fob, which is for driver number two and it like automatically understands that he's driver number 2 and adjust his seat and puts it where it needs to be.

It doesn't just the steering wheel that's not part of the the adjustment but it's it's pretty darn good. I feel like we're in the Jetson. Really? Yes with this car. I feel like we're in The Jetsons between the car play so it's got heated seats it has. Cooling seats, which I didn't even know existed.

It has heated side mirrors. Yeah, heated side mirrors and and the other thing I mean we could go on and on so I'm going to just cut us off at some point because we could talk about all the crazy features of this car. But the safety features of it are probably some of the best things and I was expecting our insurance to go up because it's a newer car and our insurance went up by like 50 dollars a year because.

We got all the safety features and it's not enough all of our insurance cost because our insurance is through AAA. The process was even easier to switch cars when we brought our old car in they already had. The insurance paperwork for our new car, right and you go they did and they facilitated the registration for us.

So we don't have to do anything with the dealer but the dealer right but we don't have to go into Lane has to do with the Department of Motor Vehicles. We don't have to go in and get her new license plates. There's going to be sent to us correct, like super easy. So all this to say we did a lot of research.

I got a new car and we got a new car and we love it. Good job. Good job. You're cute. All right, so we would love to hear we're doing for devolving. We would love to hear if you have any questions about this car buying process and we. I ended up I mean in a really good spot. I think we were both surprised at how well it went by use the Auto Source use the Auto Source and I will always be using the Auto Source from now on I'm pretty much that was the message we got but and if your local if you happen to be listening to this in your local I have John's car.

We're happy to pass them along true, but I would love to hear if you've done this and you've had a good experience buying a car or if you've had a horrible experience buying a car. You're welcome to tell us we'd also love to hear your questions. You can always email me at contacted Katie Leonard artwork.

You can tweet to me at Katie double underscore lender. You can connect with me on Instagram @ KD underscore lender, or you can write me a letter or you can write been a letter what at PO Box 1621 and Albany Oregon nine seven, three two, one both of us. Would love to hear from you. All right, fine.

Any final words Ben. It was too easy. I'm telling you. It was too easy. I congratulate you on your triumphant return to the radical self. Trust podcast Channel. We do we do we do. Thanks for listening. Everyone life word QA is part of the radical self dress podcast Channel a collection of content dedicated to helping you seek self-knowledge nurture your superpowers playfully experiment live your core values with intention practice loving kindness towards yourself and others and settle into your life's purpose learn more about the rst channel and access show notes and transcripts for each episode at Katie lender dot work / podcasts.

If you found this episode helpful, please also consider rating and or reviewing. To show in iTunes.