



# AUTOMOTIVE & COLLISION



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## WINTER CHECKLIST FOR SAFE DRIVING

When winter weather is upon us, it would be wise to prepare your automobile for maximum cold and wet weather reliability. The following is a list of items that we recommend that vehicle owners should do:

- √ Maintain coolant freezing level.
- √ Inspect wiper blades.
- √ Check battery cold cranking amps.
- √ Fill wiper washer fluid level with non-freezing mix.
- √ Test starter amperage draw.
- √ Measure tire conditions and pressure.
- √ Insure tire chain condition and proper fit.
- √ Lubricate all door locks, hinges and latches.
- √ Check your 4x4 before you need it.
- √ Don't park your car under sappy trees.
- √ Fill your fuel tank to full to stop condensation.
- √ Prepare a winter trip kit complete with warm blankets, flashlights, flares, quick energy food, and tire chains.
- √ A cel phone on long trips is a wise addition.



*The whole A Street Automotive crew is ready to help you anytime with your vehicle repairs, painting needs. Come in and see them whenever you want the best service in any millenium!*

## EXTENDED WARRANTY CONTRACTS

Over the past years extended warranty contracts for new and used vehicles have become popular. The purpose of these contracts is to cover needed vehicle repairs that are not covered by factory warranty. These contracts also continue warranty coverage on the vehicle after the factory warranty has expired. Customers buy extended warranty contracts to eliminate unexpected, out of pocket automobile repair bills. Like an insurance policy, extended warranty contracts can vary greatly according to cost vs. coverage.

At A Street we have dealt with many extended warranty contract repairs over the years. We have found extended warranty contract coverage can range from excellent to very poor at the time of need. We find that most of our customers purchased their extended warranty contracts under the assumption that the contract will cover all unexpected repairs to their vehicle wherever they choose to have it serviced. Many times this is not the case and the customer ends up paying an unexpected repair bill.

Making an informed consumer decision up front is the best way to be sure the contract will cover your auto repair needs and protect your money investment. Contract sales persons make a commission and they will want to sell

you an extended warranty contact at the time of a vehicle purchase. Before purchasing any contract you should be completely aware of Cost vs. Coverage, also the conditions under which the repairs can be performed.

We have found that warranty contracts are very complicated with coverages and exclusions intertwined within. Many contracts only cover certain components under certain conditions. We have also found that some contracts are only valid for repairs at the dealership, this can be extremely inconvenient and untimely. Many contracts also require a deductible payment that customers may not be aware of.

Although there are many extended warranty contracts that are cost effective and user friendly it may be next to impossible to tell if the contract is worthy of your investment unless you are a master auto technician with a degree in law.

At A Street Automotive we gladly deal with all extended warranty contracts to answer your contract questions.

We have found that calling in mock repairs to specific warranty companies is a productive way to verify contract coverages and circumstances. We invite

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## NEW BUSINESS HOURS 8:00 AM to 5:00 PM

If you need to drop off your vehicle after hours: remove valuables, lock up vehicle and park it next to the building, then put the keys through the drop slot on the west side door (to the right in the photograph). Thanks!

## CODE OF ETHICS



This establishment subscribes to the following business practices

- To perform high quality repair service at a fair and just price.
- To use only proven merchandise of high quality distributed by reputable firms.
- To employ the best skilled technicians obtainable.
- To furnish an itemized invoice for fairly priced parts and services which clearly identifies any used or remanufactured parts. Replaced parts may be inspected upon request.
- To have a sense of personal obligation to each individual customer.
- To promote good will between the motorist and members of this Association.
- To recommend corrective and maintenance services, explaining to the customer which of these are required to correct existing problems and which are for preventative maintenance.
- To offer the customer a price estimate for work to be performed.
- To furnish or post copies of any warranties covering parts or services.
- To obtain prior authorization for all work done, in writing or by other means satisfactory to the customer.
- To notify the customer if appointments or completion promises cannot be kept.
- To maintain customer service records for one year or more.
- To exercise reasonable care for the customer's property while in our possession.
- To maintain a system for fair settlement of customer's complaints.
- To cooperate with established consumer complaint mediation activities.
- To uphold the high standards of our profession and always seek to correct any and all abuses within the automotive industry.
- To uphold the integrity of all members of the Automotive Service Association.



*The ASA is the largest non-profit trade association of its kind serving approximately 12,000 businesses and more than 55,000 professionals from all segments of the automobile service industry.*

## FOR THE VERY BEST PAINT: SIKKENS

Our Paint Shop at *A Street Automotive* will settle for nothing less than the very best. We know that our work is only as good as the products that we use. This is why we use The Sikkens Brand Automotive Paint System.



Sikkens offers a Limited Lifetime Warranty to all customers that have their products applied by a certified Sikkens Paint Technician. Sikkens calls this warranty the Refinish Assurance Plan.

*A Street* has a Limited Lifetime Warranty on all paint preparation and metal work. This is just another way we assure our collision customers that our repairs have complete warranty coverage.

If you would like to see why we can offer such a complete warranty on our repairs please stop by our shop anytime for a tour. Seeing is believing, and we are very proud of our entire operation and our certified staff.



## WHEEL ORDEAL

It is quite evident that automobile styling these days has one thing in common, aerodynamics. It seems that aerodynamics have given vehicle styling a more common ground, making vehicles look more alike. To combat look alike syndrome vehicle manufactures are offering an array of options and bold new colors to set their models apart from the rest. Thus combating the look alike syndrome.

Although the manufacturers do a great job personalizing their vehicles many Americans find it tastefully necessary to take it one step further by adding a cool set of aftermarket wheels. There are literally thousands of aftermarket wheels available for most vehicles. Wheels range greatly in quality and style. The right set of wheels can really enhance the look of any vehicle.

At *A Street* we have found a multitude of problems caused by aftermarket wheels and tires. It seems that some wheels are "unilug" made to fit many models but not really correct for any. Any imperfect wheel lug mounting problem will cause an eccentric condition (the wheel's axis is not spinning on its center). Further we have found many wheels with too much run out (the wheel is bent side to side causing it to wobble). We have also found that improper wheel offset and width selection can cause handling problems.

Almost any wheel problem will cause an abnormal vehicle vibration that may be constant or intermittent. Road noise and ill handling problems may also result.

When selecting an aftermarket wheel we recommend replacement wheels that are of equal or better quality than the Original Equipment Manufacturer wheels. We also recommend that you stay within the vehicle manufacturer's parameters for offset and width.

Sacrificing vehicle driveability for physical looks is like judging a book by its cover. There are many competent wheel sales stores and many wheels that will meet or exceed Original Equipment Manufacturer specifications. If you have any questions about aftermarket wheel selections please call us so we can help you make an informal decision for your safety and comfort.

## ENVIRONMENTAL PLEASE BE GENTLE

It is no secret that almost any liquid or expendable material used in a automobile is in someway harmful to the environment.

At *A Street* we are sensitive to this issue and willingly take all necessary steps to recycle and dispose of waste products in the most environmentally friendly way. The products that can not be recycled or reused must be hauled away for proper disposal at heavy expense. To offset this expense we must charge a hazardous waste fee to our customers. Proper handling of waste will always assure that there is a stable environment for the future of us all. We would like to thank our customers and the auto industry for assuring that all waste is disposed of properly.

# TECH TIPS



*The A Street Automotive Office Crew is always ready to help you with advice, scheduling and trouble-shooting. (Left to right) John, Bill, Cris, Guy and Cory stand next to the new Saturn LS...what a car, what a crew!*

## **SATURN LS: AN INNOVATIVE CAR**

On July 8th the Saturn Car Company unveiled their brand new line of mid-sized sedans and wagons, the LS series. *A Street* is the factory trained and exclusive Saturn collision paint shop in this area. We attended Saturn of Eugene's introduction of the LS series for technical consulting. We are very impressed with the new LS series from all aspects especially repairability. It's

hard to improve on a good product but Saturn has definitely been up to their old tricks (innovation). Saturn is a different sort of Car Co. in a good way.

## **TIMING BELT ESSENTIAL TO DRIVING**

The timing belt is one of the most critical yet maintenance sensitive components ever used on automotive engines. Not all engines use a timing belt. If you don't know

whether your engine has a timing belt, you need to find out soon. On free-running engines, timing belt failure will not cause engine problems other than a sudden stop and an immediate safety issue.

On interference engines, major damage will occur if the belt breaks while driving. Timing belt breakage on interference engines will allow the valves to hit the pistons because the timing that normally keeps them apart is inactive.

When this happens it means one of two things: *either a large repair bill or a whole new engine.*

Most manufacturers recommend timing belt replacement between 60,000 and 90,000 miles. Call *A Street Automotive*, we will help you review the timing belt situation on your vehicle. We're happy to answer your questions and we will competently fix any timing belt problems.

## **THANKS FOR YOUR LETTERS**

The entire staff of *A Street* would like to thank the many customers who have sent letters and other gifts.

Taking time out of your busy life to send us thanks means a lot to us.

Our teamwork concept is reinforced with each satisfied customer and we search for even more ways to better serve you on a timely basis.

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## **Extended Warranty Contracts**

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you to bring in any extended warranty contracts before purchase so we can help you evaluate contract coverages at no cost to you. A small amount of investigation up front can save you the disappointment of a bad investment when you need repair coverage.

*'A' Street*

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