

# AMWELL AUTOMOTIVE NEWS

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## INSIDE THIS ISSUE:

<i>The Physical That Keeps You on the Road</i>	<b>1</b>
<i>Should You Buy an Extended Warranty?</i>	<b>2</b>
<i>Rusted and Seized—Now What?</i>	<b>3</b>



**Welcome** to another issue of *Amwell Automotive News*. Your source for helpful car care that help keep you on the road and never stranded alongside of it. If you're like us you get bombarded with phone calls from folks trying to sell you an extended warranty for your car. It's a case of BUYER BEWARE. In this issue we've laid out some need-to-know information. Also, we've got a follow up to our last issue talking about taking your vehicle in for a *physical*. We'll show you how it makes sense with some specific examples; and we've put together a special offer as an incentive to be sure you're ready of the upcoming seasonal changes. Finally, if you've done any mechanical work— with a car, bike, or stuff around the house, you've probably dealt with rusty nuts and bolts at some point. Check out our article on page 3. As always, we hope that you find this issue of our newsletter helpful and enjoyable to read. If you have questions that you'd like to see us address with this publication, please let us know. Stop by, call, or email us at: [amwellautomotive@comcast.net](mailto:amwellautomotive@comcast.net)

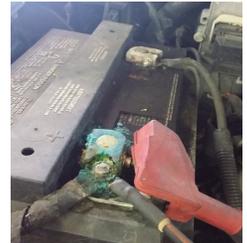
Best Regards,

*Kevin Snyder / Pat Graham*

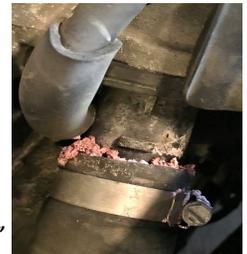
## The Physical That Keeps You on the Road

**Y**ou may recall in our last newsletter we talked about the value of bringing your car in for a physical. Just like your doctor wants to see you every so often to check you over and see how you're doing (typically once a year), we want to check-over your vehicle and see how it's doing (at *least* once a year). This is crucial to keeping you on the road and never stranded alongside of it. As we stated in our last issue, based on vehicle inspection data, the Car Care Council (an independent non-profit organization dedicated to consumer education) finds that 89% of vehicles on the road are in need of at least one service or repair. In any case, this follow up provides some specific examples of how a "physical" really does keep you on the road and never stranded alongside of it.

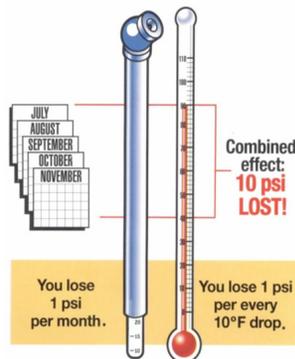
**Everything looked good until** we pulled that red boot off of the positive terminal. All that corrosion is a no-start waiting to happen.



**Cooling system failure is** one of the leading mechanical failures that leave motorists stranded. Fortunately this coolant leak was caught before it turned into a bigger problem.



*Continued on Page 2—See "Physical."*



## Just a look won't do it.

One of these tires is actually ten pounds underinflated. Your eyes can deceive you, so rely on a good tire gauge for an accurate reading.



As the temps start to drop this fall, so will the pressure in your tires. Check them regularly.

## Should You Buy and Extended Warranty?

You've no doubt received phone calls from folks telling you your car's warranty has expired and that you should act now to extend it. You may have received similar notices in the mail. These are all efforts to sell you what they call an "extended warranty."



These really are not extensions of the manufacturer's warranty. Rather they're repair contracts. The question is: Should you buy one or not? We'll lay out some of the facts and you decide.

First, you should know that the Better Business Bureau receives many complaints about these companies. They include complaints of deceptive advertising, high-pressure sales tactics, not being able to cancel and receive a refund as promised, and perhaps worst of all, finding out that the so-called warranty has a very limited range of things that are covered.

Many of these companies ask you to buy the warranty, or extended contract, before sending you the actual contract. The sales rep makes it sound real good on the phone. He or she will tell you that the contract covers the brakes, transmission, engine, electrical system, and more.



This is only partly true. The contract may, for example, cover a brake master cylinder, but it may not cover brake pads, shoes, rotors, and calipers. It may cover a timing belt on an engine, but not the gears or the tensioner or any other number of components that may be needed as part of the repair.

The advice to anyone considering a service contract is to never buy without seeing in writing exactly what's covered and what you have to do to make a claim, which by the way can be a nightmare. In other words, be sure to read all of the fine print.



We've dealt with several warranty companies on behalf of customers, and sometimes it's a hassle getting approval. Buying a service contract is definitely a case of buyer beware.

The thing to keep in mind is that a service contract is very much like an insurance policy, and like any insurance the purpose is to manage risk. Your need for insurance, therefore, depends on your comfort level with risk. So let's look at this from a risk/reward point of view.

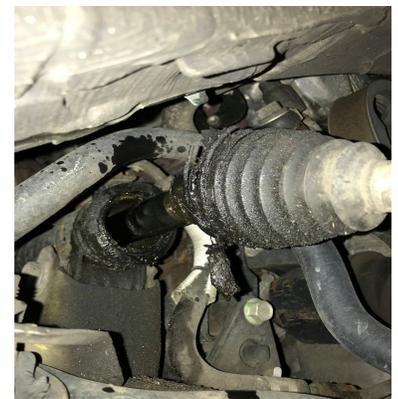
A typical service contract on a typical vehicle starts around \$2,000.00 and can run over \$3,000.00. Most carry a deductible that can be \$100.00 or more. Also, these contracts do not cover maintenance. You'll still have to pay for oil changes, tire rotations, fluid flushes, and lots more. Oh, and if you do have a claim, you better have had all of the maintenance performed or your claim might be denied.

The bottom line is: two or three thousand dollars buys a lot of repairs. Yes, a major engine or transmission repair could cost this or more, but with proper care, cars today routinely go 200,000-plus miles without the need for major repairs.

If you can afford payments on a \$2,000 or \$3,000 warranty, you can afford to make payments to your own personal car care fund and budget for repairs and maintenance. Think about it!

### (continued from Pg. 1) Physical

The boot pictured here is supposed to seal the inner tie rod and steering gear. When it fails, the lubricant gets 'thrown out' and dirt and debris can get in and cause damage. Identifying and then repairing this early potentially saved this customer over one-thousand dollars in steering unit repairs. This example along with those from page 1 are but a few of the kinds of concerns a vehicle inspection can reveal. It boils down to two things—Safety and Peace-of-mind; and that's what our slogan: *Keeping you on the road, never stranded alongside of it* is all about.



## Rusted and Seized—Now What?

Those of you who have worked on anything mechanical and have used wrenches and sockets have probably had the fun of dealing with a rusted and seized bolt at one time or another. Be it on a car, boat, lawnmower, or just about anything.



You may even have had the experience of turning a wrench and suddenly, BAM, the wrench slips and you bust your knuckles on the edge of something hard. Not only do you cringe from the pain, but now you have to figure out how to remove the fastener that has the edges rounded off and is seized.



Welcome to our world. We frequently encounter these situations. Over the years we've learned a number of techniques for dealing with these complications. Sometimes applying heat along with penetrating oil will get a seized fastener loose. Sometimes we can use a cutting torch to remove a part. Other times we can grab hold of a rounded-off bolt-head using vice-grips and get it to turn.



Sometimes, though, in spite of every effort to avoid it, a bolt breaks. When that happens it's a painstaking process of drilling out the broken pieces and tapping new threads.



Like I said, we're no strangers to these kinds of situations, and we know how to handle them when they occur. That being said, we NEVER KNOW IN ADVANCE when this is going to happen. It's not the kind of thing you plan for. Sure, we know from experience when we're more likely to run into these kinds of things, but again, you never know for sure ahead of time.

This makes providing an accurate estimate up-front a challenge. We provide estimates based on 'normal' circumstances. Should we encounter a situation that is out-of-the-ordinary, we'll call and explain the what, why, and how much



The bottom line is you'll never be blind-sided with a bill that's higher than what you've been told. You have our word that we will never ask you to authorize work that isn't necessary and we will never gouge you on price.

## Be prepared for winter driving

**\$65.99** Most Cars

Pre-Winter Physical/Vehicle Assessment Includes a Comprehensive Evaluation of:

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- ◆ Cooling & Lubrication Systems
- ◆ AND MUCH MORE!

We know it isn't what you want to hear, but winter is just around the corner. Now, before the weather changes, the temps drop, and our days get shorter, is the perfect time to address those upcoming maintenance needs.

As we've already discussed, the *physical* is the place to start. It's about having good, accurate information so you can make sound decisions that serve your best interests, and that's the objective of the physical—to gather information and provide you what you need to know so you can decide what is best for you. Call or stop by for specific details and to schedule a time to come in.

### Don't Let This Happen to You This Winter!



## Amwell Automotive Provides:

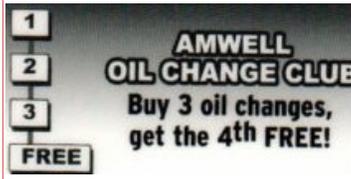
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## SPECIAL OFFER INSIDE!

### Inside This Issue

- ◆ The Physical That Keeps You on the Road
- ◆ Should You Buy an Extended Warranty?
- ◆ AND MORE!



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