

AMWELL AUTOMOTIVE NEWS

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Happy New Year!

Welcome to the first issue of *Amwell Automotive News* for 2020. Did you make any New Year resolutions? We have. We're resolved to doing everything possible to keep you on the road and never stranded alongside of it. Those of you who are regular customers and readers of our newsletter are familiar with this mission of ours. We want all of our customers to enjoy the safety and peace-of-mind that comes with driving an expertly maintained vehicle. In addition to the basic car care news and car care tips, our feature article on page 3 discusses the enormous economic benefits to long term vehicle ownership. This one strategy alone could (depending on your age, of course) literally fund your retirement. 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

Best Regards,

Kevin Snyder / Pat Graham

Technology & Intermittent Concerns

Last July we celebrated the 50th anniversary of the first Moon landing. Even today the concept of traveling to the Moon and back is a technological marvel. When we think of space crafts we think of sophisticated electronics and computerized systems. Now think of your car. Would it surprise you to know that today's automobiles have more computer power (actually a LOT more) than the Apollo 11 spacecraft that took our three astronauts to the Moon and back? It's true. And while this technology has vastly improved vehicles in every aspect imaginable—from performance to safety to comfort and convenience—the technology sometimes presents challenges. One such challenge, in a word, is INTERMITTENTS.



Intermittent is the term we use to describe a vehicle concern that comes and goes, that happens erratically, and often times without any rhyme or reason. Troubleshooting, or diagnosing, intermittent concerns is challenging. The main reason being, normal test routines are often ineffective because everything is working fine at the time of testing.



(Continued on pg. 2—See "Intermittents")

Road Service—Need to Know

An over-the-road breakdown is everyone's worst nightmare. While we strive to service your car so that it stays on the road and is never stranded along side of it, things can happen. For this reason we want to talk about towing and road service. While a few repair shops operate their own tow trucks, most do not, including ours.

Towing is an expensive as well as a highly demanding and specialized service. For most repair shops the investment in trucks, equipment, and 24-hour staffing is too much of a distraction from their repair business. This is important to know for two main reasons: First, the repair shop isn't in control of scheduling or dispatching tow trucks. You'll want to talk directly with the towing service to arrange for a tow.



(Continued on page 2 - See "Towing")

Intermittents (continued from pg. 1)

Having a basic understanding of the proper approach to resolving intermittent concerns could save you hundreds of dollars in unneeded parts replacement at establishments that are less experienced or not adequately tooled.

The proper approach to resolving an intermittent concern is NOT to guess and start replacing parts, rather it's to operate the vehicle repeatedly until the symptoms occur, and when they do, seize that window of opportunity to run appropriate tests. This means operating the vehicle with test equipment installed, including Data Recorders that capture sensor values when the symptoms occur.

Here at Amwell Automotive we have the necessary tooling, equipment, and manufacturer information to properly diagnose these difficult concerns.

At this point you may be wondering how much it costs to diagnose an intermittent problem.

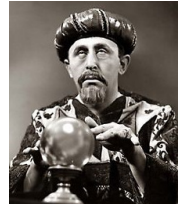


Unfortunately there's no direct answer to that question. Estimating the cost up-front is difficult because there's no way to predict precisely what steps are necessary. That being said, we will provide you with an estimate for a series of preliminary test routines that are appropriate for your specific concern and vehicle make and model. We'll also describe for you our overall diagnostic strategy. From there it's one step at a time based on test results.

Throughout you can be assured of two things: First, we won't guess and start "throwing parts" onto your vehicle. Our motto is "Test, Not Guess." Second, we'll keep you informed throughout the process; and we won't exceed the spending limits set with the initial estimate or initiate any repairs without your approval.

Obviously competent technicians, proper tooling, and up-to-date information resources are crucial, but just as important is the relationship that you have with your service provider.

It's in your best interest to work with a service facility that knows you, knows your vehicle, and has earned your trust over time. All of us here at Amwell Automotive value the relationships that we have with our customers.



Towing (continued from pg. 1)

If you have a road service policy you should call their toll-free emergency number to arrange for towing. These numbers are generally staffed 24/7.

Next, it's your decision as to where you want your car towed. If you're away from home and don't know where to have your vehicle towed, you can ask the driver for a recommendation. If you're close to home just tell the driver where you want the car taken.

We have 24-hour drop-off capabilities including a convenient drop-box for keys and information. We hope you never have the need to use any of this information, but it's best to be prepared.



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To Keep or Not to Keep?



Does the following sound familiar? “I don’t like big repair bills.” Or, “My car needs over a thousand dollars in repairs.” Or how about? - “My car is getting old, I better trade it in before something major goes wrong.” Do you drive past dealerships and think, “I sure like those new ...?” New vehicles are nice; we all like the feel of driving a new car, truck, or SUV. But who likes the payments? With new vehicle prices in the tens of thousands of dollars, does your current vehicle seem at least a little more attractive?



What if we told you that you could save over \$32,000 in just three years by keeping your current vehicle? Perhaps you’re thinking, “My car needs brakes, tires, and it leaks oil... There’s no way I can save that kind of money by keeping my car.” Actually you CAN save this kind of money AND have those things repaired. How? - Let’s crunch some numbers and see.

Let’s look at the typical costs associated with keeping and maintaining a 6-year-old midsize car such as a 2014 Chevy Impala verses buying a new Impala. The factors include maintenance, depreciation, licensing, sales tax, insurance, and of course the monthly payments with interest. We begin with the premise that the 2014 vehicle is paid for and that the new vehicle purchase is financed. So what’s the bottom line? Look at the tables.



2014 Impala	After 1 Year	After 2 Years	After 3 Years
Maint/Rep *	\$1,544	\$2,280	\$4,392
Depreciation*	\$3,257	\$4,597	\$5,776
License	\$71.50	\$143	\$214.50
Sales Tax	0	0	0
Insurance*	\$1,806	\$3,666	\$5,582
Down/Pay	0	0	0
Payments	0	0	0
TOTAL CASH OUT	\$6,678.50	\$10,686	\$15,964.50

2020 Impala	After 1 Year	After 2 Years	After 3 Years
Maint/Rep *	\$436	\$1,133	\$1,890
Depreciation*	\$11,901	\$13,436	\$14,888
License	\$84	\$168	\$252
Sales Tax	\$2,211	\$2,211	\$2,211
Insurance*	\$1,276	\$2,597	\$3,964
Down/Pay**	\$3,337	\$3,337	\$3,337
Payments***	\$7,296	\$14,592	\$21,888
TOTAL CASH OUT	\$26,541	\$37,674	\$48,430

The total cash out (minus fuel) for operating a 2014 Impala for three years is \$15,964.50 compared to \$48,430.00 for the 2020 model. The bottom line is this: Even with an average cost of \$1,464 per year for maintenance and repairs on the 2014 model, **you will save \$32,465.50** in just three-years if you keep and maintain the 2014 instead of buying a new 2020 – enough (or nearly enough) savings to pay cash for a new car in 2024 – Think about that!

* Source Edmunds.com

** Represents 10% of the total purchase price, which is estimated at \$33,369 according to Edmunds

*** Source U.S.News Car Payment Calculator at 5% interest (\$608 monthly payment)

Savings aside, you may be wondering if a 10-year-old (or older) vehicle can be reliable and safe? That question needs to be answered on a vehicle-by-vehicle basis. There does come a time when conditions warrant replacement. On the whole, with good care, a vehicle can run like new, drive like new, and even look much like a new car for 10+ years and 200,000+ miles.

Amwell Automotive Provides:

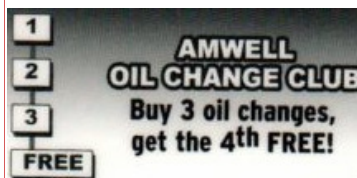
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