

AMWELL AUTOMOTIVE NEWS

(609) 397-8032

Providing quality, friendly service since 1998



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Welcome to another issue of *Amwell Automotive News*. We've had several customers ask how business has been these past few months. We've been fairly steady, which is a blessing. Such has not been the case for many repair shops across the country and even within our state. Part of the reason for us staying steady may be that our county hasn't been hit nearly as hard with COVID as other parts of the state. Two of our staff was furloughed early on, but this was mainly due to concerns for their health during the height of the pandemic. Everyone is back now and we're plugging along. Thanks to all of you for your support these past months. As other businesses start to reopen, we encourage you to support them as well. As always we hope you find this newsletter informative and enjoyable to read. If you have any questions you'd like to see us address with this newsletter, please let us know. Stop by, call, or email us at:
amwellautomotive@comcast.net

Best Regards,

Kevin Snyder / Pat Graham

The New Normal

That's a phrase we've heard more often than we may like, but it does apply to our lives in many ways, including the way we go about the business of repairing and maintaining our customers' vehicles. We've been fortunate to have been in the category of an essential business and have been allowed to be open these past months.

In so doing, we've implemented a number of changes all designed to keep you and our staff safe and healthy. For starters, we do our best to observe proper physical distancing measures. We keep counter tops and other work areas clean and sanitized. Our technicians wear a new set of gloves with each vehicle they service. We also clean and sanitize all vehicles both before and after servicing.

Additionally, we offer you the option to use our Drop Box as a way of avoiding person-to-person contact (located to the left of our walk-in door). Our drop Box has been used primarily as an after hours drop off option, but you are welcome to use it any time. Simply fill out the form, place your keys in the envelope, and drop it through the slot in the door.

These past couple of months we've provided vehicle pick up and delivery service, as best we can, for those who are more comfortable staying home. We will continue to offer that option. Whichever option you're most comfortable with, please call us in advance so we can schedule accordingly. Some things are different, and we're adapting accordingly. One thing hasn't changed— our commitment to quality service that keeps you on the road, never stranded alongside of it.

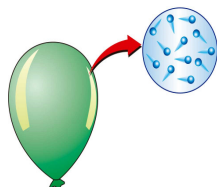


AUTOMOTIVE SERVICE EXCELLENCE

What About Cars Sheltered in Place?

During these past few months many vehicles have been parked and sitting unused. It's not good for a vehicle to sit too long unless special efforts have been taken for long term storage. Here are some concerns, and what you can do to keep your car in good shape.

Tires—There are two concerns with tires, the first is inflation. Have you ever noticed how over the course of a few weeks a balloon filled with air gets smaller and smaller? Why is that? Air molecules are small enough to pass through the walls of the balloon. This happens so slowly that you can't detect a leak. What does this have to do with car tires? Just like with a balloon, air molecules are small enough to pass through the walls of a tire, and out from around the rim, and the valve stem.



The second concern with tires is that of developing flat spots. Rubber compounds conform to the surfaces on which they rest. Over time the weight of the vehicle will cause tires to flatten out. This becomes a larger concern as inflation pressure decreases.



Avoiding these concerns is easy. First, keep an eye on inflation pressure and add air as needed. Checking once every two to three weeks should be sufficient. Next, move the vehicle at least once a week to rotate the tires so they come to rest on a different spot.



Battery Drain—Batteries lose their charge over time. If your car has sat for a while and it cranks slowly (or not at all) the battery needs to be charged.



The best method for restoring a depleted charge is to use what is called a 'trickle' charger. This is a special unit that builds the charge gradually. The trickle charger helps reduce the workload of the charging system to restore a full charge.

However, don't fret if you don't have one of these chargers, you can boost the battery to get the vehicle started. Just be sure to let the engine run for at least 15-minutes to allow the charging system to do its job. At this point we do recommend having the battery professionally charged AND tested to avoid future problems.



Brake Rotor Rust—You know what happens when you leave bare metal outside - it gets rusty. Brake rotors are exposed metal surfaces, and rust can start to form after only a few days if not used. The first time you use the brakes after the vehicle has been sitting for a while, you may hear a squealing or a light grinding noise coming from the wheels. If this is the case, a few hard stops will usually clean the rust off the surface.



(Continued on page 3 - See "Sheltered")

SPRING MAINTENANCE SAVINGS

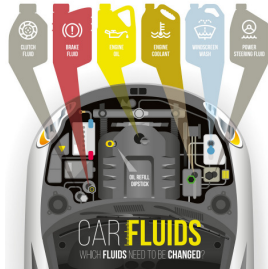
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Sheltered (continued from pg. 2)

Fluids—When not in use, condensation will collect in the crankcase of the engine as well as in the housings of other components like the transmission, axles, and transfer cases. The solution is to simply drive the vehicle for a period of time at normal operating temperature to allow moisture to dissipate. A drive of at least 5-miles should do it. NOTE... Time, and not just mileage, is a consideration when it comes to fluid maintenance. So even if your vehicle hasn't seen much action, fluid maintenance might still be needed. See your Owner's Manual for fluid service recommendations, or of course, just ask us.



Carbon Build Up—

Today's fuel injected engines are prone to carbon build up. This can result in hard starting when the engine is cold as well as rough running conditions. Carbon build up is most likely to occur when the engine is run for short periods of time (short trips) where it doesn't reach full operating temperature. The best solution is to run the engine at full operating temperature by driving a distance of at least 5-miles, longer if you can.



Staying Cool this Summer



As the heart of the summer season approaches you'll want to be sure that your air conditioning is in tip-top shape. If you've never needed an A/C repair, or if it has

been a while since you've had any A/C work done, you might be surprised at what's involved. Today all A/C technicians must be specially certified to purchase and handle the new generation of A/C refrigerants. Also, discharging refrigerant to the atmosphere (once the common practice) is illegal. Repair facilities today must have the proper refrigerant reclaiming and recharging equipment, such as our brand new Robinair machine.



When it comes to A/C service, avoid quick-fix gimmicks, and be sure that the servicing technician is properly trained, certified, using the proper equipment and tooling, and that the correct refrigerant products specific for your vehicle are being used.

While we're on the subject of climate control for your vehicle, don't forget about the cabin air filter. When pollen, dust, mold spores, and smog enter your vehicle through the ventilation system, the air in your car can be up to six-times dirtier than the outside air. Protect yourself by having the *Cabin Air Filter* replaced. It's a good idea to do this twice per year. Once in the spring and again in the fall.



BRAKE PAD WEAR

Wear INDICATOR
That's not a slip pen in your glove compartment. Many cars have an indicator that will squeal when pads may need replacement.

Minimum Brake THICKNESS
3mm

LISTEN
Are your brakes squeaking or grinding?

FEEL
Does the brake pedal feel soft or fade? Do your brakes pull or pulsate?

SEE
Is the brake light or ABS light on?

CHECK 12/12
Has it been 12 months or 12,000 miles since you've had your brakes checked?

S CREECH, PULL, GRIND, SHAKE...

If any of these words describe what happens when you apply the brakes. If you hear or feel anything out of the ordinary while braking, please call us right away and arrange to drop by. It's one thing if your car doesn't start, it's quite another if it doesn't stop.



Amwell Automotive Provides:

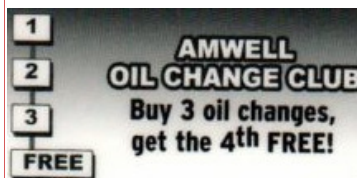
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SPECIAL OFFER INSIDE!

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Drop Box

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