

# AMWELL AUTOMOTIVE NEWS

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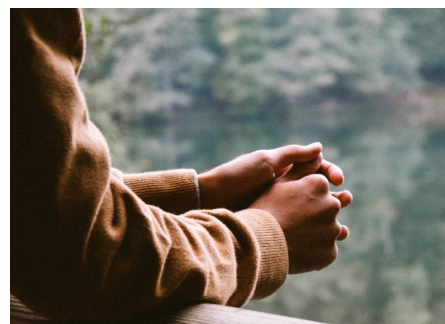
**Welcome** to the first issue of *Amwell Automotive News* for 2021. Was 2020 a year to remember or a year to forget? That depends on your perspective. As a staff we reflected on the year just past. It was a good exercise for us. It may be good for you too. In any case, we have a few thoughts we want to share with you. See our article that begins here on page 1. Did you make any New Year resolutions? If not, we've got one we'd like you to consider. If you did, then what's one more, right? See our article on page 2. Is there a way you can judge the competency of technicians and repair facilities? The answer is, yes. Find out how on page 3. As always, we hope you find this newsletter informative and enjoyable to read. If you have any questions that you'd like to see us address with this newsletter, please let us know. Stop by, call, or email us at: [amwellautomotive@comcast.net](mailto:amwellautomotive@comcast.net)

Best Regards,

*Kevin Snyder / Pat Graham*

## Reflections 2020

Back on January 1, 2020, we were filled with optimism; looking forward to a new decade. Business had been good, then BAM! Suddenly the world seemed to turn upside-down. As COVID-19 swept through our state, and across the country, quarantines began, businesses closed, and people lost their jobs. What had been a robust economy suddenly came to a screeching halt. If you lost a job this past year, struggled through difficult times financially, suffered setbacks of one kind or another, or worse, lost a loved one, our prayers are with you.



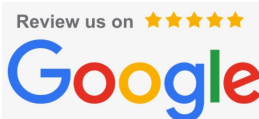
We all experienced challenges of one form or another. However, our past or even our present state of difficulty isn't a prediction of the future. Perhaps reflecting back on these challenges with some thought provoking questions can help put things in perspective.

**What are you grateful for?** Even during difficult times, we can usually find things we can, and should, be grateful for. Here at Amwell Automotive we're extremely grateful that we were able to remain open, AND for our awesome customers who supported us throughout this past year. We're also grateful for our staff, our team of essential workers, who kept the wheels turning—literally.



*(Continued on pg. 2—See "Reflections")*

Your feedback is important to us. It helps us know what we're doing well, and where we can improve. The QR code pictured here will connect you with our Google review page. We'd appreciate hearing from you.



## Reflections (continued from pg. 1)

**What's something you've learned?** Perhaps this isn't something that we learned so much as it is a confirmation of something we had long believed; that if we put our customers' needs first, they will respond.



We quickly implemented stringent sanitation standards throughout the facility and with every vehicle that we work on. Technicians wear gloves as they work. We observe physical distancing. We also offer pick up and delivery service to reduce person-to-person contact; and our customers have and continue to respond. We couldn't have gotten through this past year without your loyal patronage.

**What is something you want to remember?** If you're thinking, I want to forget 2020 and move on, we get how you feel. One thing we were reminded of is how fragile life is. As we move forward we want to remember to value every day of life and every person we meet. While we recognize there are still challenges ahead, we look forward with optimism. We will continue to focus on that which we can do, and we will strive to be the best that we can be. Our goal is to keep you on the road, so you're never stranded alongside of it. May God bless you and yours throughout 2021.



## A New Year's Resolution for Your Car

For many, the start of a new year is a time for fresh starts, new projects, and resolutions of all sorts. As your car care provider we want you to consider a new year's resolution for your car.



Our cars are like a member of the family. We rely on them so heavily, yet we often take them for granted, and far too often we neglect them. Studies by the Car Care Council have shown that as many as 80% of vehicles on the road are in need of some kind of service or repair. In addition, unperformed maintenance is said to account for up to 5% of all vehicle accidents. You know our goal is to keep you on the road, never stranded alongside of it. So here are some new year car care resolution suggestions.

### Check and Change Your Oil...

Most of you know how important it is to change your oil. Just as important is checking the level in between oil change intervals. Some vehicle manufacturers publish that their engines can use up to 1-quart of oil every 1,000-miles.



While many vehicles don't go through this much oil, all engines experience some degree of oil consumption. The point is, with today's longer service intervals if you never check and add oil in between oil changes, your engine could be dangerously low on oil. Oil is inexpensive compared to a new engine. Check your oil regularly, add as needed, and get it changed on schedule.

### Check the Spare and Know How to Install it...

The spare is one of those, out-of-sight-out-of-mind items. Far too often someone gets a flat, goes to install the spare, and it's flat. We check the spare and inflate it as necessary on most vehicles when they're in for service, but it's wise for you to check it periodically in between visits to the shop. And while you're at it, make sure that the emergency tools—lug wrench and jack—are accessible and in good working order. We also recommend taking the time to familiarize yourself with using these tools.



(Continued on page 3)





## Resolution (continued from page 2)

### Take Care of Your Tires...

With every maintenance service we perform we check the inflation pressure, tread depth, and wear patterns of your tires. Here again, we recommend that you keep an eye on the inflation and wear in between visits. Check the inflation pressure before any major trip and at least once every couple of weeks.

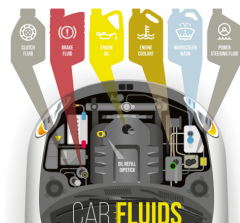


### Learn How to Jump Start Your Vehicle...

We test the battery as part of our maintenance services. However, batteries can fail without warning. It's a good idea to carry jumper cables or a jumper pack. Of course you need to know how to make the proper connections when using these devices. You can find instructions online; or drop by and we can show you.



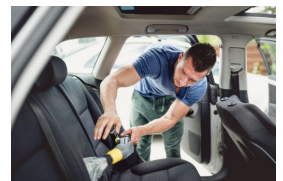
**Check Fluids and Service as Scheduled...** We already talked about engine oil, but your vehicle has other important fluid systems that need to be checked and serviced on a regular basis.



These include engine coolant (antifreeze), brake fluid, power steering fluid, transmission fluid, transfer case, and axle fluids. Some of these are difficult to check without having the vehicle on a lift, and some require special tools to remove a plug. Once again, we check the level and condition of these fluids as part of our maintenance services. If you're bringing your vehicle to us on a regular basis, we've got you covered.

### Keep Your Vehicle Clean...

Wash the exterior frequently to keep away salt, grime, sap, bugs, etc. This keeps the paint looking good and helps prevent corrosion. Also, don't use your car as a trash can. Vacuum the interior, wipe down surfaces, and clean the windows. Not only will this make the time you spend in the car more enjoyable, but you're protecting your investment. For when the time comes, a clean, well kept car will fetch a much better price than one that is unkempt.



Is there a standard by which you can judge auto technician competence? Yes. The National Institute of Automotive Service Excellence (better known as ASE) offers certification for automotive service professionals.

To become ASE certified, a technician must pass exams in various specialty categories (there are 15 auto and light truck specialties). They must also have at least 2-years of hands-on work experience.

Also, certification is not for life. To remain certified, a technician must pass recertification exams every 5-years.

Certification is not mandated by any federal or state agency; it is purely voluntary. Technicians and repair facilities who opt for ASE certification are among the most highly trained, highly skilled professionals in the field of automotive service and repair.



## Amwell Automotive Provides:

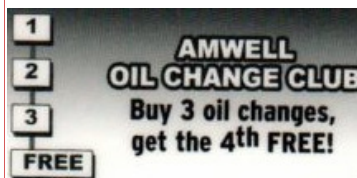
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