

# AMWELL AUTOMOTIVE NEWS

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**Welcome** to the Fall issue of *Amwell Automotive News* for 2021. In this day and age of computers and cell phones and our ability to connect to all sorts of automated systems and online shopping services, personal relationships seem more the exception than the norm. That's okay with some things, but we encourage personal relationships when it comes to vehicle service. Check out our *Relationships* article here on page 1. We all want what we want when we want it. No one likes delays. Help us help you by calling ahead to schedule service. Check out our article on page 2. Troubleshooting (diagnosing) cars today isn't what it was back-in-the-day. See our article on page 3. Plus we have a few travel safety tips for you. 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,

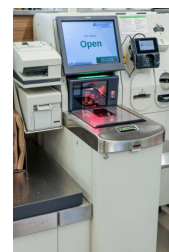
*Kevin Snyder / Pat Graham*

## Relationships

In today's fast paced, electronically connected world with its focus on convenience, personal relationships rarely exist. We can shop for many things online, without ever having to speak with anyone. And when we do go to store, like the local grocer for example, we can stock the cart, check out, and pay at automated stations without ever talking to a single person. Personal relationships between customers and business owners, managers, and staff are seemingly few and far between these days.

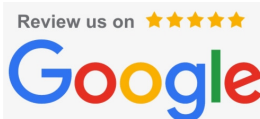
Is this a good model when it comes to vehicle service and repair, or is there value in having a personal relationship with a repair shop? Let's see if we can answer that question with a story.

Rick and Sue Smith have a starter replaced at *Best Ever Car Repair* in April. The following July, the Smiths are having starting problems again, so they take the car back to *Best Ever Car Repair*. After performing tests, the technician discovers that the starter is faulty. The service advisor checks the service history and confirms that they replaced the starter 15-months ago. Unfortunately, the 12-month warranty on the starter is expired. Here's where the relationship factor comes in.



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

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.



## Relationship (continued from pg. 1)

The Smiths have been bringing their cars to *Best Ever Car Repair* for years. The staff know the Smiths on a first name basis, and they want to take care of them.

The service advisor calls the parts supplier, with whom he has had a relationship with for many years, and explains the problem. The parts supplier sends over a new starter free of charge, *Best Ever Car Repair* installs it at no charge, and Rick and Sue are back on the road again.



Yes, this is a fictional story, but the scenario is not made up. We run into situations just like this quite often, and we take care of our customers just like *Best Ever Car Repair* did in this story.

Unfortunately we also run into situations where someone comes to us after having been turned away from another service provider with whom they didn't have a relationship and who refused to go the extra mile.

No one likes it when things don't go as expected, and when they don't, there's nothing like having a relationship with someone who knows you, values your business, and will always do the right thing.



## Call Ahead

You've probably read or heard numerous stories about delays in supply chains that affect a multitude of industries and businesses. Overall we've been fortunate not to have experienced too many problems with either supplies or labor, but we do occasionally run into delays, and we have been very busy this past year, often operating with a backlog of work. We are sorry for the inconvenience this has caused some, and we appreciate the patience and understanding most of you have shown.



The best way to work through this is to **Call Ahead**. Of course not all car problems announce themselves in advance. When you have an emergency, call us and we'll do our best to get you back on the road in a timely manner. We try to leave a little 'wiggle room' in the daily schedule to accommodate emergencies.

That said, most problems can be prevented with maintenance, which can be scheduled in advance with a simple call. For example, the Department of Transportation (DOT) reports that the leading cause of mechanical breakdown is overheating, a condition that is usually avoidable.



Low or deficient coolant, worn hoses and belts, coolant circulation concerns are examples of problems that can be detected with a routine maintenance inspection. Something as simple as checking your tires can avert a blowout and perhaps even a serious accident. Yet the Car Care Council reports finding 21% of vehicles inspected at check lanes during National Car Care events have under-inflated tires. These are but a couple of examples of how preventive maintenance, scheduled ahead of time, keeps you on the road, not stranded alongside of it.



Calling ahead and scheduling service not only allows you to service your car on your terms, when it's convenient for you, but it can save you money in the long run. Maintenance is almost always less costly than repairs.

Finally, when you know you're taking a trip and want to get your vehicle serviced, don't wait until the last minute. Give us a call two or even three weeks out. Remember, supply chains are sometimes slow right now. We never know if we need to order parts. Help us help you by calling ahead.



## Diagnostic Expertise

Back in the day (as they say) troubleshooting (or to use today's terminology—diagnosing) cars was different. In the olden days of mostly mechanical systems, a keen sense of observation and mostly basic tooling was all a mechanic needed to know what was wrong and what needed to be repaired or replaced. Today's vehicles with their complex electronics and computer modules is a much different story. Gone are the days of determining what's wrong by just 'taking a look.'



There are essentially two options when it comes to diagnosing today's vehicles, one is to use specialized equipment and perform appropriate tests, the other is to start replacing parts until the problem is fixed. Option number two can be a very expensive proposition and may still not result in solving the problem.

Here's an example... A vehicle, from time to time, will not crank and will not start. The owner decides to replace the battery, but the problem still persists. Next, after talking with his brother-in-law he decides to replace the starter. You guessed it, the car, at times, still won't start. At this point the owner takes it to a repair facility.

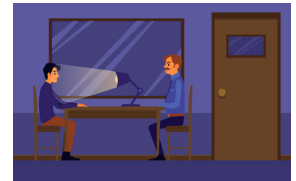
The technician tests the battery, starting, and charging systems using specialized test equipment and confirms that these systems are fully operational. Before going further, the technician speaks with the customer. By asking a series of probing questions the technician learns that in addition to the intermittent no-start problem, the shift indicator sometimes does not illuminate and the gauges sometimes do strange things. With that information the technician researches technical service bulletins and various other online diagnostic resources and discovers other similar no-start concerns caused by poor solder joints on the instrument panel.



A study of the electrical schematic for the vehicle confirms the possibility that poor connections could in fact be responsible for a no-crank/no-start condition. Armed with this information, the

technician removes the instrument panel and performs a 'wiggle test' of the wiring. In so doing he is able to duplicate the no-start problem. The tech re-solders the faulty connections and repairs the vehicle, all without replacing any parts.

A couple of points for you to take away from this example. One, it's important for us to know the whole story. When we ask you questions, it's not an interrogation. We're just trying to get all the facts. Knowing the whole story can save us a lot of time, which in turn can save you a lot of money.



Next, it's to your benefit to do business with a repair facility that is properly equipped and that employs well trained technicians who have access to the latest technical information. In these respects not all shops are equal.

Here at Amwell Automotive we pride ourselves on having the latest tooling and information; and training for our technicians is ongoing. In the long run, paying for an accurate diagnosis that results in fixing it right the first time is less expensive than 'throwing parts' at your vehicle in the hope of fixing it. Our motto is—We Test, Not Guess.



Here are some items you should consider carrying with you.

- ♦ **First Aid Kit**—Tape, bandages, antiseptic ointment, and pain relievers.
- ♦ **Foul Weather Gear**—Rain poncho, towel, blanket.
- ♦ **Miscellaneous Supplies**—Jumper cables, flashlight with extra batteries, pocket knife, reflective markers, basic tool kit.

## SAFETY TIPS FOR YOUR FAMILY

Make your long drives happy and cheerful with these simple life-saving tips





## Amwell Automotive Provides:

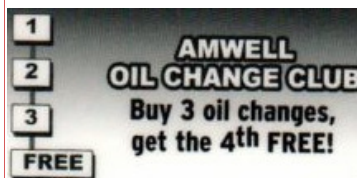
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### Inside This Issue

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  - ◆ Call Ahead
  - ◆ Diagnostic Expertise
- AND MORE!**



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