

AMWELL AUTOMOTIVE NEWS

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Providing quality, friendly service since 1998



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Welcome to the first issue of *Amwell Automotive News* for 2022. All of us here at Amwell Automotive wish you and yours a happy and prosperous New Year! This issue focuses on the benefits of long-term vehicle ownership and the strategy for keeping your vehicle safely operating for the long term. Keeping a vehicle long term versus replacing every few years might be the single best way for you to realize your financial savings goals. Over the course of a lifetime you can save many tens of thousands of dollars with this approach to vehicle ownership. Enough to fund your retirement—seriously. As always, we hope you find this newsletter useful, 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

Best Regards,

Kevin Snyder / Pat Graham

Takes a Licking and Keeps on Ticking

Who remembers this slogan and the product associated with it? If you said Timex watches, you win! When you stop to think about it, this slogan could apply to today’s automobiles.



You “older” folks will remember the days when 100,000-miles was a major milestone for a vehicle, in fact, it was almost unheard of. Even the analog mechanical odometers on these older vehicles (1970s vintage and prior) turned over to all zeros at 99,999-miles.



Cars that did make it this far had just about every underhood and underbody component replaced, maybe multiple times, and the body was probably close to falling off. This is in sharp contrast to today’s vehicles that can go 100,000-miles without any major repairs and minimal maintenance. In fact, we routinely see vehicles in the 200,000-mile range still running strong and looking good.

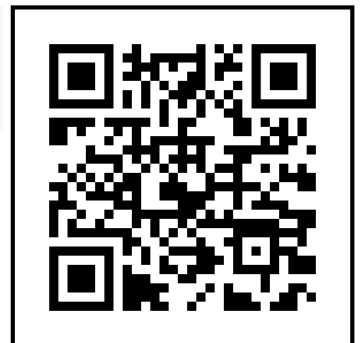
Most modern vehicles can actually be kept looking good and running well for 15 to 20-years and into the 300,000-mile range, WITH THE RIGHT CARE (emphasis intended).

Some may ask, is it worth it? From a financial standpoint, when you consider that a new vehicle, or even a late model used vehicle, costs tens-of-thousands of dollars, yes it is very much worth it. We’ve done comparative analyses (buying new cars versus keeping and maintaining older vehicles over time), and the numbers stack up (in a huge way) in favor of keeping and maintaining a vehicle over time.

(Continued on pg. 2—See “Preventive Maintenance Strategy”)

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.

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Preventive Maintenance Strategy (continued from pg. 1)

With inflation at or nearing all time highs, instability in the economy, and other financial uncertainties, a long-term vehicle ownership strategy might be a smart financial move.



Let's talk now about executing that strategy. Parts wear and fatigue as they age (duh, right?). Here's the thing... If you want peace-of-mind knowing that your vehicle is not likely to leave you stranded along the side of the road, and you want to avoid the inconvenience and expense of an over-the-road breakdown, a preventive maintenance strategy is imperative. And the key component of any preventive maintenance program is a quality inspection/evaluation, a physical exam if you will.

Perhaps it's helpful to look at it this way... When it comes to your health, conventional wisdom says that you should see your doctor for a physical once each year, even if you're feeling fine. The same principle applies to your vehicle. Having your vehicle inspected (examined if you will) on a regular basis is the key to keeping your vehicle "healthy."



Next, it's important to understand that not all inspections/evaluations are equal. For example, every quick-lube oil change facility offers some kind of visual inspection. These typically consist of checking fluid levels, tire pressure, and a cursory look under the hood and of the undercarriage.

Our inspections routines are much more thorough and comprehensive. For example, we may remove the wheels to carefully inspect and often times measure brake lining and rotor/drum thickness. We will unload the suspension (this refers to a specific way of lifting the vehicle) in order to properly evaluate steering and suspension components. Our technicians carefully inspect belts, hoses, and dozens of other underhood and underbody components to ensure nothing is loose, damaged, or otherwise compromised.



One other important point... this kind of inspection needs to be performed by a trained and experienced technician, preferably one that is ASE certified, which by the way you won't find at the typical quickie oil change place, but you WILL find such technicians here at Amwell Automotive.



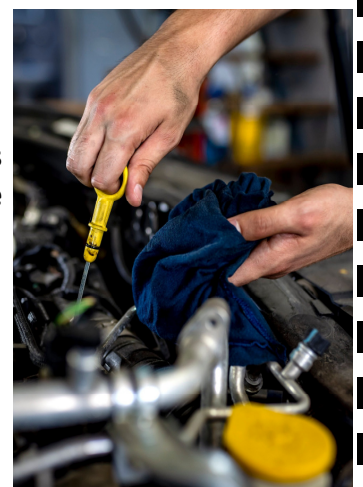
A sound preventive maintenance program, which includes thorough regular inspections, is key to keeping you safely on the road, and it's key to realizing the financial benefits of a long-term vehicle ownership goal.

We'd be delighted to discuss this with you in more detail, answer any questions you may have, and develop a maintenance plan that fits your needs and your budget. Please give us a call.



For a limited time we are not charging any labor for our oil change service, which also includes a thorough, comprehensive vehicle inspection! You pay only for the oil and filter.

See Service Advisor for details. Prices vary based on oil type and quantity as well as oil filter requirements.



TSB???

You probably know what a USB is on a computer (Universal Serial Bus). How about a TSB? These are Technical Service Bulletins, and they provide important vehicle service information.

When manufacturers release new vehicles, they have limited data on how systems and components will perform in the real world over time. There's only so much testing they can do in the lab and on test tracks. Over time, certain *concern patterns* may be detected. Engineering analysis of these concerns sometimes results in a solution, which gets published in a TSB.

Manufacturers provide a valuable service to the repair industry with TSB's. If not for the efforts of these engineers, many vehicle problems would go unresolved.

A TSB might be released for something such as a brake pedal pulsation (see illustration below). Typically, manufacturers only cover the cost of TSB repairs if the vehicle is still within the time and mileage limits of the original warranty.



NUMBER: 05-002-11

GROUP: Brakes

DATE: February 11, 2011

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 05-004-10, DATED NOVEMBER 17, 2010, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDE MARKETS AFFECTED.**

SUBJECT:

Brake Pedal Pulsation, Steering Wheel Shake And/Or Floor Pan Vibration When Braking

Once the vehicle is out of warranty, the cost is the responsibility of the vehicle owner.

It's important to note that a TSB is not a recall. Recalls are issued when there's a defect that can result in personal injury or illegal emissions. The manufacturer is on the hook to pay for recall repairs, regardless of the age and mileage on the vehicle, and they usually require the repairs to be performed by an authorized dealership; whereas repairs associated with TSB's not covered by the manufacturer's warranty can be performed by anyone.

One important thing you need to know about TSB's, they're only available through paid subscription, and not all repair facilities maintain these subscriptions, which come at considerable cost.

Here at Amwell Automotive we subscribe to multiple information resources. We not only check for applicable TSB's when we service your vehicle, we also check for open recalls.

It's all part of our commitment to keeping you on the road, never stranded alongside of it.



Quality Parts

We previously discussed the benefits of a preventive maintenance strategy with an annual inspection. Now let's consider the importance of quality parts. Imagine, if you will, a well established restaurant that you've frequented for years that recently changed ownership. The original owners made everything from scratch, and paid attention to even the smallest details.

The new owners, however, do things a little differently. They follow the same recipes, but to save a few bucks, instead of fresh meats and seafood, fresh vegetables, and homemade sauces, they opt for frozen, canned, and boxed ingredients. They may have the same cooks, and follow the same recipes, but by using lesser quality ingredients the dishes they serve are not what they used to be.

The analogy to automotive service is that the replacement parts we use on your vehicle need to be of high quality. They need to meet or exceed manufacture specifications so that they fit and function properly.

We invest a lot in technical training, tooling, and information resources. That would all be a waste if we installed sub-standard parts on the vehicles that we maintain and repair.

Skilled technicians, properly equipped, with access to the latest diagnostic and service information, along with high quality parts, is the recipe needed to keep you on the road, never stranded alongside of it; and it's a recipe that allows us to provide you with an industry leading 24-month/24,000-mile warranty on parts and labor.



Amwell Automotive Provides:

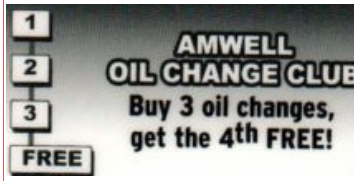
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- ◆ Takes a Licking, Keeps on Ticking
- ◆ TSB??
- ◆ Quality Parts AND MORE!



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