

AMWELL AUTOMOTIVE NEWS

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Welcome to the Spring issue of *Amwell Automotive News* for 2021. Travel was stifled last summer for many. This summer should be a different story. As you make summer travel plans, be sure to remember your car. Far too many people experience huge inconveniences and expense due to vehicle breakdowns, most of which could have been avoided. See our feature article, *Spring Ahead*, for advice on how to make sure you stay on the road and are never stranded alongside of it this summer. Also in this issue, *One-Stop-Shop*. Who wants to go one place for oil changes, another for tires, another for brakes, etc.? We work hard and make significant investments in equipment to keep you from running all over town. These are just a couple of the features in this issue. 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

Best Regards,

Kevin Snyder / Pat Graham

Spring Ahead

That phrase (Spring Ahead) is familiar as a reminder to set the clocks ahead one-hour. We'd like it to also serve as a reminder to prepare your vehicle for the summer. Whether your summer plans involve short, regional day trips, or a long cross-country trek, summertime road trips are an American tradition. Unfortunately, so are breakdowns and stranded motorists.

In a survey of 1,500 motorists by the American Automobile Association (AAA), 28% (more than 1 in 4) had at least one problem that disabled their vehicle and required a tow truck to be sent.

Here's the thing... Many, if not most, of these could have been prevented with proper maintenance. Being proactive with maintenance not only helps to ensure that you stay on the road and not stranded alongside of it, but it also saves you money. It's almost always less expensive to maintain systems/components than it is to fix them after they fail.

So, what's the first step? An inspection performed by an ASE Certified Technician is a good place to start. We offer a few inspection options. Which one is right for you depends on factors such as vehicle age, mileage, what services have been recently performed, whether or not you're experiencing any problems, and what your goals are for the vehicle. Following are a few items that need to be carefully inspected as part of your summer preparations.

(Continued on pg. 2—See "Inspection")



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.



Inspection (continued from pg. 1)

Some of the items that need to be carefully inspected to prepare for summer travel include:



♦ **Fluids**—Antifreeze, transmission fluid, engine oil, brake and power steering fluids all need to be checked for proper level AND condition. Each of these fluid systems require periodic maintenance. We can inspect, test, and evaluate the condition of these fluids to determine their need for service.

♦ **Battery, Charging, Electrical**—The battery and electrical systems are like the central nervous system of the human body. A weak battery, poorly performing charging system, frayed wires, and damaged connectors can cause all sorts of problems. Here again, we will carefully inspect, test, and evaluate these components/systems.

♦ **Tires, Brakes, Steering, Suspension**—These are the most important in terms of safety. There are right ways and wrong ways to inspect these systems/components. Our ASE Certified technicians are highly skilled and experienced in doing things the 'right way.' By the way, we're one of only 14 ASE Blue Seal Certified facilities in the entire state. That means we have at least one ASE Certified technician for each area of service we provide.



These are just the highlights of areas that need to be inspected, tested, and evaluated in preparation for summer travels. Stop in, call, or connect with us online for more information or to ask questions. Our mission is to keep you on the road, not stranded alongside of it.



It's increasingly difficult to be a One-Stop-Shop, which is to say, provide every aspect of a vehicle's service needs. Even dealerships, that have direct factory support, are often unable to be all things for all people.

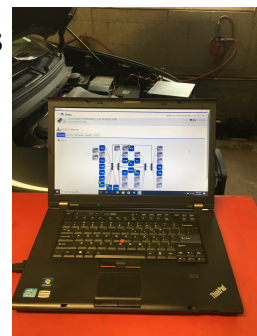
The primary stumbling block is the investment in specialized diagnostic equipment, special service tools, and information resources needed to diagnose and service today's sophisticated vehicles.

Here at Amwell Automotive we regularly invest in the latest equipment, tooling, and information resources in order to be your One Stop Shop.

We pride ourselves on being one of the best equipped shops in our region, and that includes the dealership.

Additionally, our technicians are second to none in terms of training, experience, and credentials. As we mentioned in our *Spring Ahead* article, we're one of only 14 ASE Blue Seal shops in the entire state; meaning we have at least one ASE Certified technician available for each area of service we provide. Here's a glance at some of what makes us your One Stop Shop.

♦ **Computerized Diagnostics & Programming**— We have the software and the factory subscriptions to run the necessary diagnostic tests and perform the latest computer programming updates for most vehicle manufacturers.



♦ **Air Conditioning**— A/C work is complex these days. There are multiple refrigerants in use today; and each requires specialized equipment. Special licensing and certification is also required to service today's A/C systems.



(Continued on page 3) see "Equipment"



Meet Your Technician—Doug Schibel



One thing we've learned over the years is that while skill and competency are crucial, so too is the personal connection that we have with our customers. In a word it's all about relationships.

In that spirit, from time to time we want to introduce you to our staff—our team of *essential workers* that often work behind the scenes and go unnoticed. However, without them we couldn't survive. This issue we introduce our Shop Steward, Doug Schibel, an industry veteran with 30-years of experience.

Doug was raised on a family farm in West Amwell where hard work was a way of life. And Doug brings that work ethic here.

After graduating from South Hunterdon Regional High School, Doug worked for Interstate Battery where he learned advanced electrical diagnostics and worked his way to a management



position. Doug joined our staff in August of 2014. In addition to working on vehicles himself, as our Shop Steward he also provides technical support for our other technicians.

Doug's interests outside of work include motorcycles, dirt track racing, and classic cars, such as his 1980's vintage Camaro. What many don't know about Doug is his love of music. Doug is an accomplished musician and can play several instruments.

Equipment (continued from page 2)

◆ Suspension &

Alignment—Most shops like to do steering and suspension work, that is to say they like to replace ball joints, tie rod ends, steering system bushings, and the like. Many, however, don't like to invest in proper alignment equipment. All steering and suspension services need to include a 4-wheel-alignment. Failing to properly align a vehicle following repairs can result in premature component fatigue, excessive tire wear, and poor overall handling.



◆ Tire Pressure Monitoring

Systems—Even a basic routine service like a tire rotation requires specialized equipment these days as most modern vehicles are equipped with some form of Tire Pressure Monitoring system. With many of these systems the on-board computer needs to "relearn" the position of the tires, which requires specialized tooling, which we have.



◆ **Keys**—Key replication was once an easy process that even a local hardware store could provide. Not any more. Most keys today include a computer chip that requires programming. We recently acquired a new Key Cutter complete with software that allows us to replicate and program keys for multiple vehicle lines. You don't have to return to the dealer.



These are a few examples of how we strive to be your One Stop Shop for all of your automotive service needs.

Gas Buying Tips.....

1. Don't refuel when a tanker is filling... The filling process can stir up sediment that can find its way into your system.
2. Be sure the pumps have filters installed... Filters at the pump help ensure the fuel is clean and pure.
3. It's good to buy fuel from a busy station... Busy stations pump a lot of gas, which means their tanks are frequently replenished with fresh fuel.



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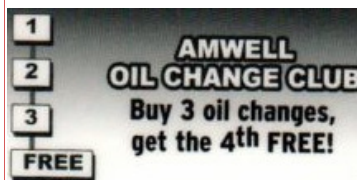
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