



YOUR CAR MATTERS

FALL 2005

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Impeccable Automotive Service & Repair since 1981

Your **ASE** Blue Seal of Excellence Full Service Facility

WHY A CHEAP COOLING SYSTEM SERVICE MAY COST YOU MORE THAN YOU REALIZE

DO I NEED TO SERVICE MY CAR'S COOLANT SYSTEM?

Frequently, engine repair and failure caused by rust, scale, mineral deposit and the deterioration of seals can be traced to improper or non-existent engine cooling system treatment. From the time the coolant is introduced into any type of engine it starts a gradual degradation process into a corrosive liquid. This degradation is a function of time, tempera-

ture and the types of metals used in the engine and components construction. Once the coolant turns corrosive all engine metals start to dissolve. The results can be expensive: leaking headgaskets, intake manifolds, water pumps, heater cores, radiators, and hoses.

ALL COOLING SYSTEM SERVICES ARE NOT CREATED EQUAL

What do the terms "cooling system service", "cooling system flush", "cooling system check-up" mean? **Make sure you know before you buy.**

Most Service providers will check the coolant for specific gravity (freeze

"Cooling Systems" continued on page 2

FLOOD VEHICLES: AVOID BUYING A WASHED-UP VEHICLE

Special insurance industry teams will be assisting law enforcement and insurance companies in identifying and cataloging vehicles damaged by Hurricane Katrina to prevent their fraudulent resale to unsuspecting consumers in the future.

Authorities estimate that thousands of vehicles have received damage from flooding in the New Orleans area alone. That number is expected to grow as claims from Mississippi are processed.

"Katrina Vehicles" continued on page 2

CABIN AIR FILTER

LET US REPLACE IT FOR WINTER

The cabin air filter helps keep the cabin free from contaminants and odor such as pollen, smoke, and fumes. The most common locations are shown on right.



Glove Box



Under Dash



Under Hood

TOM DWYER AUTOMOTIVE IS A GREEN SOURCE PGE CUSTOMER

We decided that it was important to us to be using renewable power to run the shop. The cost difference is an extra 1 cent per kilowatt more than before or roughly 10% increase. How much is it worth to keep our impact on the planet as low as possible.

I feel so strongly about it that I'm a Green Source customer at my home as well.

Green Source allows PGE to purchase pollution-free electricity through renewable energy sources such as wind and geothermal technologies on your behalf. Plus, an Oregon business can reduce its share of carbon dioxide (CO₂) emissions and offset as much as 8,400 pounds in one year — as much as one car

would produce when driven more than 9,000 miles!

RENEWABLE POWER FOR YOUR HOME OR BUSINESS

If you own or manage a small to mid-sized business, (if your bill says "Schedule 32"), you can join a growing number of Oregon businesses committed to supporting renewable power. Do it at home too!

Tom

Unscrupulous salvage operators and dealers often try to conceal the fact that vehicles have been damaged by a natural disaster from potential buyers.

By definition, a flood vehicle has been completely or partially submerged in water to the extent that its body, engine, transmission or other mechanical component parts have been damaged. If the vehicle is so damaged that it is no longer oper-

able, the driver's insurance company settles the claim by buying the vehicle and selling it as a "salvage" at an auto auction.

Dishonest and unscrupulous car dealers buy the vehicles, dry and clean them, yet leave plenty of hidden flood damage. They then transport the vehicles to states unaffected by the storm or natural disaster and sell them as used vehicles to unsuspecting buyers. These dishonest dealers will not disclose the damage

on the vehicle's title as they are required, which is a crime called "title washing." The vehicles are then sold with the hidden damage.



SEYMOUR REMEMBERED WHAT HAPPENED LAST NOVEMBER, AND HE WAS DAMN SURE THAT IT WASN'T GOING TO HAPPEN AGAIN THIS YEAR!

Fraud Prevention Tips

Take preventive measures before purchasing a used vehicle to avoid being victimized by flood vehicle fraud:

- * Select a reputable car dealer.
 - * Inspect the vehicle thoroughly for water stains, mildew, sand or silt under the carpets, floor mats, headliner cloth and behind the dashboard. In addition, a complete mechanical inspection should be made by a qualified technician. These inspections should be performed before the vehicle is purchased.
 - * Ask about the vehicle's history. Ask whether it was in any accidents or floods.
 - * Inspect the title and ownership papers for any potential or questionable salvage fraud.
 - * Conduct a title search of the vehicle.
 - * Look under the hood for signs of oxidation. Pull back rubber boots around electrical and mechanical connections for these indicators:
 - Ferrous materials will show signs of rust.
 - Copper will show a green patina.
 - Aluminum and alloys will have a white powder and pitting.
 - * Trust your instincts: If you don't like the answers or the deal sounds too good to be true, it likely is. Walk away from any deal you are not comfortable with.
 - * The best advice is to have us inspect any used vehicle before purchase.
- If you suspect insurance fraud or theft, call the NICB toll-free hotline at 1.800.TEL.NICB (1.800.835.6422). Your call is free. NICB advises that your call can be anonymous and that you could be eligible for a reward.

...*"Cooling Systems"* continued from page 1

point protection) visual condition (clean looking) and might even test for leaks within the cooling system. But most are ignoring one important and vital issue: the pH of the coolant.

A coolant's pH is a major factor on the corrosion rate of the metals in your vehicle's cooling system. Shifts in coolant pH will affect the metals that corrode as well as the rate of each metal's corrosion. The pH scale runs from 0 to 14. A coolant becomes more acidic closer to zero; and more alkaline toward 14. Coolant pH should always be maintained between 8.5 and 10.5.

If a coolant's pH drops be-

low 8.5, it will become aggressive to ferrous metals (cast iron and steel), aluminum, copper and brass. If it increases above 11, it will become aggressive to aluminum and solder in a cooling system. Maintaining optimum pH in a coolant is a critical function of a quality cooling system service. Proper pH control will not be achieved without the use of equipment capable of 100% exchange of the vehicle's coolant. It is also impor-



The simplest and fastest check of a cooling system is for the degrees of protection. Coolant systems are typically protected to -25 degrees F, and in our climate may require -30 to -35 F. The simple tester

at the left is used to accurately determine your level of protection. At the same time the condition of the coolant is visually checked, is it discolored, does it have contaminants such as engine oil, transmission fluid or rust in it.



AMERICAN CUSTOMER SATISFACTION INDEX

The University of Michigan's Ross School of Business released the results of its American Customer Satisfaction Index (ACSI) study, which rated vehicle owners' overall satisfaction over the many brands of automobiles. In the study, the vehicle owners canvassed were asked to rate how their actual vehicle compares with their ideal vehicle, wherein their 'ideal' vehicle was rated at 100. The survey questioned 8,096 vehicle owners between April 1 and June 30. The average score was 80 out of 100 points. Toyota led the rankings with a score of 87, while Ford trailed all brands with a score of 75.

While the Big Three (U.S.) have been offering employee prices for all customers on most 2005 models recently, Toyota was raising its prices. Yet, consumers still gave Toyota the highest satisfaction score.

Toyota	87
Honda	86
BMW	86
Cadillac	86
Buick	84
Hyundai	84
Lincoln/Mercury	83
Saturn	81
GM-GMC	81
Volvo	81
Mercedes-Benz	80
Chrysler	80
Pontiac	80
Mazda	80
Pontiac	80
AVERAGE	80
Nissan	78
Volkswagen	78
Jeep	78
Chevrolet	78
Dodge	78
Ford	75

tant that a coolant additive package containing a pH buffer is used to insure the optimum pH range of the coolant. **Don't waste your money on a cooling system service that does not adjust the coolant's pH.** Proper procedure, equipment and quality products along with knowledge and experience are why you bring your vehicle to us for service.

Another test of a cooling system involves applying pressure to the system via the use of a small hand pump (center). After the system is pressurized and allowed to sit under pressure all of the components are visually checked for signs of leakage. These components include the radiator, all hoses both radiator and heater, and the various gasket areas of the engine.



Determining the P.H. of the coolant itself (left) is another important, yet often overlooked part of checking the cooling system. Just because a coolant is protected to -35 degrees or looks good doesn't mean it is fully protecting your cooling system. On the contrary if the coolant is too acidic it may be doing more harm than good. Testing for and adjusting P.H. can head off some expensive future repairs.



ALL COOLANTS ARE NOT CREATED EQUAL

All coolants are not green! With the ever increasing complexity of the automotive world there has been specific coolants developed for specific models; Red, orange, blue, clear, yellow, green coolants, each with specific formulation for specific applications. One size, green, does not fit all anymore. **Make sure you're getting the correct coolant for your vehicle.**

Most coolants worldwide are a mixture of ethylene glycol and water, with the ethylene glycol containing selected and specific inhibitors. Coolant is needed to remove heat in all internal combustion engines. Regular control of the coolant solution is required to prevent the engine from severe damage.

With the increasing number of aluminum engines and components the corrosive process is accelerated since the coolant degrades much faster in contact with aluminum than in typical cast iron engines. During the preventive maintenance of any engine, in addition to the freezing point, the pH value of the cooling system should be checked.

Most automotive manufacturers provide in the vehicle manual information about the suggested mileage or time to change the coolant. However it is important, because of the different climate and operative conditions, to measure the pH of the coolant every time the vehicle is at a scheduled service.



DMA CONSUMER ASSISTANCE: How And Where To Find Help

The DMA takes a proactive stance in response to consumer problems. This guide is provided on behalf of DMA member companies to help consumers. The Direct Marketing Association (The DMA), established in 1917, is the oldest and largest national trade association serving the direct and interactive marketing field. To get off the marketing, phone, and E-mail lists go to:

www.dmaconsumers.org/consumerassistance.html

DaimlerChrysler Shortens Timeline For Selling Hydrogen Vehicles

DaimlerChrysler AG said that the company has revised plans to begin production and sales of hydrogen fuel cell vehicles earlier than previously projected. The company said they would produce and sell hydrogen powered Mercedes-Benz B-Class vehicles between 2012 and 2015, at prices affordable to those running on conventional fuels.

ROADSIDE EMERGENCY KITS: What To Carry With You?

Being prepared with a basic emergency kit can increase your safety, reduce stress, and help you get back on the road faster. A few basic items can help you get back on the road quicker. A basic kit can be supplemented with additional items if you go on a long-distance trip or have to deal with winter weather conditions.

It's also important to make periodic checks on the equipment to ensure it's in working order--that the spare tire is properly inflated, batteries are not discharged, first-aid supplies are current, water is fresh, and food is dry. In addition, be familiar with how each tool works, from the cellular phone to the jack, before you need to use it in an emergency.

BASIC KIT

- * Cellular phone
- * Auto-club card or roadside-assistance number
- * First-aid kit
- * Fire extinguisher
- * Warning light, hazard triangle, or flares
- * Tire gauge
- * Spare tire, jack and lug wrench
- * Foam tire sealant or a portable compressor and plug kit
- * Spare fuses
- * Jumper cables or a portable battery booster
- * Flashlight
- * Gloves, hand cleaner, and clean rags
- * Disposable flash camera
- * \$20 in small bills and change
- * Pen and pad of paper

ADDITIONAL ITEMS FOR LONG-DISTANCE DRIVING

- * Basic tools
- * Coolant hose repair kit and tape
- * Extra clothes and small tarpaulin
- * Water and nonperishable emergency food
- * CB radio

ADDITIONAL ITEMS FOR WINTER DRIVING

- * Windshield scraper
- * Tire chains and tow strap
- * Blanket, warm gloves and winter hat
- * Chemical hand warmers
- * Small folding shovel
- * Bag of cat litter


Keep your vehicle inspected and serviced to avoid predictable failures.

Safety – Maintenance – Value



Do You Have A Question About Car Maintenance That You Want Answered?

We love to hear from all of our good friends and clients who enjoy reading our newsletter. If you have any suggestions for newsletter topics that you want to know more about or ideas for future newsletters, or if you have a question about anything related to your vehicle, feel free to give us a call at 503.230.2300 or email us at tom@tomdwyer.com. You can also visit our website www.tomdwyer.com.



\$35⁰⁰ OFF

**COOLING SYSTEM SERVICE
WITH THERMOSTAT REPLACEMENT**

Not Combinable with Other Offers



FREE

90 POINT WINTER VEHICLE INSPECTION

UPON REQUEST WITH APPOINTMENT



\$49⁹⁵

PIECE OF MIND

140 POINT COMPREHENSIVE WINTER INSPECTION

Not Combinable with Other Offers Regularly \$97.50

Thank You! Thank You! Thank You!
You! Thank You! Thank You!



Special thanks go out to all of our clients and friends who have graciously referred our shop to their friends and neighbors. Our business is built based on the positive comments and referrals from people like you. We just couldn't do it without you!