

Your ASE Blue Seal of Excellence Full Service Facility
Impeccable Automotive Service and Repair since 1981

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Tom Dwyer



Spring 2006

Tom Dwyer Automotive Services Inc.

*A New Vehicle
Should Not Mean
3 Years Without Us*

We often see customers resurface after a three year absence. When asked why we did not see them, the reply: "We bought this car new and we were told we had to take it to the dealer for service to maintain the warranty"

NOT TRUE!

A salesman at a Dealership will imply you need to return to the dealer to maintain warranty. It is illegal for them to say you are required to return your new vehicle to them for service in order to maintain warranty. A well trained salesman will plant this seed. Most people leave the new vehicle purchase transaction feeling that they are required to return to the dealer for their service. The new car market is so competitive with internet sales, Costco, and other direct pricing, that there is not a lot of profit on a new car sale for the dealer. The profit comes from up-selling options and accessories and after the sale with the long term service relationship that they would like to establish.

Cars we see "fresh out of warranty" after three years of dealer service are not always in perfect

3 Years Not Goodbye continued on p2...

*Timing Belt
Replacement*

Many engines with overhead camshafts have timing belts that have a limited life span. Car makers use these belts instead of more durable chains because chains are noisier and cost more to manufacture. Your vehicle owner's manual will recommend at what mileage the timing belt must be replaced. These intervals range from every 60,000 miles to every 105,000 miles. If you are not sure if your vehicle uses a timing belt or if it is due for replacement call us and we can help determine your situation.

The job of the timing belt is to turn the camshaft(s) at exactly 1/2 the speed of the crankshaft while maintaining a precise alignment. This means that the crankshaft will make two revolutions for every revolution of the camshaft. Engines will have at least one camshaft, or as many as four camshafts in some of the V-type engines. The camshaft causes the intake and exhaust valves to open and close in time with the pistons which move up and down in the cylinders. The valves must open and close at exactly the right time in relationship to the piston movement in order for the engine to run properly.

Timing Belt continued on p3...

I am pleased to announce the reduction of traffic congestion around the shop. The street is clear thanks to the departure of roofing company next door!



Car Wash Coupons are Back!

We washed the cars by hand up until the turn of the century or so, before the law required a recirculating water supply system to wash more than seven vehicles per week. Environmentally, as well as legally, it just no longer made sense to hand wash all the cars. We still wanted to provide the glow of a clean car, so the car wash coupon came to be. The distribution of these tokens is as follows:

- Car wash coupons are given between May 15 thru September 15
- Generally they are given with services that exceed \$100.00
- They are not given for oil changes or other minor services

REMEMBER



We offer a Courtsey Shuttle Van Service to help you get to where you need to be going. Schedule an appointment for the Shuttle when you make the appointment for your vehicle to be serviced.

Car From China China's Geely to Export to the US

According to reports in the China Daily and Shanghai Daily, Geely Holding Group was the first Chinese auto maker to exhibit a Chinese automobile manufacturer to exhibit products at the 2006 North American International Auto Show, held in Detroit Jan. 14 through 22.

The auto maker has already been exporting its models to the Middle East and Eastern Europe and intends to launch U.S. sales in 2008. Geely will

be the second Chinese auto maker to announce intentions to sell in the United States. One of Geely's vehicles, the 7151 CK sedan, is expected to retail for less than \$10,000.



...3 Years Not Goodbye from p1

shape, often with problems that should have been taken care of under recalls or warranty. Let us help you take care of your new vehicle. We would like to make sure that you get the most out of your service contracts, recalls and warranties. We offer impeccable service from the purchase to the retirement of your vehicles.

When you buy a new car there are good reasons why you should not say goodbye:

1. We will insure that your vehicle warranty is maintained
2. We will start your new vehicle out on a documented maintenance schedule that makes sense for you.
3. We will watch and specifically identify recall and warranty problems better than the dealer
4. We will take your vehicle in for recalls, and warranty problems
5. We make sure all current recall and warranty items can be covered before the expiration of coverage
6. We will take your vehicle in for dealer contract repairs
7. We will take care of independent contract repairs
8. We will honor most dealer lube, oil and filter programs
9. Your vehicle will start its "out of warranty" life in good health

Aftermarket Black Box Immobilizes Vehicles with Late Payments

Payment Protection Systems, a California-based microprocessor firm, has developed an aftermarket black box that will automatically immobilize a vehicle if payments aren't received on time, every time.

"On Time" is the name of the black box attached to a vehicle's dashboard and wired into the starter. The product will warn drivers when a payment is pending several days prior to the due date. If payment isn't received, the vehicle will not start until reprogrammed. The black box contains a microprocessor, which is preprogrammed by the financing company with the frequency of payments, payment due date and

grace period. An add-on option is the inclusion of a GPS locator. As a safety measure, the unit will not shut down a vehicle that is operating. Also, emergency codes are available in the event the vehicle has been disabled

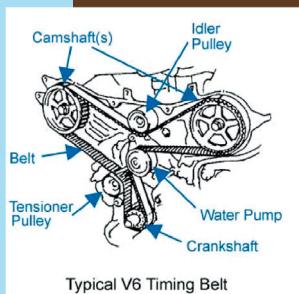
Black Box Payment continued on back...

A car traveling at 80 km/h uses half its fuel to overcome wind resistance. • The microwave was invented after a researcher walked by a radar tube and a chocolate bar melted in his pocket. • Cars were first made with ignition keys in 1949. • J.B. Dunlop was first to put air into tires. • The United States consumes 25% of all the world's energy. • If you could drive to the sun - at 55 miles per hour, it would take about 193 years. • It takes 70% less energy to produce a ton of paper from recycled paper than from trees. • Every year in the U.S., 625 people are struck by lightning. • Cheetahs can accelerate from 0 to 70 km/h in 3 seconds. • No matter its size or thickness, no piece of paper can be folded in half more than 7 times.

...Timing Belt from p1

There are two types of engines that use timing belts. They are described as: "Interference Engines" and "Non-interference Engines". The difference lies in the proximity between the valves and the pistons. On an interference engine, if the timing belt slips even one notch, the piston can crash into an open valve causing serious (expensive) engine damage by bending valves and breaking pistons. Non-interference engines will usually not self destruct, but in either case if the belt fails, the engine will immediately shut down leaving you stranded.

Timing belts fail without warning and on some vehicles, are almost as hard to check as they are to change. In most cases, your only protection is to change the belt at the recommended intervals. Timing belt replacement is not a cheap job but it is far less costly than the alternative.



I recommend that you replace the water pump and inspect engine oil seals, belt tensioners, or idler bearings for possible replacement during a timing belt job. Just replacing the timing belt may not be the cheapest option in the long run. If any of these other items fail later you will be right back where you started less the money from the first repair. 90% of the labor to change the water pump or other components has already been done with the timing belt job. Consider it good insurance to replace the water pump and other worn items at this time. Take advantage of any overlapping labor to save money and insure a quality repair. Water pumps can last over 120,000 miles but many do fail and will cause additional expense, inconvenience and possible over-heating damage to the engine. Ask your Service Writer what the experience is with the water pump on your model car and let him know how long you plan to keep the car. This way, at least we can help you in making an informed decision.

Your Tires are Talking

We check your tires every time you let us inspect your vehicle. Reading the tread of your tires can foretell the future. We check your tires for

things like uneven wear and defects. Uneven tread wear can indicate suspension problems, poor tire maintenance or other impending hazards before they cause an accident or leave you stranded.

Here's what we are looking for:

Tread depth. Every tire has a manufacturer's wear indicator cast into the tire. We call them the "Nader Bars". These high spots are cast into the tread grooves and when the tread wears to meet them a thin bald stripe appears across the tread surface at several uniformly spaced locations. Sometimes even tires that are not on the "Nader Bars" need to be replaced.

Wear in the center. Excessive wear in the center of the tread is most often due to over-inflation. We check your tire pressure every time your vehicle visits us. Check the sticker inside the driver's doorsill of your vehicle for the recommended tire pressure. Never inflate your tires higher than the maximum rated pressure indicated on the sidewall. With over-inflation, the edges aren't contacting the road as much as they should, putting too much force on the middle section.

Wear at the edges. Under-inflation is usually the cause of this type of wear, although wear at the outer edges can also be caused by aggressive driving. Under-inflation causes too much force to be placed on the edges and not enough on the center.

Wear on one side. With this type of wear, the inside of the tread shows more wear than the outside, or vice versa. Poor alignment, worn ball joints, or other worn or bent suspension parts might be the cause. Your car may need an inspection of steering and suspension components and/or an alignment.

Feathering. Feathering means that each tread rib looks worn in one direction, such that one side is rounded while the other side is pointed, looking almost smeared outward. Sustained high-speed driving can sometimes cause feathering, although consistent feathering most often reveals an improper toe-in alignment setting. Again, we can inspect and recommend the right action to take.

Cupping. Rounded, scalloped dips near one edge of the tread indicate severely worn suspension components.

Your Tires Are Talking continued on back...

...Your Tires Are Talking from p3

Flat-spotting. Flat-spotting, severe wear of the whole tread contact patch in one place on the tire, results from panic-braking (skidding) with the wheels locked up, usually on older cars without ABS. The flat spot will often introduce an imbalance that can be felt in the steering wheel. The imbalance from the flat spot makes the tires unsafe-replacement is the only safe solution.

Bald spots. Smooth spots on the tread, or areas between the edge and the center of the tread that are more worn than others, might indicate a wheel that's way out of balance. Front wheels out of balance are usually easy to feel, but sometimes rear wheels are overlooked.

Swelling/bubbling. If any spots on the sidewall or tread are visibly swelling outward or bubbling, we can replace the tire. The tire might have been damaged by an especially deep pothole or piece of road debris.

Change immediately to the spare if there are any doubts about the tire's safety. Tires should be rotated and balanced every 6,000 miles, roughly every other oil change interval unless you are using synthetic oil or don't change your oil often enough. Between visits it is a good idea to look at your tires periodically. If you ever have a concern swing by or call us.

Remember

Although the technicians have the weekend off, the office is open on Saturdays from 10am to 1pm. We are here to make appointments for service, receive vehicles for work the following week, release vehicles that are completed, and answer any questions that you might have!

Tom Dwyer
AS
Automotive Services Inc

Free Air Conditioning Diagnostic
up to 1 hour w / repair

Expires August 31, 2006

Tom Dwyer
AS
Automotive Services Inc

Fuel Injection Service
\$89.95

Expires August 31, 2006

Tom Dwyer
AS
Automotive Services Inc

Oil & Lube Service
Tire Rotation & Balance
w/ 100pt Inspection
\$44.95

Expires August 31, 2006

Ford Escape Hybrid Goes Flex-Fuel

Ford Motor Co.'s new SUV research vehicle, the Escape Hybrid E85, has a dual mission: to help reduce U.S. dependence on imported oil while also reducing greenhouse gas emissions. The company's Escape Hybrid E85 combines two petroleum-saving technologies - hybrid electric power and flexible-fuel capability. The vehicle is capable of operating on blends of fuel containing as much as 85 percent ethanol; E85 is a fuel blend that contains 85 percent ethanol and only 15 percent gasoline. Compared to regular fuels, ethanol use releases no CO₂. As an example, Ford noted that using an ethanol blend, the Escape Hybrid E85 produces about 25 percent less carbon dioxide than a gasoline-fueled version Escape Hybrid.



Ford notes that if just 5 percent of the U.S. vehicle fleet were powered by hybrids operating exclusively on E85, imports of oil could be reduced by about 140 million barrels a year.

...Black Box Payment from p2

and emergency use is required.

For consumers, the device is a means to reduced interest rate, and it also enables credit-challenged consumers the opportunity to own or lease a vehicle. Car dealers, insurance companies and other aftermarket businesses see the product as a means to reduce credit risk, stay current on receivables and locate a car a customer tries to skip with.

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!

