

Fall 2008 Newsletter

Tom's Tidbits

Change is in the air!

As we close in on the 2008 election; change is in the air all across the country. I hope to see you at the Tom Dwyer Election Night Bash! It's a little out of my normal comfort zone to host a party like this, but this is a special moment in history and I want to bring people together to witness these important election returns. We hope to see you at Greek Cusina Nov 4th from 5:00 till it's over!

Also in this edition, with the difficult economic challenge we all face, I wanted re-run an article from a past newsletter about the importance of vehicle maintenance. I hope all our clients realize we are absolutely dedicated to keeping their vehicles in the best shape possible and making sure their auto service budgets are spent as wisely and effectively as possible. We don't want you wasting money on unneeded or improperly performed vehicle maintenance. Tom Dwyer Automotive Services is your best ally in the battle to keep your long-term transportation costs down!

Make a great day,



Making Smart Decisions in a Tight Economy

Maintaining Your Vehicle Saves Money



Everyone wants to get the most for their motoring dollars, and this basic principle is more important than ever in today's tightening economy. One of the best ways to do this is to skip buying a new car and to extend the life of your current vehicle. With average new car prices in the United States now approaching \$30,000, money invested to keep your existing vehicle in good shape could save you hundreds--even thousands--of dollars per year. When you consider the true cost of buying a new car (price of the car, sales tax, insurance, license and registration fees), it's easy to justify investing money each year to maintain your present vehicle.

Perhaps more importantly than the cost savings, the safety aspects of proper vehicle maintenance (especially for high mileage vehicles) should not be overlooked. Following sound car care practices can prevent many problems. Most manufacturers only provide maintenance schedules and menus based on typical vehicle performance and typical drivers, but these maintenance schedules have little relevance to the real world. Service by menu is not good service. The interval service scheme was devised by the dealers for the dealers and to profit the dealers and unfortunately has been adopted by most of the independent shops as well. It takes far less time and energy to sell a canned interval service than to deliver good service. While these schedules might give some guidance, there is no substitute for interactive service based on your particular vehicle's needs and your personal driving habits.

If your vehicle has not been properly inspected for some time, or if it is on a menu service program and you want to significantly prolong its useful life, you should have it thoroughly evaluated on a regular basis by a trusted professional automotive technician who can recommend needed repairs and service. Tom Dwyer Automotive Services is completely equipped to perform all levels of inspection, repair, and maintenance, including pre-purchase inspections. We employ experienced ASE Master Technicians who have access to your car's specific maintenance history and who use factory-direct information that details your vehicle's individual service requirements.

Our "Inspection for Repair" evaluation goes beyond cursory once-overs or menu services and is designed to get to the root of potential problems. Ken, Clint, Drew or Steve can tell you exactly what is involved in this service, and go over the evaluation form with you before you approve any inspection. After the inspection you will be given the information you need to make decisions about your car's needs. Service recommended as a

result of your vehicle's inspection is tailored to you and to your vehicle's real needs. We will tell you about critically important repairs, needed repairs that can be put off for a while and items that can potentially cause problems later. We always try to help you prioritize your needed services—safety items first, impending breakdown prevention second, and then long-term preventive maintenance. We will provide you with the most accurate estimates possible for any service you request, and work is never performed without your informed consent. We want you to know what you're buying, why you're buying it, how much you will be paying, and what's coming up next.

Who Are Those Guys Behind The Computers?

Service Advisors Keep Us Running Smoothly



Where would you find just one person with all these qualities...

Multi-tasking abilities of an aircraft landing controller?

Patience and understanding of a therapist?

Problem-solving skills of a rocket scientist?

Decision-making skills of a business executive?

Communication skills of a diplomat?

Research skills of a librarian?

Sensitivity and compassion of a hospice counselor?

Database skills of a cyber geek?

Teamwork of a quarterback?

Mechanical knowledge of an auto-industry veteran?

You can find four of them behind the computers here at TDASI...

As the sun is just peeking up over the horizon, and sometimes even earlier, our Service Advisors are starting their day. Dark or not, they open the office and shop, turn on the lights, fire up the air compressors, heaters and parts washer, start the coffee, wake up the cars that have been sleeping safe and sound in the shop all night, move them into the parking lot, bring up the computers, process the night drops, retrieve messages... it's busy, but just the start of another typical day. It is not uncommon for clients to arrive as early as 6:15 am and find us here preparing. At 7AM the doors open officially and the phone is usually already ringing. Some clients have just walked down their driveway to find that their trusted automotive buddy won't start and they can't get to work, so they need an appointment NOW. Other clients who need planned maintenance, oil changes, minor tweaks, or major repairs are checking to see if there's an open space on the schedule. Clients who already have appointments scheduled are starting to flow through the door, dropping off their vehicle with the expectation of having it back by the end of the day or even earlier.

The most important task of a Service Advisor is to understand exactly what each client expects for their vehicle, when they need their vehicle back, and how much they expect to pay for our services. Communication is everything and assumptions are deadly! The unasked question or the information not offered can cause us to miss a vehicle's problem or not fill a client's expectations and ruin the best attempt at great service. After getting the client's specific needs and vehicle symptoms, the information is documented in the system and the Repair Order goes to the shop. It's not out of the Service Advisor's hands yet, they must clearly communicate the client's concerns to the Technician who will actually perform the work. Our ASE-Certified Technicians check the vehicles' service history records, research recalls and technical service bulletins, then scan, poke, prod, inspect, and road test the vehicle to confirm service needs or diagnose problems. They document their findings and talk with the Service Advisor about their recommendations.

After consulting with the Technician and reviewing the client vehicle history and the newly supplied data, the Service Advisor's work continues; estimating the costs and time required for the service that is right for our clients and their individual goals, and contacting vendors for prices and availability for parts. We deal with over 20 different parts vendors, so finding the best part at the right price can be a very time consuming part of the job! Here at TDASI we use parts made by the manufacturer of the original part (OEM or original equipment manufacturer) for the vehicle, or a superior part when one is available. If an OEM part is required but not available to us through the regular parts channels then it's time to start calling around to the dealers in the area (and sometimes outside the area) for the required part to fix the vehicle right the first time. We stand behind our work with an 18 month, 18,000 mile warranty so it is very important to us that we supply the best parts possible. After locating and pricing the parts, the labor costs are estimated by using industry-standard labor guides that provide approximate times required to perform needed services and repairs. This can also prove to be difficult as there are many variables not accounted for by labor guides. Outside forces such as hidden damage, aged brittle plastic, broken bolts, rust or corrosion can also take the best estimates and ruin them in a hurry. We always do our best to offer accurate estimates for complete repairs, not the "as low as" estimates so common in the auto repair industry.

So far we know what is needed and approximately how much it is going to cost for the repairs. Now comes the part the Service Advisors like the least....giving good people bad news. After explaining the needs and conditions of the vehicle and the costs and the time requirements of the repairs, the Service Advisor and the Client work together to decide exactly what steps to take. While Service Advisors are routinely paid straight commission with few or no benefits, frequently have little technical knowledge, and take no personal responsibility for the services they sell, ours are different. The Service Advisors at TDASI take responsibility for the complete process; they understand the services they offer and they are never paid on commission so you can trust that their recommendations will be based on a real understanding of your needs and not their paychecks. When the Client and Service Advisor have decided on the repairs to be made, the repair order is edited to reflect the final work description, cost estimate, delivery time, and any necessary caveats, and the Technician is given the Repair Order and the authorization to begin work. We always start by pulling any parts we can from our existing stock. For parts we don't stock, we are at the mercy of vendor inventories and their delivery schedules. Increasingly over the years vendor inventories are skeletal and even basic parts can be two days away or more. Often we make special runs to pick up parts from vendors when their delivery schedules conflict with our client's needs. The Technician now carries the responsibility for the critical service work but the Service Advisor is still involved, keeping an eye out for any changes or complications that could affect the repair, delivery time, or cost. When the vehicle is completed and tested, the Service Advisor documents the services performed and updates the client's vehicle records to reflect what has been done and why, and what still needs to be done and when. The Service Advisor now contacts the client to let them know their vehicle is ready and offers information about pickup options. Finally, when our client picks up their car, they are not directed to "go see the person at the pay window." The Service Advisors take the time to explain what was done and why, explain any precautions or break-in procedures, and offer information as to what might be expected for future services.

The Service process is complex and we are not in control of every variable, but we take responsibility for the problems that may occur. If a problem happens that changes the repairs we planned or if it affects the estimates we provided, we always call the client to get approval before proceeding. If a service is not completed in the time frame we promised we tell the client as soon as we know and offer rides or rental cars to help our clients keep up with their busy lives. Maintaining our 97%-plus "on time" and "on estimate" record along with a 99+% customer satisfaction rate is no accident, but our goal is to deliver 100% client satisfaction! We hope that if our clients are satisfied with our service they tell their friends, co-workers and relatives. If we have missed our goal of 100% satisfaction we want them to tell us, so we can make it right and learn from our mistakes. We wanted you to know a little about what our Service Advisors do to plan and coordinate your repairs so you can help us provide you with the best client experience possible.

Put a Fiber in Your Tank

The real deal on alcohol fuel feedstocks



As we go to press with this newsletter the national average gas price for regular unleaded gasoline is \$2.85 per gallon, down from a high of \$4.12 in July. Crude oil hit its record of \$147.27 per barrel in July as well, a price that will not only be reflected in gas prices but price increases in food, plastics, medicines, and virtually every product we currently take for granted. As we begin acknowledging the skyrocketing costs of energy to our pocketbooks and environment, people and governments are groping for alternatives to petroleum. While many people think these alternatives require new cutting-edge technology, one has been around for the past 4000 years.

Ethanol, or alcohol, seems like an ideal replacement for gasoline. It has similar energy storage to gasoline, burns with almost no carbon or pollutants, and is inexpensive relative to oil. It is renewable, and can be produced by individuals, co-ops, or small companies in local settings. Not so with gas or oil.

There are two types of alcohol, ethanol and methanol. Ethanol is made when yeast ferment sugars or starches, and is the alcohol in whiskey, wine, and beer. Methanol comes from the fermentation of rougher cellulose plant materials like grasses or wood. It is in rubbing alcohol, and it's deadly. Although ethanol and methanol are both used as fuel, methanol has low energy storage compared to ethanol. It is corrosive and can cause damage to engine components, but could be replaced by ethanol in most applications. Methanol's major advantage is that it can be made from almost any plant matter, so it allows for recycling of things like hay, weeds, or corn stalks that might otherwise be thrown away. Work is being done on breaking down the cellulosic feedstocks that produce methanol into the sugars and starches necessary for ethanol, but it's not commercially practical yet.

The major critique of alcohol is that it can be energy negative, meaning it can cost more than a gallon's worth of energy to produce a gallon of alcohol. One analysis does indeed indicate ethanol is negative but most other studies show that it is positive, in some studies by as much as eight-

to-one. If mixed biomass is used instead of a single feedstock, the differential could be positive by a ratio of hundreds to one. The real positive/negative ratio depends on what energy is included in the production of the alcohol and what type of feedstock is used to produce it.

The first issue is the things that are included in the energy costs of the product. For example, if corn is used as a feedstock then the cost of production obviously includes land, labor, seed, fertilizer, and water. It also includes the cost of the equipment to farm the corn, the cost of the fuel to run the equipment, and the cost and time of distilling and packaging the alcohol. But what about the opportunity costs of using the corn as feedstock instead of food? What about the cost of distributing the alcohol to the users? When you consider the alternative of gasoline, does its production cost include the cost of the refineries? Does it include the cost, in blood and treasure, of the military used to defend the oil supplies? Are the environmental costs included in the production of either alcohol or gasoline? As you can see the costs of producing any fuel can be very arbitrary, so it pays to take a close look at the processes used to calculate cost in any of these studies.

The second issue is that the type of feedstock determines how much alcohol can be produced. Corn is frequently referenced as a feedstock because our country produces such a large surplus, but it takes a huge amount of water and resources to produce corn even though it has a low alcohol yield compared to other feedstocks. Corn, at 200 gallons of ethanol per acre, is at the low end of the scale near figs (30 gal), wheat (79 gal) and apples (140 gal). Sugar beets (400 gal) and even prickly pear cactus (500 gal) are more efficient feedstocks than corn. The high end of the yield scale includes beets (940 gal), sweet sorghum (1100 gal), and palms (2140 gal). The highest yield crop is the humble cattail. Managed as a single crop and fermenting only the starches, cattails can yield up to 2,500 gallons per acre. If they are grown in sewage and the cellulose material is fermented along with the starch they can yield an amazing 10,000 gallons of alcohol per acre or more, 50 times the yield of corn.

Finally, there are environmental advantages to ethanol that aren't included in the calculation of its energy costs. Petroleum is an open-loop fuel when it comes to carbon production, while ethanol is closed-loop. This means that the carbon in petroleum was stored safely underground millions of years ago but it is released when the petroleum is dug up and used. Ethanol locks carbon into the soil and roots of the feedstock, so it is never released to become a greenhouse gas. It has no emissions at all from combustion, minimal emissions from feedstock farming or distilling, and no possibility of an oil spill to destroy oceans or coastlines.

We know our energy future can't depend on the oil companies, so we can't let the oil companies tell us what it will depend on. Ethanol made from corn doesn't make sense, but unless you're a lobbyist from Iowa or an oil company executive trying to sink the whole idea, there's no need to make it out of corn. As our energy debate continues, let's remember that just because ethanol has always come from corn doesn't mean that it the best way, or even a good way, to make it in the future.

Service Advisor Spotlight

Clint Stockfleth



Clint Stockfleth is one of the Service Advisors, so critical to making your Tom Dwyer experience smooth and efficient. While "Service Advisors" at many other shops or dealerships can be little more than commission-driven salesmen with limited car knowledge and no hands-on experience, Clint is not the typical Service Advisor; he is a PCC-educated, has years of shop experience as a technician, ASE-Certified and will receive his ASE Master's Certification in November. He understands the deep workings of today's cars not only because he's gotten his hands dirty actually repairing vehicles, but because he's even helped create the option selection databases for major car manufacturers. What made him switch to a desk job? "I got tired of skinned knuckles and broken backs," he laughed. "It gets old working in a shop full of greasy engines, heavy parts, and toxic chemicals, but that background really helps me understand the needs of a customer's vehicle."

Clint is almost obsessively protective of his privacy, but he was very willing to talk about his job and what it takes to keep clients satisfied. "We explain the 'what' and 'why' of vehicle repairs to a customer," he said. These explanations are the most delicate part of a job that involves concierge-like service for 6 or more clients a day, conversations with technicians, sourcing parts, calling vendors, estimating costs, coordinating rides, and fixing any problems that crop up in the repair process. "We have to be part psychologist, part Dear Abby" says Clint. "The hardest part is advising a client when it's time to stop investing money in their vehicle. How do you tell someone that no matter what we do, their limping old jalopy is just going to continue to break down? People form real relationships with their cars, and it can be difficult for them to part with their vehicle when it's reached the end of its life."

Another difficult part of the job is explaining the high cost of repairs. "Today's cars are packed with high technology and expensive parts, and labor's not cheap either," Clint said. "Sometimes a client can get sticker shock when we give them an estimate. I try to walk them through the necessary repairs step-by-step. It doesn't make it any cheaper, but understanding can make it easier."

When asked what a client could do to make their repair experience easier, Clint had one suggestion- "Clients should educate themselves about their vehicles." That doesn't mean becoming a mechanic, but it does mean at least reading the owner's manual. "Knowing what all the dashboard lights mean can alert a client to a problem while it's still small and fixable, well before it becomes large and expensive."

Clint agreed to come onboard with TDASI in 2003 and has been a valuable addition to our team. He takes his position very seriously and has worked to become one of the best in the business. Clint enjoys working on his personal vehicles and recreating with his ATVs. He has also spent energy on converting his vehicles and recreational vehicles to run on E-85 ethanol.

Client Profile- Randy White

www.BrightNeighbor.com



Randy White is a longtime Tom Dwyer client. He used to work with the folks at AM620 KPOJ, but left the radio business to start Bright Neighbor. Randy believes in helping the planet achieve sustainable balance with the human population, and his company is dedicated to helping build local community food, trade, and transportation systems.

"When the Soviet Union collapsed, Russians started their own kitchen and neighborhood gardens which, although accounting for only 10% of the agricultural land, were estimated to eventually produce a staggering 90% of the country's agricultural products," said White. "If we are collapsing here in the US, we can achieve even better results by combining the internet and community cooperation. That's what Bright Neighbor does."

Community members in Portland can join the system at www.brightneighbor.com, fill out a profile, and be connected to neighbors and other Portlanders that match their interests. All of Portland can contribute to or benefit from the community "Swap and Share", which helps match people with just about anything offered locally. "For instance," said Randy, "how many people need to actually own their own personal drill? Why not share resources with each other? And we can share everything from cooperative urban farming to ride sharing with people we like. It's really simple."

Bright Neighbor will be in the beta testing phase for just a little longer, so it is by invitation only right now. The official launch is on November 13th, when unlimited numbers of Portlanders can join. You can have a little taste of it in the meantime by using it to get a ride to the Tom Dwyer Election Night Bash, an event enthusiastically co-sponsored by Bright Neighbor. "Free Greek food, a bar, and politics? I wanted to be part of that as soon as I heard about it!" said Randy. We hope you'll log on to BrightNeighbor.com to see what Randy's been working on, and to share his enthusiasm for our Portland communities.

CNP Update

Passing the million-pound milestone



You may know that the Tom Dwyer Automotive Services Carbon Neutral Program broke the "million pound mark" on May 20th, preventing approximately 1,005,900 pounds of carbon dioxide from entering our atmosphere. This is the same amount of carbon that would be produced in one year by approximately 75 average homes in the Pacific Northwest. What's happened since then?

The good news is that the Bonneville Environmental Foundation, the organization that provides the carbon offsets for the CNP program, has received the Green-e Climate Certification for the quality of their offsets. This is the highest standard certification available, and they are currently the only non-profit carbon offset provider to meet these stringent standards. In other words, you can be confident that the money you spend on these offsets actually goes to fund effective renewable energy projects.

The bad news is that the CNP has had a slow-down since May, with fewer people signing up for the program. However, the renewal window is coming up for most of our members, and BEF will be offering offsets at reduced rates for our clients again next quarter. Keep your eyes on the next newsletter for details. Do you know anyone who is looking for a way to contribute to the fight against global warming? Please tell them about the program and the benefits it has not only for the planet, but for the people participating. If they're interested, they can find all the details about the Tom Dwyer Automotive Services Carbon Neutral Program at www.TomDwyer.com.

Drew's Kitchen

Cheddar 'N' Bacon Mac With A Twist



4 strips raw bacon, diced

¼ cup all-purpose flour

1/3 cup dry white wine

4 cups milk

1½ tsp Dijon mustard

1 ½ tsp salt

¼ tsp white pepper

1/8 tsp ground nutmeg

1 cup grated parmesan cheese (divided)

1 pound dry rotelli pasta

2 cups shredded sharp cheddar cheese (8 oz divided)

2 cups small-diced sharp cheddar cheese (8 oz)

¾ cup dry bread crumbs

2 to 3 large roma tomatoes cut into 16-18 slices

- 1) Cook bacon in large heavy-bottom saucepan over medium heat until almost crisp. Stir in flour and cook about 1 minute, stirring constantly. Add wine while stirring vigorously with whisk, then whisk in mild. Bring to simmer, whisking occasionally until sauce is thickened, 3 to 4 minutes. Remove from heat. Stir in mustard, salt, pepper, nutmeg and ½ cup parmesan cheese. Set aside.
- 2) Preheat oven to 375 degrees.
- 3) Bring large pan of water to boil and cook pasta according to package directions until done. Drain well.
- 4) Mix together pasta and sauce in large bowl. Fold in 1 cup shredded cheddar and all of diced cheddar until well-combined. Transfer mixture to lightly buttered 13-by-9-inch baking pan.
- 5) Mix remaining ½ cup parmesan and remaining 1 cup shredded cheddar with bread crumbs. Sprinkle evenly over top. Arrange sliced tomatoes on top, evenly spaced.
- 6) Bake 20 to 30 minutes or until pasta is heated through, sides are slightly bubbling and top is golden brown.
- 7) Makes 6 to 8 generous servings.

Sellwood Bridge Update

Some things never change...



We're constantly asked about the status of the Sellwood Bridge, but there's little solid information to be had. The last information from the official Multnomah County website is from July, when the draft Environmental Impact Statement had been submitted to ODOT. We do know that there was a nighttime closure in August so that the largest cracks could be temporarily epoxied shut. Wikipedia purports to have the most recent information, saying "...the projected completion date for a new bridge is 2012." Of course, the issue of funding the new bridge still remains to be settled. At this rate, we'll cross the Willamette on glaciers before we cross on a repaired bridge. In the meantime, if you're an optimist, you can look for more information at <http://www.sellwoodbridge.org>, or click [here](#) to see some of the competing bridge designs.

Thanks for your business

Thank you to all of our clients and friends who have graciously supported and referred TDASI over the years. Our business is built upon the positive comments and referrals from people like you. Recommending us to others is the highest compliment we can receive. Referrals are critical to our survival and long term growth.

We strive for 100% client satisfaction, so please take the time to complete the survey left in your vehicle after each visit. This information is helpful for us to improve and continue to provide impeccable automotive service. Thank you for your trust and continued support!

Quarterly Coupons

Almost as good as having a piece of the \$750 billion bailout...



If you're like most people, you skipped the rest of the newsletter and clicked straight through to this Coupon section. Don't cheat yourself... our newsletter is chock-full of shrewd, incisive commentary and news-you-can-use, and you'll definitely be a more well-rounded person for reading it. Don't believe us? Alright then, here come the coupons...

\$25 Off- Winterization Special

Service cooling system, inspect water pump, fan, and thermostat operation. (Up to 1 gal of coolant, thermostat replacement extra.) Inspect for leaks, check belts and hoses. Rotate and balance tires. Oil change, filter, and lube. (Up to 5 qts oil, synthetic oil extra.) Coupon must be presented at time of appointment, not combinable with other offers. Coupon Code 1-FAL08

\$20 off- 3,000 mile Interval Service with Tire Rotate and Balance

For domestic & Japanese passenger vehicles. 5 quarts standard oil, additional charge for synthetic oil. Coupon must be presented at time of appointment, not combinable with other offers. Coupon Code 2-FAL08

\$50 off- Fuel Injector and Throttle Body Service

Coupon must be presented at time of appointment, not combinable with other offers. [Coupon Code 3- FAL08](#)

20% Off Labor

Up to \$150 savings. On previously recommended services with service records on file prior to October 20, 2008. Coupon must be presented at time of appointment, not combinable with other offers. [Coupon Code 4-FAL08](#)

\$50 off - 125 point Comprehensive Vehicle Inspection

Have your vehicle receive a 125 point comprehensive inspection once each year. This is the best way to insure we are able to recommend the services and repairs that are right for your vehicle.

Coupon must be presented at time of appointment, not combinable with other offers. [Coupon Code 5-FAL08](#)

FREE 1-Day Car Rental with minimum purchase of \$275 service

Must schedule in advance. Coupon must be presented at time of appointment, not combinable with other offers. [Coupon Code 6-FAL08](#)

***** Free Car Wash Season Is Over (Sorry!) *****

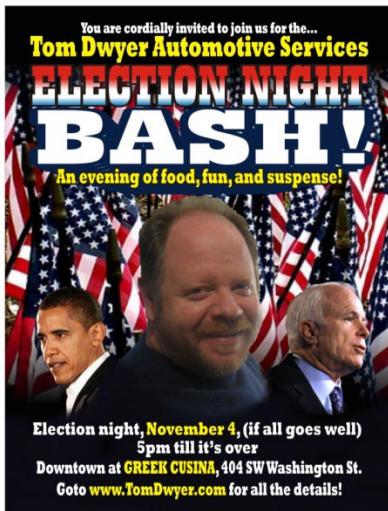
Just so you know, Free Car Wash Season ended on September 15. It starts up again next May 15, so start building that dirt layer today!

Community Events Calendar

Happenin's 'Round Town



Just because the weather is shifting from sun to rain doesn't mean there's nothing going on. Here's a list of organizations and events that you might find interesting, and that would definitely appreciate your support. If you have any events you'd like to tell your neighbors about, please tell us! We'll gladly post your announcement on this calendar, and we'll look forward to seeing you at at least one of these events...



Tom Dwyer Automotive Services Election Night Bash- www.TomDwyer.com- Every presidential election is a turning point, but this year's election is truly something monumental. We're throwing a party to usher in the new administration, and you can be a part of it. Greek food, great people, and gritty politics. Go to TomDwyer.com for all the details!

Decemberville- www.SellwoodWestmoreland.com- This is a month-long event for the Sellwood-Westmoreland neighborhood, with activities every Saturday throughout the month. Enjoy holiday lights, carolers, even horse-drawn carriages. The big finale will take place on the 6th and 7th, when the local retailers will hold a community-wide sale. Maps and more information can be found on SellwoodWestmoreland.com as the season approaches.

Phame Academy- www.PhameAcademy.org- Phame Academy offers theatre, music, and art programs for people with developmental disabilities in the Portland area. Although they are closed for the summer break, you can see the choir at events throughout the city this summer. New classes have started, but if you know anyone who would be interested in the program (support or enroll) just check the website. Upcoming events are: November 19th - Fall recital, 7pm at 4837 NE Couch; December 12th - Phame Gala, 6pm at NE 18th and Alberta; December 20th- Phame Choir at the Grotto, 8840 NE Skidmore St.

Sustainable Business Network of Portland- www.sbnportland.org- An organization dedicated to increasing the vitality of the local economy and supporting local independent businesses. Events are on-going, and include lectures, networking events, and others. Check the website for the latest opportunities to get involved.

Sponsor A Kid Program- www.SellwoodBaseball.com- Since 2005 we've sponsored the Sellwood Cyclones in the Sellwood Junior Baseball League. This important opportunity for our kids to experience sports thrives on the support of the community, and makes a great inexpensive outing for the family. While the "Kids of Summer" may be gone till next spring, they would appreciate your support all year round.

Ian's Car Care Corner

What's The Best Kind Of Car Wax To Use?



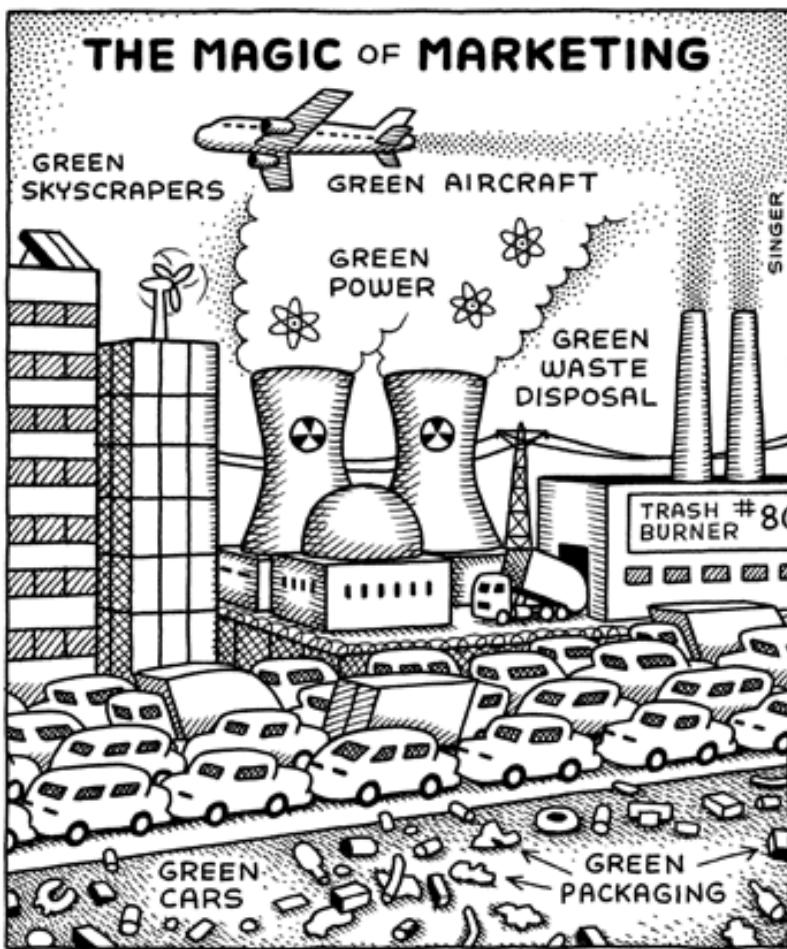
Any type of wax, whether natural or synthetic, is simply a shield between your car's paint and the environment. It is designed to take the abuse of weather, grime, birds, etc., so that the underlying paint is protected. Until recently the best kind was natural Carnauba wax, made from Brazilian palm trees. It comes in several grades, but the best is #1 Yellow Carnauba wax. Ivory Carnauba is also available, but it is simply Yellow Carnauba that has had the natural yellow color chemically removed and is probably not worth the added cost.

The newer polymer waxes are synthetic versions of Carnauba wax. On the whole, they protect much longer than the natural products but there are wide variations in quality within the polymer family. Cost is not necessarily a strong indicator of quality- in a recent Consumer Reports test products like Black Magic and Turtle Wax (a Carnauba wax) were the winners, beating products that cost almost five times as much.

Whether you use natural or synthetic, plan to reapply frequently. While many companies advertise products that last 3 or even 5 years, Consumer Reports found that most products they tested were showing wear in around 5 weeks.

Fall Cartoon

See You In The Funny Pages



Websurfing With Tom

Our picks of the web

Welcome to the second edition of our websurfing section. Once again, we have driven the brightly lit boulevards and dim back alleys of the information superhighway, and brought you some of the best of what we've found. Just like last time, we can't guarantee that everything will be interesting to you, but we can guarantee that it was all interesting to us, and that we looked at each link personally and none of them were pornographic at the time of posting. Got something even better? Please, SEND US YOUR MOST INTERESTING LINKS and we'll post them in our upcoming issues!

Large Hadron Collider Rap Song- <http://www.youtube.com/watch?v=j50ZssEojtM>

Aptera (Electric Car) Website- <http://www.aptera.com/>

Neat Alternative-Energy Geekery- http://images.google.com/imgres?imgurl=http://www.geekologie.com/2008/02/19/pyramid-car.jpg&imgrefurl=http://www.geekologie.com/mt/mt-search.cgi%3Ftag%3Dgreen%2520technology%26blog_id%3D1&h=300&w=450&sz=21&hl=en&start=25&um=1&usg=__Mq_aPfoynyDTEWsxOfH9qEqS8xU=&tbnid=quHzhbhRvB516M:&tbnh=85&tbnw=127&prev=/images%3Fq%3Dsustainable%2Bcar%26start%3D18%26ndsp%3D18%26um%3D1%26hl%3Den%26safe%3Doff%26rls%3Dcom.microsoft:en-us%26sa%3DN

Aptera Test Drive- <http://www.youtube.com/watch?v=VUhPaxvhJCI>

Zap Alias Electric Car- http://images.google.com/imgres?imgurl=http://sustainabledesignupdate.com/wp-content/uploads/2008/02/zap-alias-1_0.jpg&imgrefurl=http://sustainabledesignupdate.com/%3Fp%3D567&h=250&w=350&sz=12&hl=en&start=63&um=1&usg=__eqI57b4moyIR-

Underwater Car (Really!)- <http://www.youtube.com/watch?v=Y22pW8I6QT0>

Compostable Plastic Water Bottle- <http://www.biotastringwater.com/bottle>

House Flipping Scam- <http://www.youtube.com/watch?v=MPwm6HbQd4g&feature=related>

Who Owns Americas Wealth- <http://www.youtube.com/watch?v=8VHNXTBwj80>

50's-Era Educational Film On Distribution Of Wealth- Pt 1 Of 2- <http://www.youtube.com/watch?v=V7qM9zhloco>

50's-Era Educational Film On Distribution Of Wealth- Pt 2 Of 2- <http://www.youtube.com/watch?v=iKBFmgxqu-s&feature=related>

Political Speech Fact Check Site- <http://www.factcheck.org/>

Dolly Parton sings "Stairway to Heaven"- <http://www.youtube.com/watch?v=deeoRakxs0s>

NPR's Election Map- <http://www.npr.org/news/specials/election2008/2008-election-map.html#/president-nprOvM/>

Willamette Week Article About Randy White - <http://wwweek.com/editorial/3216/7253/>

Blog About Bright Neighbor- <http://peakoilhausfrau.blogspot.com/>

More Press On Bright Neighbor- <http://lawnstogardens.wordpress.com/>

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Jiffy Lube Scam Video- <http://www.youtube.com/watch?v=wiCAJ8ULnal>

Brake repair scam in Nashville- http://www.youtube.com/watch?v=LDOQoktalYs&watch_response

\$800 Oil Change- http://www.youtube.com/watch?v=k95KQaiGD_c

Auto Repair Practical Joke Call- <http://www.youtube.com/watch?v=zM5RIDPSVu8>

Coolest way to get into your car- http://www.youtube.com/watch?v=_4AYZ-e- Ps&NR=1

Advanced parking- <http://www.youtube.com/watch?v=73QkkkQbd6M&NR=1>

Swordplay for your car- <http://www.youtube.com/watch?v=vQBIPvKS33s&NR=1>

Princeton show how to hack a Diebold voting machine- <http://www.youtube.com/watch?v=5WMG34cv0zM>

1-minute voting machine hack- <http://www.youtube.com/watch?v=5hCyVsUir8k>

Bonneville Environmental Videos- <http://www.b-e-f.org/offsets/>
(videos on Carbon Footprint, Solar Schools, Watersheds, Bonneville Environmental Foundation)

Carving 3D pumpkins- http://blog.makezine.com/archive/2006/10/how_to_carve_3d.html

Reagan Bashing Republicans- ABSOLUTELY BREATHTAKING!!!!!!- <http://www.youtube.com/watch?v=uJDhS4oUm0M>

FreedomWorks Story- http://www.portlandtribune.com/sustainable/story.php?story_id=122402320838631500

In our next newsletter...

Enter The World Of Electric Cars!



From the Volt to the Tesla, electric cars are the next big thing. Our next newsletter will be dedicated to an in-depth look at this possible future of transportation.