



December 2009 Newsletter Coupons

FREE 90-Point Winterization Checkup

It's so important to check all the basics on your vehicle before the rain and cold settle in that we'll do it for free for our clients. Come in and we'll check fluids, hoses, pressures, lights, and more. This isn't as thorough as our Inspection for Repair, but it will give you some peace of mind as you drive those increasingly nasty roads.

Coupon must be presented at time of appointment, and is not combinable with other offers.
Expires January 31, 2010. Coupon Code 1DEC2009

\$50 Off our Comprehensive Inspection

(normally \$97 to \$150)

Our IFR, or Inspection For Repair, is our deepest, most thorough inspection. It's designed to locate any systems that may currently be failing, and give you a heads-up on anything that may be getting ready to go bad. This isn't the usual "courtesy check" that most shops do... we get dirty on this one, pulling wheels, checking spark plugs, and everything else necessary to make sure your car is in tip-top shape.

Coupon must be presented at time of appointment, and is not combinable with other offers.
Expires January 31, 2010. Coupon Code 2DEC2009

\$20 Off Any Winterization Service

(Coolant/antifreeze systems)

It doesn't matter whether you found the problem through our Comprehensive Inspection or Winterization Checkup, found it yourself, or waited until your car coughed up it's heater core in your driveway. Here's \$20 toward fixing any problem with your coolant or antifreeze systems.

Coupon must be presented at time of appointment, and is not combinable with other offers.
Expires January 31, 2010. Coupon Code 3DEC2009

20% Off Labor on Recommended Repairs

(applies to any items in your Tom Dwyer file before 11/1/2009)

It's a little early to talk about Christmas and New Years, but you'll be wanting to save money for gifts and there's always the issue of New Years Resolutions. If you've been meaning to take care of some of those nagging issues on your Tom Dwyer "To Do" list, here's your chance to take care of them and still save some money for gifts. \$100 maximum coupon value.

Coupon must be presented at time of appointment, and is not combinable with other offers.
Expires January 31, 2010. Max Value \$100. Coupon Code 4DEC2009

FREE Basic Battery Installation

And this CAN BE COMBINED with other offers!

We get a lot of people who trade up for a stronger battery for the winter, so to make it easier we'll do the install for free. This doesn't include things like heavily corroded installations, replacement of cables or hardware, or some European vehicles where the battery is not in the engine compartment, but if you just need a new battery in a regular car this will help. Ask your Service Advisor for complete details.

Coupon must be presented at time of appointment, and IS combinable with other offers.
Expires January 31, 2010. Coupon Code 5DEC2009



What's Important For Your Car's Winter Service?

No one wants to be left on the side of the road in winter weather. It might make a great story for the future, but would be a miserable and avoidable experience. We have many clients who worry about tough winter driving and call us asking how to be ready. We offer coupons for "Winterization Service" that help cover the basics, but it's good to know what we're doing and why. Here are some cold, hard facts of winterizing your car...

Two major areas of concern for any Winterization Service involve your battery / starter/ charging systems and the engine's cooling system. This article will cover the cooling system and we will cover the battery and related systems in the next newsletter.

Some people may not know that coolant is the same thing as antifreeze. It's made of ethylene glycol (to prevent freezing or boiling) mixed with various other additives. New antifreeze is alkaline, usually between 8.0 and 9.0 pH (where 7.0pH is neutral). The antifreeze protects your engine as long as it stays above 7.0pH, but when it drops below 7.0 it starts to eat away your engine (a process of electrolysis) from the inside. Some of those various additives provide "reserve alkalinity" to neutralize internal corrosion before it can start. As long as the antifreeze is changed before the reserve alkalinity is depleted, the cooling system should be no worse for the wear. If you wait too long, however, you could have expensive internal corrosion in the radiator, water pump, hoses, heater core and engine.

How can you tell when it is time to change the coolant? Most new car maintenance schedules call for changes every three years or 60,000 miles, but many professionals consider that too long and recommend every two years or 24,000 miles. Some people are even more cautious, and argue that late model vehicles with bimetal engines (aluminum heads and iron blocks, and/or aluminum radiators) should even have their coolant changed annually. Rather than using mileage or time menus to schedule cooling system maintenance, regular physical inspection is best. The menu based systems are just guidelines; the most important thing is to **change the coolant before it loses its corrosion resistance.** **The best way to know if the coolant needs to be changed is to test it.** By visual inspection and pH testing with a test strip or pH test pen, we can determine the coolant condition and determine whether it needs replacement.

When the coolant is changed, the whole system should be pressure tested for leaks first then reverse flushed and refilled. The pressure test helps insure the hoses and water pump are in good shape and there are no coolant leaks. It makes no sense to service a leaking system. Once determined that all is well or corrections are made then it is time to flush and renew the coolant. The system needs to be reverse flushed, rather than just drained, this helps dislodge and remove accumulated debris in the system, and also removes old coolant that would otherwise remain in the engine block. It's not necessary, and we prefer not to use a chemical cooling system cleaner unless the system has been badly neglected and is full of lime deposits. Once the old coolant is removed completely, the system should be refilled with a 50/50 mixture of ethylene glycol antifreeze and clean water. This provides freezing protection down to -34°F and boil-over protection to 265°F.

The best time to inspect the overall integrity of the system hardware is when you change the coolant. We check your belts and hoses for cracks and wear, make a visual inspection for leaks, pressure test the radiator and cap, and check the operation of your heater and defroster. The thermostat regulates the engine coolant temperature and should be changed if the system has been allowed to corrode, it is over 10 years old, it has been causing trouble or the engine has been overheated. If it is replaced it should be a good quality unit and have the same temperature rating as the original. This is extremely important on late model vehicles with computerized engine controls, where fuel, ignition and emission functions are all affected by coolant temperature.

This cooling system inspection and service is one of the most basic things you can do to prevent major problems with your vehicle. A large percentage of vehicles you see broken down on the side of the road are there due to cooling system related failures. If you give us a call, we can tell you the last time your cooling system was serviced and whether it might due again. If it is, check out our coupon page for some money savers that can make it easy to come in. We look forward to seeing you!



Technician Spotlight- Jim Morinville

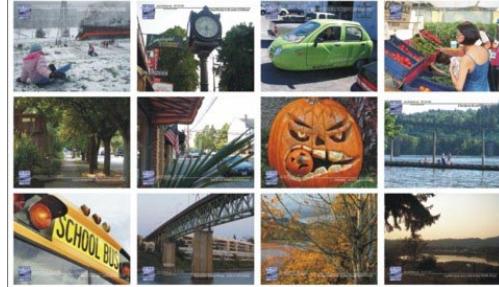
Sometimes change comes pretty slow here at the shop. You've seen Ken's happy face at the front desk for the past 13 years, and James Magmer has been in the shop for 15 years. But this month Clint Stockfleth left our Service Advisor team after six years, handing the seat over to our newest guy, Jim Morinville. We thought we'd take this month's Technician Spotlight to tell you a little bit about him.

Jim has been a member of the exclusive "Native Oregonian" club since he was born in The Dalles in 1966. His dad's shop was his introduction to motorcycles, which he's been racing since the age of 3. In 1989 his dad had bought a car lot and Jim again played a part, washing cars and eventually sourcing parts during his years at The Dalles high school. Next up was a tour in the Army at Washington's Fort Lewis where Jim served for four years, getting out just a couple weeks before Desert Storm started. He came back to Oregon and immediately started working on his Business degree at Mt. Hood Community College.

Jim quickly combined his auto and business experience to become an automotive Service Advisor. He started with 1 year at Thomas Motors in his hometown of The Dalles, and from there he went to Hood River Dodge where he was the only Service Writer for 2 years. Later, when the shop manager unfortunately broke his back in an accident, Jim was the natural choice to step into the Manager position. He was the Shop Manager and Service Writer for 3 years before moving to Astoria and Coast Suzuki, where he continued to play both roles. "Even though I was doing both jobs and supervising four technicians, it was a very laid-back job. Working in a coastal town won't make you rich, but the lifestyle makes up for it."

Eventually, though, Jim decided to leave the coastal life and come to Portland. He landed at Dan's Auto Center where he once again found himself as the Shop Manager and only Service Writer. This time it was different, though. "Dan runs a great place, but it's a huge difference from a small-town shop. With only four techs and myself, we were responsible for about 75 cars a week. That's a massive workload, and it meant long hours and few breaks. Plus, servicing that many cars meant I wasn't able to concentrate on caring for the customers like I wanted to." When the opening came up here at Tom's, Jim jumped at the chance. "I was familiar with Tom from his radio commercials, but mostly from his reputation in the industry. Dwyer's is known for its quality and integrity, and as a great place to work." Jim's resume and experience stood out among the more than 100 responses we received and things clicked immediately. Jim was personable and smart with the skills and track record to hit the ground running. And he has been running since Day One on December 7.

Although Jim is currently a Gold Certified Chrysler Service Writer and a Silver Certified Suzuki Manager/Writer, he won't be resting on his laurels. Aside from the full days settling into a new job here he's studying for his ASE Service Writer certification test next spring. He's also working on wedding plans with the lovely Roxanne, who Jim describes as "... the best thing that happened to me in Astoria." If he can manage to work in time for his hobbies of camping and RV'ing, Jim looks like he'll be staying busy for a long time to come. Next time you're in, take a minute to say "Hi" to our newest face, Jim Morinville!

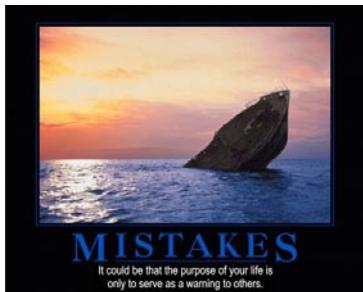


It's Calendar and Coffee Giveaway Time Again!

It's that time of year again for everyone, when we scramble around looking for the perfect gift. The feeling is hitting us here at the shop as well, so we've got Christmas presents for the folks who mean so much to us... our loyal (and new!) clients.

For years we've been giving away magnetic Tom Dwyer calendars, but nice as they were, they have been waning in popularity. This year we're doing something different... we've taken pictures around our Sellwood neighborhood throughout the year, and have assembled them into a really beautiful wall calendar that you can actually use to write down important events. Better hurry, we only have 200 copies! What? Is that grumbling from the people who love the magnetics? Well, don't worry, Santa has something in the bag for you, too. We are pushing recycling to the extreme... for anyone who asks for one, we will give you a 2010 Tom Dwyer Magnetic Calendar made from one of our unused past year calendars!

But that's not all! It's FREE COFFEE time again! While supplies last, you can come by and pick up a bag of whole bean or fresh ground coffee with any service we perform. It all comes to us from Nancy and the fine folks at Schoendecken's Coffee in Sellwood, so if you are looking for a local source for the best coffee please keep them in mind.



Errors And Corrections Department

You know "Your Car Matters" as a bastion of truth and excellence, but we do make the occasional mistake.

When we're caught ...oops... I mean when that happens, we do our best to fix it so you have the accurate information you demand to face the day.

We made one of those unfortunate mistakes in last month's newsletter. Our article "What Will Health Care Cost You? Actual Data on Federal Subsidies for Health Insurance" had a link to a previous month's article on rebadged vehicles instead of the subsidy information gathered by Congressman Charles Rangel.

If you click [here](#) you'll be sent to the actual data, which in light of the Senate's efforts is probably not relevant anymore. We apologize for any inconvenience.



A Drew's Kitchen "Two-Fer" - Two Cures for Turkey Leftovers

By now everyone's done with the Thanksgiving leftovers, but the Christmas turkey is just around the corner. Hey, those are good leftovers! Don't just throw them out when no one's looking! Here's two quick recopies that will help you clean up the last of the turkey and taters.

Turkey Spring Rolls

1 lb shredded leftover turkey
2 tbsp sweet Asian chili sauce
12 square spring roll wrappers

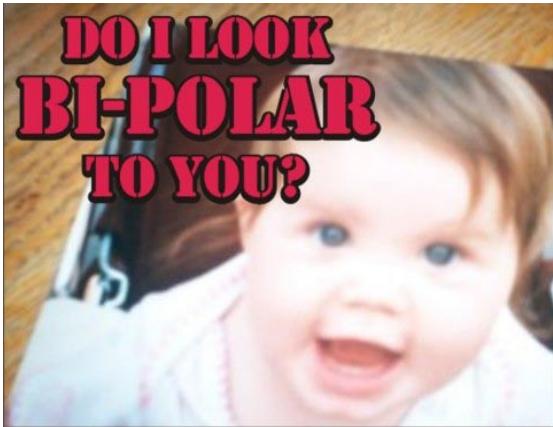
$\frac{1}{2}$ cup each of scallions, shredded carrot and chopped cilantro

- Mix shredded leftover roast turkey with sweet Asian chili sauce.
- Spoon along one edge of spring roll wrappers.
- Top with sliced scallions, shredded carrot and chopped cilantro.
- Fold in the sides and roll up like a burrito.
- Moisten the edge with water to seal.
- Fry in 1 inch of 375 degree vegetable oil until golden, 1 to 2 minutes per side.
- Serve with more chili sauce.

Leftover Mashed Potato & Pesto

3 cups leftover mashed potatoes, room temperature
1 egg
3 tbsp purchased pesto sauce

- Preheat oven to 475 degrees.
- Brush 8" diameter cake pan with $\frac{1}{2}$ tablespoon oil.
- Mix mashed potatoes and egg in medium bowl until well blended.
- Spread half of potato mixture in prepared pan and half of pesto over.
- Repeat layering with potatoes and pesto.
- Bake potato cake until heated through and light brown on top, about 15 minutes. Let stand 5 minutes.
- Cut cake into wedges or spoon out onto plates. Serve with tomato-zucchini sauce.



News To Make You Furious- Medicated Children

In recent years, there's been a dramatic increase in children being diagnosed with serious psychiatric disorders and who are being prescribed medications that are just beginning to be tested in children. The drugs can cause serious side effects, and virtually nothing is known about their long-term impact. "It's really to some extent an experiment, trying medications in these children of this age," child psychiatrist Dr. Patrick Bacon tells FRONTLINE. "It's a gamble. And I tell parents there's no way to know what's going to work." If you are curious about how the gamble's turning out, check out this powerful FRONTLINE documentary.

<http://www.pbs.org/wgbh/pages/frontline/medicatedchild/etc/synopsis.html>- synopsis

<http://www.youtube.com/watch?v=0R1khV5cqac&feature=related>- video preview

<http://www.pbs.org/wgbh/pages/frontline/medicatedchild/>- Episode website (including update links)

<http://www.pbs.org/wgbh/pages/frontline/medicatedchild/view/>- Whole episode



Client Profile- Brian Addison Elliot

(2010, Vancouver, British Columbia)

"In a shocking development, Olympic sightseers reported a nine-foot-tall robotic spider in downtown Vancouver. First spotted in an empty storefront window, the spider is reported to have a gleaming silver ball clutched in its jaws, a small body, spindly robotic legs and a propeller. Unconfirmed rumors suggest that the spider may even have time travel capabilities. When reached for comment, robo-arachnid expert Brian Addison Elliot said, "Yeah, that's mine. I built it, nothing to worry about. Oh, and the time travel thing? Totally true." While this may seem to solve the mystery of the robotic time-travelling spider, many questions still remained unanswered at this time..."

...and here in the gritty journalistic world of "Your Car Matters" we're not in the habit of leaving questions unanswered. The "robotic spider" is indeed real and comes from the shop of one of our long-time clients, Brian Elliot. When the Olympics come to Vancouver in 2010, you'll be able to see it in a large display window as part of a Nike-sponsored exhibit about the beginning of the sport of snowboarding. Nike is known for pushing the creative envelope and for the highest quality fabrication, so when they wanted something truly spectacular they went straight to Brian.

"My design work deals mostly with fictional objects, or with applying an organic/mechanical aesthetic to non-fictional objects," Brian said. "This time capsule project was particularly challenging because of the difficulties of preserving artifacts unsupervised for long periods." The spider is fully moveable and poseable, but doesn't move by itself. The silver ball, a time capsule to be opened in 2059, is a 30" stainless steel sphere accessed from the top. "I went through a lot of work to find something that would work for that sphere. I originally thought of tank heads, but they were much too expensive and heavy. I finally found a garden 'gazing ball' that was the perfect size and finish. An 18" stock pot worked perfectly for the access door." The rest of the spider was a

combination of custom-made and off-the-shelf parts. "I prefer to use off-the-shelf parts when available. It saves lots of fabrication time and the parts are all of a consistent quality. You know exactly what you're getting before you start."

Brian said the whole project was an eye-opener. "I had no idea how stringent the requirements for a time capsule were, or that there were companies that specialized in making time capsules and supplies. Some of the off-the-shelf capsules come with a 1000-year guarantee!" When you hear about capsule-gone-bad horror stories, it's easy to understand why. "There was a town that built a time capsule containing a beautiful 1950's car as well as artifacts from the resident's daily lives. When it was opened, they found that the concrete vault had been leaking, filling with water, and then draining. Everything inside was ruined." Brian brought these lessons to the time spider. "Among other details, all the artifacts are sealed in archival quality plastic pouches, and the sphere is filled with inert argon gas to prevent decay."

Creating something that's unique and fun but still meets rigorous standards is nothing new for Brian. He earned his Industrial Design degree from the prestigious Art Center College of Design in Pasadena in 1989. "Industrial design is a combination of art and engineering. You're always trying to be as creative and 'out there' as possible, but whatever you're designing has to work in the real world." Brian's skill was noticed well before graduation, when he won the international Sony Design-a-Vision competition in his sophomore year. Nike snapped him up and brought him to Portland, where he started designing sports accessories before moving on to basketball shoes. He left Nike to start a design studio building toys, sculptures, and displays with his graphic-designer wife, Jane. Although he still consults with Nike on a regular basis, owning his own company has let him work with a wide range of clients and an even wider range of projects. Two examples were his work with master puppeteer Michael Curry, and his work with Laika Studios on the movie *Coraline* where he "...was on the rigging crew, creating all the framework and gadgetry that allowed the figures to move."

Today, Brian and Jane are running their studio and running after their kids Rosemary, 11, and Milo, 7. "We've got several projects in development right now, but we're always looking for the next big thing," he said. Judging from his track record, the next big thing will be very interesting indeed. Take the advice of your humble "Your Car Matters" reporter... do yourself a favor and go to Brian's website, www.BrianAddisonElliot.com, and see some of the amazing work that's come from this particular Tom Dwyer client.