



## Tom Dwyer Automotive Services Newsletter for September, 2016

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One solution to America's plague of police shootings



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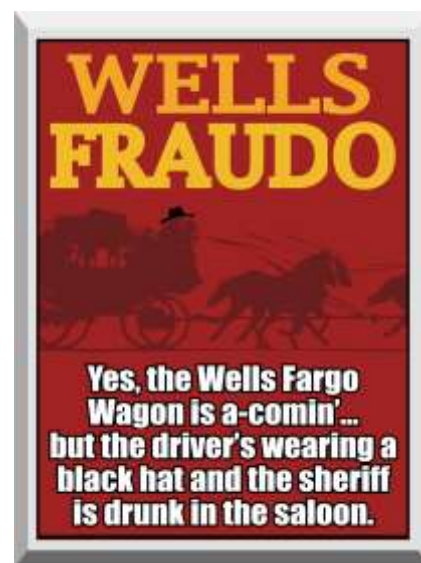
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Wells Fraudo



# Tom's Tidbits

Trump may be smart, but we need to be smarter.



Greetings!

They say that when you point one finger, three more point back at you. With that in mind I'd like to talk about three seemingly unrelated events... the Clinton/Trump debate, the ongoing criminality of Wells Fargo bank, and the desecration of Native American sacred sites for an oil pipeline. All important issues, yes, but are there deeper connections between them? I think there are; greed, accountability, and ethics.

Books could be written about all three of these issues, but here's a brief summary. There's much to dig into with the Debate, but I want to focus on Trump's proud assertion that he [is 'smart' to lower his tax liability as far as legally possible](#). We detail Wells Fargo's latest abuses in this month's News To Make You Furious, but the relevant point here is that they are only [paying \\$185 million in penalties for a years-long program of conscious deceit](#), though they make roughly \$20 billion a year in profit. Finally, as part of an ongoing lawsuit over the Dakota Access Pipeline in North Dakota, Dakota Access took the location of sacred burial sites submitted by the Standing Rock Sioux and [used the supplied information to promptly destroy](#) them.

The unifying, ugly truth in all these is that Donald J. Trump is right... all three cases represent the actions of smart people using laws to their advantage. We may complain that the rich 'should pay their fair share' but the law is very specific on what a fair share is. It's not only smart but proper to take advantage of all the legal deductions allowed... I do it, and I'm sure you do too. It's obviously unethical for Wells Fargo to defraud their clients and the law prescribes punishments for doing so, but ethics are irrelevant to a corporation whose only obligation (by law) is to make money. If Wells does the math and finds legal penalties for unethical behavior can be easily absorbed if they're caught, then fraud isn't just the smart thing to do, it's their obligation to act and make corporate profit. The same logic applies to Dakota Access; it may not be legal for them to destroy sacred places but those ancient sites are holding up progress. Even IF they eventually have to pay a fine for their strategic destruction the damage will have been done and the project can continue without further nuisance... treating fines as a cost of doing business is the (corporate) smart thing to do.

That's all infuriating and we can all wrap ourselves in indignation, but it's only comforting until we remember those other three fingers. If the rich can skate on 'their fair share' or companies can factor criminality into their business plans, where do those fingers point? At us. Through our governmental representatives WE write the laws, and WE enforce compliance. If we don't like the behavior the law allows it's OUR OBLIGATION to change the law to exclude that behavior. Far from being a hindrance to free people in a free society, government is the ONLY advocate for the Common Man against oppression, criminality, and abuse by the powerful. As, the Founders put it, "To secure these rights, governments are instituted among men, deriving their just powers from the consent of the governed; that whenever any form of government becomes destructive of these ends, it is the Right of the People to alter or to abolish it..."

Government may be our only *possible* advocate, but that doesn't mean they're always a *good* one. There's corruption in every form of government and Democracy is no different, the level of cronyism, bribery and greed has grown over decades until government now only seems to represent the common interest when it aligns with the corporate interest or there's no other option. 99 percent of America would fight to alter or abolish a government that no longer fights to secure the rights of life, liberty, and the pursuit of happiness to its people. The vast majority would choose to overrule a concept of citizenship in which there could be a definition of 'smart' that includes predation on our fellow citizens, but that relies on "We The People" being 'smart' in the way we've traditionally defined it. Trump's taxes, Wells Fargo, and Dakota Access are just three glaring examples to illustrate the problem... it's up to us to be smart enough to solve it.

Take Care and Make a Great Day!

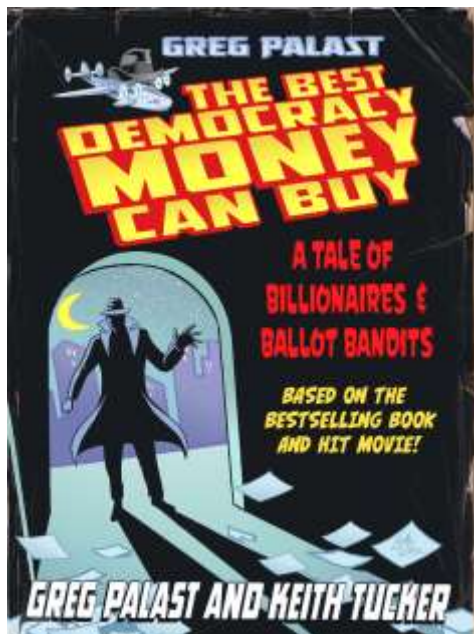
A handwritten signature in blue ink that reads 'Tom'.

# What NOW?!! Toons

Our September check in with Keith Tucker



We're very proud of our association with Keith Tucker, cartoonist extraordinaire. Keith is the creator of "What NOW?!!" Toons, and has a stellar career spanning movies, animation, books, art, and much more. This month we aren't here to laud Keith (much as he deserves it), and not even to pass on his latest Toon, but to tell you about his involvement with Greg Palast's new movie "The Best Democracy Money Can Buy", now opening in theaters across the country. Keith had a heavy hand in the production of the movie itself but his unique talents give "Best Democracy" something most movies don't have... their own comic book version. Here's some teasers from the book, and look for "Best Democracy" when it premieres in Portland. Don't worry... we'll keep you posted!





# **The Police We NEED**

## One solution to the plague of police shootings



It's not news that police in many places have become a real danger to the people they are sworn to protect and serve. Police point to the danger and disrespect they face to justify increasing militarization of tactics and weapons, while citizens point to increasing militarization as causing their fear and disrespect. The result is a spiral of police and citizens dividing into increasingly hostile camps. Any potential solution would have to involve rebuilding shattered trust, and one way that can start is by rebuilding the goals, expectations, and methods of the police from the ground up. It's a big order but at least one sheriff is scrapping the old training model in favor of creating "guardian police" who emphasize the basic protective

and helpful functions in their community. Even more special is that this groundbreaking sheriff is a "she", and even more special than that is that she's making her changes beginning here in the Northwest...

Sue Rahr is the Director of the Washington State Criminal Justice Training Commission (CJTC) in Burien, Washington, about 20 miles south of Seattle. It provides training for police, corrections, and other safety professionals, and every law enforcement officer in Washington eventually comes through their doors.

Sue's amazing resume begins in Wyoming, where she was the daughter of a Boeing engineer and stay-at-home Mom. Her goal was to be a lawyer but she couldn't afford law school. Sue decided to become a cop until she could put away money for her education, but she found an unexpected opportunity on the front



lines- "You're given an amazing amount of latitude," she said. "When you get to a scene you have to assess the situation and figure out what you're going to do and I just found that fascinating. Every call presents a challenge and a puzzle." The idea of being a lawyer never returned.

Sue gained broad experience in Seattle policing including undercover narcotics, burglary and larceny, criminal warrants, special assault, internal investigations, gangs, and special investigations before she became Chief of the King County Sheriff's Office Field Operations in 2000. This was a position she was happy with until her boss, Dave Reichert, left his Sheriff's position in 2004 for Congress and recommended Sue as his replacement. Sue was appointed King County's first female sheriff in 2004, and appointment confirmed by vote in 2005.

The buck always stops on the desk of the person in charge, and a big buck landed on Sue's desk in 2005 when the Seattle Post-Intelligencer's "Conduct Unbecoming" series made a list of heavy allegations including sexual misconduct, prostitution, and even murder in the King County Sheriff Office. Rahr herself faced calls for greater outside oversight of her department and was accused of allowing a detective to retire with a bonus rather than face trial on criminal charges. She and the Department survived the fallout, and Sue was re-elected in 2009.

In a 2010 policing forum presented by the Office of Community Oriented Policing Services in Washington DC, Sue met Yale professor and expert in police tactics Tom Tyler. Tyler had been researching community policing and police interactions and found something surprising... people in the community care more about how they're treated by police than about the actual outcome of an encounter or investigation. Respect builds trust and disrespect ignites tempers, and this simple truth was to be a beacon for Sue as she continued to develop her views on policing. .

Another blast hit Washington State when the Director of the CJTC was forced to resign amid allegations of ethics violations. Sue saw a place to put her philosophies into action and took over the CJTC in 2012. She found a miniaturized boot camp where recruits were forced to snap to attention in the halls and were subject to random attacks by instructors. She set about changing things with new policies to set the tone of respect and cooperation she would try to instill in her charges. For example, she immediately stopped the snaps-to-attention and replaced them with simple greetings and conversation. Perhaps her most visible change was to the display case in the CJTC lobby. Where it previously held a display of billy clubs, tasers, and other tools of the police trade, Sue replaced it with an image of the Constitution and a large quote declaring that CJTC was "training the guardians of democracy". A fundamental difference!

More detailed and more important were the larger programs she put in place like LEED (Listen and Explain with Equity and Dignity) and Blue Courage (to avoid or delay burnout of officers). LEED was emblematic of the differences between Rahr's approach and the way things were currently being done. When she asked questions of existing officers such as "Why did you use force so quickly?" or "Why didn't you try another way of defusing the situation?" she said the deputies' answers often reflected an approach called "Ask. Tell. Make." "You would ask someone to do something. If they didn't do it, you would tell them. If they didn't do it, then you would physically make them do it," Rahr says. "And that doesn't reflect real life on the street. Most good police officers don't jump that quickly from the first step to using force."

About a third of the recruits left the new 'softer' school in favor of 'harder' training elsewhere, but most stayed. The image of soft training under Rahr didn't stand up to examination, as recruits at the CJTC still train with pepper-spray blasts to their face, a firing range that shoots back, and plenty of fighting on the gym floor. They may be training to be less violent, but their safety and effectiveness are still top priority and reprimands are common for things like being too slow to pull gun when a knife has appeared. The excessive paranoia of "everybody's got a bazooka" may be overboard, but Rahr and the CJTC know a healthy level of paranoia can keep a cop alive.

The bloody conflict between police and citizens has many causes. Racism is one, but it's not the only one. Economics, political pressure, cultural and demographic changes also play a part, and any solution must address all of them. "Guardian Policing" is not a silver bullet. But as we search for an end to the blood of innocents in our streets, we'll be looking for people like Sue Rahr to rebuild the trust necessary for any other solution to proceed.

## Digging Deeper...

[Can Sue Rahr reinvent policing?](#) By David Kroman on Crosscut, April 2015

[The Empathetic Police Academy](#) by Howard Schultz and Rajiv Chandrasekaran in Starbuck's Upstanders,

[Sue Rahr's vision for police reform is bold, compassionate, and achievable](#) on Upworthy, September 2016

[It's Hard To Change Policing, Especially When Officials Refuse To Read Your Report](#) by Amy Radil on KUOW.org, April 2016

[Creating guardians, calming warriors](#) by Kimberly Kindy in The Washington Post, December 2015

[Former Chiefs Want To Change Police Culture](#), interview by Michel Martin on All Things Considered, May 2016

[This May Be a New Model for Community Policing](#) by Harry Bruinius in The Christian Science Monitor, May 2015

[Washington State Criminal Justice Training Commission Website](#)

[From Warriors to Guardians: Recommitting American Police Culture to Democratic Ideals](#) by Sue Rahr and Stephen Rice, Harvard Kennedy School, April 2015

# Are we too expensive?

How good is a low price on something you don't need?



We've seen a few reviews and comments on the InterTubes lately with a common thread: "Tom Dwyer is expensive, but they're worth it!" That's not a bad comment to get and we're obviously grateful that people see real value in our service, but 'expensive'? Not at all! We don't want to be your *cheapest* auto care option, but by putting your needs first, prioritizing all needed repairs, doing work right and standing behind it, and most importantly by *NOT TRYING TO SELL YOU STUFF YOU DON'T NEED*, we may be one of the *least expensive* alternatives out there...



'Quality' is not the same as 'expensive', and 'cheap' is not the same as 'inexpensive'. 'Value' is the goal in just about any transaction; a fair balance between price and product. Sure, a consumer might get a screaming deal once in a while or a company might offer a few high-profit-margin products, but neither of those extremes can dominate for very long. Value is a long-term, sustainable *balance* between price and quality, and it's why our company was created in the first place.

Every business has a business model- a plan for the product or service they intend to provide, the costs they'll need to cover, how they'll market and support it, and yes, what profit they'll make. Despite our Lefty reputation we are a *for-profit business* and profit is not a dirty word to us. But businesses can either profit by charging appropriately for needed and valuable services, or by cutting corners, reducing value, overcharging, or hard-selling products a customer doesn't need.

## How our process saves you money

Every aspect of our company is built to spend your hard-earned money most effectively to keep your vehicle on the road safely and reliably, and to keep you coming back as a satisfied client. Our Service Advisors are non-commissioned to eliminate any conflict of interest, our Techs are paid Flat-Rate to ensure quality work from talented workers, our recommendations are based on the highest quality parts and supplies to reduce mechanical failures, and much more. Here's how our process is designed to save you money, and make the money you DO spend the most effective...



- **Putting YOUR needs first-** Most shops make service recommendations based on mileage based service menus not physical inspection and records management. These recommendations are based more on the shop's gross profit more than a vehicle's needs. We're known for telling our clients when NOT to do a repair, or telling them when they can put off a repair until budget allows, or putting the most important repair at the top of a list rather than the most profitable one. As just one of many examples, a recent client's brakes were showing wear but still had a little life left in them. A brake job in her situation would be a prudent recommendation that any shop could make with a clear conscience, but this particular client was planning to sell her car. We recommended

she not do the brake job because the car was currently safe and the repair wouldn't add sufficient sales value to her vehicle to justify the cost. We lost the opportunity to make \$1100, but the client was happy and we know we'll be seeing her again with her new vehicle.

- **NOT SELLING STUFF YOU DON'T NEED-** This is the probably the single biggest way we save you money! How good is a low price on something you don't need to begin with? Wow, you saved 50% on a fluid flush but your fluids could have gone another 6 months without worry? Was that a deal? Any vehicle owner may worry about whether they can afford the repairs their vehicle needs, but one question OUR clients NEVER worry about is "Do I really need it?" They KNOW that if we recommended it, they need it
- **Prioritizing all needed repairs-** We actually know the complete history and conditions of a vehicle (when allowed) before we recommend anything. Your vehicle may have a long list of things that need to be done, but they won't all be the most important. We prioritize all repairs in order of 1) safety concerns 2) breakdown prevention and 3) maintenance needs. For instance, it makes no sense to spend money preventatively servicing your cooling system if your brakes are metal to metal.
- **Doing work right the first time-** While many shops have a crew of less experienced and less expensive people led by a Certified Technician, our staff of (currently) 10 Technicians are all ASE-Certified, and half are ASE-MASTER-Certified. This means they know which repairs to do, when to do them, and how to do them right the first time.
- **Standing behind our work-** Of course, even the best Technician can make mistakes and even the highest quality parts can fail. It won't happen often, but it WILL happen. When it does, we stand behind our work with a 24-month-24,000-mile nationwide warranty.



## Wait, isn't all that still expensive? No.

All those things add value; prioritized needed services, done right the first time, delivered on time and on estimate, backed by the best guarantee in the industry. We offer the highest quality at the lowest price we can, and that's the very definition of value.

## FUN FACT!

Making decisions in the interest of someone else rather than your own business or personal interest is called a **fiduciary responsibility**. Accountants, realtors, lawyers, doctors, and many other professions have fiduciary responsibilities, because how could they function if their advice were tainted by conflicts of interest?

**You may be surprised to find that Financial Advisors don't have a fiduciary responsibility!** They are free to sell you anything, regardless of whether or not it is best for you. If a certain investment makes 5% commission for them but only returns 2% for you, it's perfectly fine to sell you that one instead of one that makes 2% for them and 5% for you. You and your retirement be damned. The Consumer Financial Protection Bureau (CFPB) has instituted a rule requiring a fiduciary responsibility in investment but it's being loudly and expensively fought by (surprise!) the investment industry. [Click here to read more!](#)





# It's Time To VOTE!

Not for President! For our Referral Reward quarterly winner!



The big news this month is all about YOU, and who you want to help in the world. We're in Year 3 of our Referral Reward program, which, just in case you haven't heard, is where we make a donation to the non-profit group of your choice whenever a new client comes in because of your referral. (Donations vary from \$10 to \$50 based on the new client's initial purchases.) **Since we started the program we've been privileged to make donations totaling \$13,959 to 246 different groups** selected by our clients. But that doesn't even include the Quarterly and Yearly awards we've been selecting all along, which is where YOU come in. This month we're letting our readers and clients pick our quarterly award winner for the first time, so it's up to you... which of these deserving groups do YOU think should get a check for \$200?

Before we hit the General Election we should tell you about the Primaries... we made **21 donations totaling \$864 in September**, and you can read all about them in this month's Shop Talk column. We're pretty proud of that, but like we said, the big news is about picking our *next* Quarterly Award Winner. It's always been the hardest part of the program for us because although we know whoever we pick will put the money to good use, picking one group means saying "no" to all the others who could use it too. Well the pain stops here, at least for us. It's up to YOU now... pick just ONE of these groups to receive a check for \$200. **Voting's easy; you can call us at 503-230-2300 and tell a Service Advisor who you're picking, or email your choice to [charles@tomdwyer.com](mailto:charles@tomdwyer.com).** (Please put "quarterly vote" in the subject line). The winner will be announced in our October newsletter, and we'll take your vote right up until publication time. Here are the candidates in no particular order, and GOOD LUCK!

[Oregon Humane Society](#)  
[School House Supplies](#)  
[Oregon Food Bank](#)  
[Boys and Girls Club](#)  
[Brady Campaign for Gun Violence](#)  
[NW Medical Teams](#)  
[Central City Concern](#)  
[Oregon Wild](#)  
[Portland Opportunities Industrialization Center](#)  
[Environmental Defense Fund](#)  
[Colorado Rocky Mountain School](#)  
[Multnomah County Library](#)  
[Portland Rescue Mission](#)  
[CLEAR Fund](#)  
[Bicycle Transportation Alliance](#)  
[Outdoor School](#)  
[Mercy Corps](#)  
[Self-Enhancement Inc.](#)  
[Garibaldi Maritime Museum](#)

[Providence Cancer Research](#)  
[NW Pilot Project](#)  
[Multnomah County Library](#)  
[ACLU](#)  
[Project Lemonade](#)  
[Shriners Hospital for Children](#)  
[Planned Parenthood](#)  
[Backline](#)  
[Potluck In The Park](#)  
[KBOO](#)  
[American Diabetes Association](#)  
[Friends of Tryon Creek](#)  
[KBOO Radio](#)  
[JOIN PDX](#)  
[Special Olympics Oregon](#)  
[Community Music](#)  
[Girls Inc. of the Pacific Northwest](#)  
[Boy Scouts of America](#)  
[Baby Blues Connection](#)

**One more time; you can call us at 503-230-2300 and tell a Service Advisor who you're picking, or email your choice to [charles@tomdwyer.com](mailto:charles@tomdwyer.com), and please put "quarterly vote" in the subject line.**

# **Drew's Kitchen**

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## **Grilled Corn With Cheese, Lime and Chile (Elotes)**



Fall may be here, but we're in denial as we try to squeeze the last little sun out of summer. Join the fight and try this recipe on your grill before the rain makes it impossible...

## **Grilled Corn With Cheese, Lime and Chile (Elotes)**

### **Ingredients:**

- 6 ears fresh corn, shucked
- 3 Tbsp mayonnaise
- 2 limes
- ¼ tsp ancho chile powder, more as needed
- Fine sea salt, as needed
- Black pepper, as needed
- ½ cup crumbled cotija cheese (or substitute feta or ricotta salata)
- ¼ cup chopped fresh cilantro

### **Preparation:**

- Heat your grill to medium-high. Grill corn, turning occasionally, until cooked through and lightly charred, 7-10 minutes
- Meanwhile, in a small bowl, mix together mayonnaise, zest of 1 lime, chile powder, salt and pepper.
- Slather hot corn with mayonnaise mixture and sprinkle with cheese and cilantro. Cut limes into wedges and serve alongside corn.

**Time-** 15 minutes      **Yield-** 6 servings

# Shop Talk

## Election Party Update... it's not good news.



### Comment of the Month



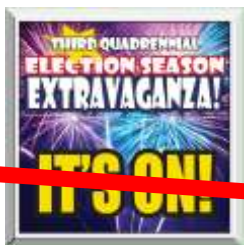
This month's Comment comes from our inbound email; an inquiry from a potential client...

*Hello, I'm hoping you're able to help me. Recently, I went to [an auto parts store] for a new battery. After 45 min of them attempting to install the battery, the associate couldn't figure out why the terminals weren't fitting and the car was doing crazy things any time he attempted to hook it up. I called my boyfriend who immediately realized he was trying to connect it backwards. I told the associate who then hooked it up correctly but left the terminals loose because he had been trying to adjust them to fit the wrong way. Because of this, my radio and everything associated with it is no longer working. The clock doesn't show up and the aux cord won't work. We think this might just be a fuse but there's also no sound when I use my blinker and there's a check engine light on. None of this was the case prior to [the auto parts store]'s major mistake so they will be covering my bill. I guess I just need an estimate to start which I will bring to them and have you get started on whatever needs to be done. Can you let me know how long you'd expect something like this to take and what your earliest availability would be?*

*Thank you in advance, Kate*

If you go to an auto parts store for auto *parts* you'll probably have a very good experience, but if you go to them for auto *service* you're likely to be disappointed. In Kate's case the people at [the auto parts store] were probably good guys trying to be helpful by installing her battery, but good intentions aren't the same as good training. If you need to have something, ANYTHING done to your vehicle and you don't feel confident doing it yourself then don't take any chances. Bring it to us! If there's someone better qualified to help then we'll gladly refer you to them... we frequently do so for things like stereo installs or trailer hitches. Many of the simple things like bulb replacement or tire pressure checks we do for free (or just the cost of the parts). But even for the simple things, a small mistake can have big consequences. The Peace of Mind you get from knowing your vehicle is being handled competently has value in itself, but that doesn't even count the value of your time if something goes unexpectedly wrong!

### Election Party Update... (it's not good news)



In 2008, Barrack Obama and John McCain were doing their best to make news by running for President, but Portlanders knew where the real news was being made... an outspoken local mechanic was throwing a party, and our first Election Night Bash at Greek Cuisina was a huge success with people lined up around the block to get in. 2012 brought Obama, Romney, and another party, this time at the Bob White Theatre, and again a good time was had by all. 2016 finds us ready to throw yet another party (and hey, look at that... there's another election happening!) but the two candidates facing off leave little room for celebration no matter who wins.

What to do?

We took a page from the 2016 election itself and learned to compromise. We decided to celebrate the election and Democracy with all our friends, but at an event not on Election Night itself. The ideal

alternative immediately leapt forth... investigative reporter Greg Palast is about to release his new movie "The Best Democracy Money Can Buy", a movie Tom Dwyer (yes, our Tom) had a hand in and that Keith Tucker (our shop cartoonist) did art for. Greg was planning an event in conjunction with KBOO (one of the radio stations we support) so we were all set to throw a Nearly Election Night Party as a fundraiser for KBOO radio.

But.

Greg had planned on releasing the movie independently, but before that happened he signed with a distribution company to get much wider and well-deserved exposure of this important film. Problems arose with scheduling and we couldn't nail down a date for the Portland premiere. We didn't want to throw a party if we couldn't tell anyone when it was happening, so we had to pass for the time being.

We still want to throw a party, and Greg's "Best Democracy Money Can Buy" WILL be coming to Portland. We still think these two ideas can play well together, so while it won't happen before the election a party's not off the table. Keep watching this space, and we'll keep you posted. After the election is over we'll be inviting a few of our friends to celebrate, cry in their beer, or both. And when it happens, we'll want YOU to be a part of it!



## Referral Reward Program- VOTE our Quarterly Award winner!



September was one of the biggest months so far for the Referral Reward Program as we were able to make **21 donations for a total of \$864, bringing our total for the whole program to 246 donations for \$13,959!**

[Oregon Humane Society](#) by

Tawnya C.

[School House Supplies](#) by

Betty R.

[Oregon Food Bank](#) by Corey S.

[Oregon Humane Society](#) by Jaiya C... TWICE!

[Oregon Humane Society](#) by Jim P.

[Boys and Girls Club](#) by Joy L.

[Brady Campaign for Gun Violence](#) by Jay O.

[NW Medical Teams](#) by Pat B.

[Central City Concern](#) by Jacob M.

[Oregon Wild](#) by Jacob R.

[Portland Opportunities Industrialization Center](#)

by Jessica M.

[Environmental Defense Fund](#) by Amy G.

[Colorado Rocky Mountain School](#) by Ann E.

[Multnomah County Library](#) by Jenny S.

[Portland Rescue Mission](#) by Joan B.

[CLEAR Fund](#) by Alex N.

[Bicycle Transportation Alliance](#) by Brian S. and Dwayne K.

[Outdoor School](#) by Kent S.

[Mercy Corps](#) by Mark H.

[Self-Enhancement Inc.](#) by Suzanne L.



But September is a big month for another reason as we turn over the reins of the Program to you to pick our next Quarterly Winner. We've been picking them ourselves, but now it's up to you pick one... just one... of the groups below to receive a check for \$200. Remember, saying "yes" to one means saying "no" to all the others, so what will YOU do? Check back in next month to find out!

<a href="#">Oregon Humane Society</a>	<a href="#">Colorado Rocky Mountain School</a>	<a href="#">Providence Cancer Research</a>	<a href="#">American Diabetes Association</a>
<a href="#">School House Supplies</a>			
<a href="#">Oregon Food Bank</a>	<a href="#">Multnomah County Library</a>	<a href="#">NW Pilot Project</a>	<a href="#">Friends of Tryon Creek</a>
<a href="#">Boys and Girls Club</a>	<a href="#">Portland Rescue Mission</a>	<a href="#">Multnomah County Library</a>	<a href="#">KBOO Radio</a>
<a href="#">Brady Campaign for Gun Violence</a>	<a href="#">CLEAR Fund</a>	<a href="#">ACLU</a>	<a href="#">JOIN PDX</a>
	<a href="#">Bicycle Transportation Alliance</a>	<a href="#">Project Lemonade</a>	<a href="#">Special Olympics Oregon</a>
<a href="#">NW Medical Teams</a>		<a href="#">Shriners Hospital for Children</a>	<a href="#">Community Music</a>
<a href="#">Central City Concern</a>	<a href="#">Outdoor School</a>		<a href="#">Girls Inc. of the Pacific Northwest</a>
<a href="#">Oregon Wild</a>	<a href="#">Mercy Corps</a>	<a href="#">Planned Parenthood</a>	<a href="#">Boy Scouts of America</a>
<a href="#">Portland Opportunities Industrialization Center</a>	<a href="#">Self-Enhancement Inc.</a>	<a href="#">Backline</a>	<a href="#">Baby Blues Connection</a>
<a href="#">Environmental Defense Fund</a>	<a href="#">Garibaldi Maritime Museum</a>	<a href="#">Potluck In The Park</a>	
		<a href="#">KBOO</a>	

**Voting's easy; you can call us at 503-230-2300 and tell a Service Advisor who you're picking, or email your choice to [charles@tomdwyer.com](mailto:charles@tomdwyer.com). (Please put "quarterly vote" in the subject line).** The winner will be announced in our October newsletter, and we'll take your vote right up until publication time. GOOD LUCK, and thanks for your participation!

## Your reviews and referrals matter



We are constantly grateful for the supportive and loyal clients we have developed over the years. Your comments and appreciation keep us on the right road to providing the superior automotive service you deserve. Your reviews and referrals are not only the highest compliments we can receive, but they're the lifeblood of our new business. If you like what you've found at Tom Dwyer Automotive Services, please tell a friend or take a minute to write a review on [Yelp](#), [Angieslist](#), [Google](#), or the review site of your choice. Thank you!

## Latest Automotive Recalls



Automobiles are just like any other product; occasional flaws in manufacture or design can cause problems once they leave the factory. When an issue is identified the manufacturers and government work hard to bring the vehicles back in for refit or repair, but not all recalls make the front pages. The National Highway Traffic Safety Administration maintains a [constantly updated list of recalls from every manufacturer](#). The last month's recalls are below, but clicking the button at right will take you to the full list at the NHTSA website.

# Health Notes

## Eat what you're told to... by the Sugar Industry



What do you do if you want a healthy heart? Cut fat, cut cholesterol, and exercise are typical advice, but most people don't think of reducing sugar as helpful to their coronary health. Why not? It may be because in the 1960's scientists were paid to deemphasize the link between sugar and heart disease and promote saturated fat as the cause instead. Not paid to conduct research, but paid to conduct research to justify a pre-determined finding.

It can be hard to keep up on the details of rapidly changing science that hit us every day. We thought it might be useful to be reminded that keeping up on the science is only part of the deal... we have to be aware of whether we're listening to scientists or "scientists", and take everything we hear with a grain of salt. (Sorry, just couldn't resist.)

**[How the Sugar Industry Shifted Blame To Fat](#)**, by Anahad O'Connor in the New York Times, Sept 2013

The sugar industry paid scientists in the 1960s to play down the link between sugar and heart disease and promote saturated fat as the culprit instead, newly released historical documents show.

The internal sugar industry documents, recently discovered by a researcher at the University of California, San Francisco, and published Monday in JAMA Internal Medicine, suggest that five decades of research into the role of nutrition and heart disease, including many of today's dietary recommendations, may have been largely shaped by the sugar industry.

"They were able to derail the discussion about sugar for decades," said Stanton Glantz, a professor of medicine at U.C.S.F. and an author of the JAMA Internal Medicine paper.

The documents show that a trade group called the Sugar Research Foundation, known today as the Sugar Association, paid three Harvard scientists the equivalent of about \$50,000 in today's dollars to publish a 1967 review of research on sugar, fat and heart disease. The studies used in the review were handpicked by the sugar group, and the article, which was published in the prestigious New England Journal of Medicine, minimized the link between sugar and heart health and cast aspersions on the role of saturated fat.

Even though the influence-peddling revealed in the documents dates back nearly 50 years, more recent reports show that the food industry has continued to influence nutrition science.

Last year, an article in The New York Times revealed that Coca-Cola, the world's largest producer of sugary beverages, had provided millions of dollars in funding to researchers who sought to play down the link between sugary drinks and obesity. In June, The Associated Press reported that candy makers were funding studies that claimed that children who eat candy tend to weigh less than those who do not.

[Continue reading at the NY Times...](#)

# **Sellwood Bridge Update**

They've handed it over to the goats



Closer, closer, closer... the Sellwood Bridge is on schedule to completion in November. It's just down to the detail stuff now. The south side sidewalk is being finished, traffic signs are coming in, the Taylor's Ferry Turnaround is a fading bad dream, and the old Staff Jennings property is being turned into a green space. But the coolest thing that happened this month was near the Sellwood Harbor Condominiums on the south side of the bridge, where among the other work a herd of goats finished munching the blackberry and shrubbery blocking the eastbank trail. You know it's a Portland project when there are goats involved.



The project is scheduled to end in November, but until then Multnomah County maintains the definitive website on everything related to the Sellwood Bridge Replacement project at [www.sellwoodbridge.org](http://www.sellwoodbridge.org). Construction and closure alerts, archived information, and other resources are all available 24/7 for your convenience. If you're looking for something that's not on the website, you can contact Mike Pullen ([mike.j.pullen@multco.us](mailto:mike.j.pullen@multco.us), 503-209-4111) or visit [www.sellwoodbridge.org](http://www.sellwoodbridge.org).

# Book Spotlight

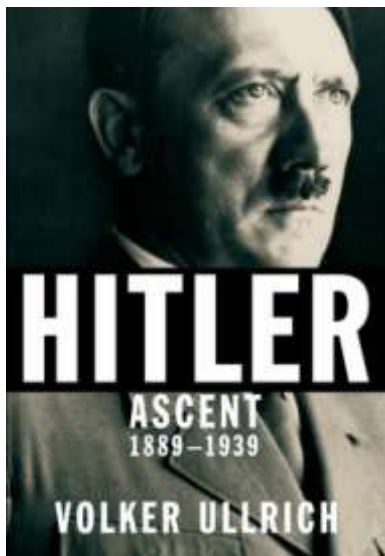
## "Hitler- Ascent, 1889-1939" by Volker Ullrich



Godwin's Law is the tongue-in-cheek observation that in online arguments, the longer the discussion continues the probability of a comparison to Nazis or Hitler approaches certainty. It's a subtle poke at the idea that people resort to Hitler comparisons as insults when the logic of their arguments is failing. Of course there's some truth behind Godwin's Law; comparing a low-level political hack to Hitler or some ham-handed social policy to Nazism is rarely valid. But that's where the humor of Godwin's Law fails... sometimes the comparison *is* valid, and then there's nothing to smile about.

We study the political cancers of people like Hitler, Mao, and Stalin so we learn how they were able to perpetrate their evil and how we can prevent it. The more political figures at home or abroad mimic the tone and tactics of Nazis the more we worry about them and with very good reason. Much of America is standing agape at the rise of Donald Trump, not just because he's a boor, not just because he's incoherent and rude, not just because he's arrogant and shallow. They boggle at his demagoguery, his demonization of minorities, his use of thugs, and his mastery of propaganda. When they wonder how their friends and family can support this man, they're struggling with the same questions that faced the people of Germany of the 30's. They see real echoes of history with real lessons for us today.

Are they right? That's the question and that's why we picked "Hitler" for the Spotlight this month. What actually brought it to our attention was a review in the New York Times (below) by Michiko Kakutani. He goes into great detail about the near-inconceivable rise of a "half-insane rascal," a "pathetic dunderhead," a "nowhere fool," and a "big mouth" to almost ruling the world, and the scary parallels to Donald Trump are glaringly obvious but completely unstated. Kakutani does not say Mr. Trump's name once. Maybe this is a corollary to Godwin's law... if you lay out the facts and let your opponent see Hitler by themselves, you've won.



### [Hitler- Ascent, 1889-1939](#)

by Volker Ullrich

[New York Times book review](#) (below) by Michiko Kakutani

How did Adolf Hitler — described by one eminent magazine editor in 1930 as a "half-insane rascal," a "pathetic dunderhead," a "nowhere fool," a "big mouth" — rise to power in the land of Goethe and Beethoven? What persuaded millions of ordinary Germans to embrace him and his doctrine of hatred? How did this "most unlikely pretender to high state office" achieve absolute power in a once democratic country and set it on a course of monstrous horror?



A host of earlier biographers (most notably Alan Bullock, Joachim Fest and Ian Kershaw) have advanced theories about Hitler's rise, and the dynamic between the man and his times. Some have focused on the social and political conditions in post-World War I Germany, which Hitler expertly exploited — bitterness over the harsh terms of the Treaty of Versailles and a yearning for a return to German greatness; unemployment and economic distress amid the worldwide Depression of the early 1930s; and longstanding ethnic prejudices and fears of "foreignization."

Other writers — including the dictator's latest biographer, the historian Volker Ullrich — have focused on Hitler as a politician who rose to power through demagoguery, showmanship and nativist appeals to the masses. In "Hitler: Ascent, 1889-1939," Mr. Ullrich sets out to strip away the mythology that Hitler created around himself in "Mein Kampf," and he also tries to look at this "mysterious, calamitous figure" not as a monster or madman, but as a human being with "undeniable talents and obviously deep-seated psychological complexes."

"In a sense," he says in an introduction, "Hitler will be 'normalized' — although this will not make him seem more 'normal.' If anything, he will emerge as even more horrific."

This is the first of two volumes (it ends in 1939 with the dictator's 50th birthday) and there is little here that is substantially new. However, Mr. Ullrich offers a fascinating Shakespearean parable about how the confluence of circumstance, chance, a ruthless individual and the willful blindness of others can transform a country — and, in Hitler's case, lead to an unimaginable nightmare for the world.

- Hitler was often described as an egomaniac who "only loved himself" — a narcissist with a taste for self-dramatization and what Mr. Ullrich calls a "characteristic fondness for superlatives." His manic speeches and penchant for taking all-or-nothing risks raised questions about his capacity for self-control, even his sanity. But Mr. Ullrich underscores Hitler's shrewdness as a politician — with a "keen eye for the strengths and weaknesses of other people" and an ability to "instantaneously analyze and exploit situations."

- Hitler was known, among colleagues, for a "bottomless mendacity" that would later be magnified by a slick propaganda machine that used the latest technology (radio, gramophone records, film) to spread his message. A former finance minister wrote that Hitler "was so thoroughly untruthful that he could no longer recognize the difference between lies and truth" and editors of one edition of "Mein Kampf" described it as a "swamp of lies, distortions, innuendoes, half-truths and real facts."

- Hitler was an effective orator and actor, Mr. Ullrich reminds readers, adept at assuming various masks and feeding off the energy of his audiences. Although he concealed his anti-Semitism beneath a "mask of moderation" when trying to win the support of the socially liberal middle classes, he specialized in big, theatrical rallies staged with spectacular elements borrowed from the circus. Here, "Hitler adapted the content of his speeches to suit the tastes of his lower-middle-class, nationalist-conservative, ethnic-chauvinist and anti-Semitic listeners," Mr. Ullrich writes. He peppered his speeches with coarse phrases and put-downs of hecklers. Even as he fomented chaos by playing to crowds' fears and resentments, he offered himself as the visionary leader who could restore law and order.

- Hitler increasingly presented himself in messianic terms, promising "to lead Germany to a new era of national greatness," though he was typically vague about his actual plans. He often harked back to a golden age for the country, Mr. Ullrich says, the better "to paint the present day in hues that were all the darker. Everywhere you looked now, there was only decline and decay."

- Hitler's repertoire of topics, Mr. Ullrich notes, was limited, and reading his speeches in retrospect, "it seems amazing that he attracted larger and larger audiences" with "repeated mantralike phrases" consisting largely of "accusations, vows of revenge and promises for the future." But Hitler virtually wrote the modern playbook on demagoguery, arguing in "Mein Kampf" that propaganda must appeal to the

emotions — not the reasoning powers — of the crowd. Its “purely intellectual level,” Hitler said, “will have to be that of the lowest mental common denominator among the public it is desired to reach.” Because the understanding of the masses “is feeble,” he went on, effective propaganda needed to be boiled down to a few slogans that should be “persistently repeated until the very last individual has come to grasp the idea that has been put forward.”

- Hitler’s rise was not inevitable, in Mr. Ullrich’s opinion. There were numerous points at which his ascent might have been derailed, he contends; even as late as January 1933, “it would have been eminently possible to prevent his nomination as Reich chancellor.” He benefited from a “constellation of crises that he was able to exploit cleverly and unscrupulously” — in addition to economic woes and unemployment, there was an “erosion of the political center” and a growing resentment of the elites. The unwillingness of Germany’s political parties to compromise had contributed to a perception of government dysfunction, Mr. Ullrich suggests, and the belief of Hitler supporters that the country needed “a man of iron” who could shake things up. “Why not give the National Socialists a chance?” a prominent banker said of the Nazis. “They seem pretty gutsy to me.”

- Hitler’s ascension was aided and abetted by the naïveté of domestic adversaries who failed to appreciate his ruthlessness and tenacity, and by foreign statesmen who believed they could control his aggression. Early on, revulsion at Hitler’s style and appearance, Mr. Ullrich writes, led some critics to underestimate the man and his popularity, while others dismissed him as a celebrity, a repellent but fascinating “evening’s entertainment.” Politicians, for their part, suffered from the delusion that the dominance of traditional conservatives in the cabinet would neutralize the threat of Nazi abuse of power and “fence Hitler in.” “As far as Hitler’s long-term wishes were concerned,” Mr. Ullrich observes, “his conservative coalition partners believed either that he was not serious or that they could exert a moderating influence on him. In any case, they were severely mistaken.”

- Hitler, it became obvious, could not be tamed — he needed only five months to consolidate absolute power after becoming chancellor. “Non-National Socialist German states” were brought into line, Mr. Ullrich writes, “with pressure from the party grass roots combining effectively with pseudo-legal measures ordered by the Reich government.” Many Germans jumped on the Nazi bandwagon not out of political conviction but in hopes of improving their career opportunities, he argues, while fear kept others from speaking out against the persecution of the Jews. The independent press was banned or suppressed and books deemed “un-German” were burned. By March 1933, Hitler had made it clear, Mr. Ullrich says, “that his government was going to do away with all norms of separation of powers and the rule of law.”

- Hitler had a dark, Darwinian view of the world. And he would not only become, in Mr. Ullrich’s words, “a mouthpiece of the cultural pessimism” growing in right-wing circles in the Weimar Republic, but also the avatar of what Thomas Mann identified as a turning away from reason and the fundamental principles of a civil society — namely, “liberty, equality, education, optimism and belief in progress.”

# Humorousness

## SNL Covers the Presidential Debate

The entire 2016 Presidential election campaign could qualify for our Humorousness column, but one gem from a rich mine of Humorousness rose to the top. Saturday Night Live started their 42<sup>nd</sup> season hot on the heels of one of the most surreal events in American History. Alec Baldwin and Kate McKinnon killed as [Donald Trump and Hillary Clinton at the Presidential debate](#), using many quotes from the real debate along with humor that got to the realer truth underneath. If you can't watch the debate without clawing your eyes out, just try to watch this without laughing your lungs out...



# Popcorn Shorts

Cool stuff that's too small for a big article

Just like it says, Popcorn Shorts is about the kind of things we think are really interesting, but don't really need a large article to explain them. From the sublime to the ridiculous, check in here for crunchy bits of info you'll love to munch. By the way, much (but not all) of our delicious Popcorn comes from articles we've posted on [our Facebook page](#). If you're on Facebook, please stop by and "Like" us and we'll keep a fairly-constant-but-not-frequent-enough-to-be-annoying stream of these coming to your virtual door!



## The Perfect Political Stump Speeches



When any political party is functioning well, they speak the language of their constituents. They know which arguments, which wording, which emphasis will ring the bells of their crowd, and the speechwriters use these techniques and language consciously and consistently. You can really see the difference between generic Pub and Dem speeches in this side-by-side comparison of [stump speeches written for generic Pub and Dem candidates by expert Pub and Dem speechwriters](#). Read them both and you'll have a unique insight into everything else you're seeing in the Media.

## The Era of the Bathing Machine



One of the joys of summer is furtively checking out the attractive-to-you sex as they cavort around the beach in their swimsuits. Return with us now to a time when that wasn't possible, not just because the swimsuits looked like winter clothing for Detroit but because [the Victorian culture of the time had perfected BATHING MACHINES!](#) Most popular during the 18<sup>th</sup> and 19<sup>th</sup> centuries, bathers would enter these carts on wheels to be hauled out into the water where they could swim to their hearts content without tumbling the moral bastions of the people on shore.

## Drone Surfing



If you work for a Seattle company that makes cinematography equipment, what do you do when you're bored? There's just one answer... you hook up your \$17,500 heavy duty aerial drone filming platform to a surfboard and go [drone surfing!](#) It's not ready for primetime yet though. Aside from the hefty sticker price, there's only a 10-minute battery life and a very low towing capacity (surfers must start from a running start on the beach) but don't worry... we bet you'll be seeing these next to the parasailing boats on your 2025 trip to Puerto Vallarta.

## How Far Can You Drive Your Car On 'Empty'?

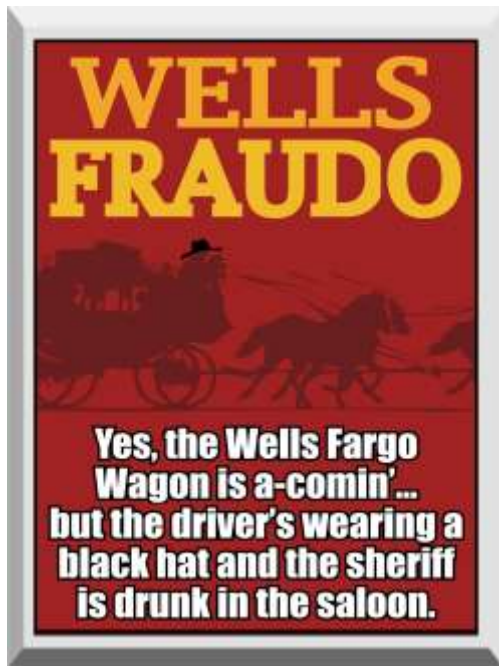


Your car's gas tank is 'empty' when it hits a half a tank. We advise our clients to think that way because, even though it may not happen often, you NEVER want the 3-in-the-morning call to come and find out you don't have enough gas to get to a hospital. But even the most conscientious drivers have found themselves on an Interstate in the middle of nowhere with the fuel light on and no idea how far it is to the next station. DON'T DO THAT, but if you DID, how far could you go? This chart tells you for 50 different makes and models of vehicle. Never use this information.



# News To Make You Furious

Wells Fraudo



There's always a LOT of horrible things to choose from for News To Make You Furious, but the things that actually make us most Furious aren't the ones that are just bad, but where there's an obvious solution that's being ignored. By that standard this month's subject just jumped out. There are few clearer examples of intentional, unambiguous, flamboyant, unapologetic, and unpunished fraud as the latest defecatory downpour unleashed by Wells Fargo Bank. The solution to their sort of criminality has been obvious for as long as civilization has had courts and jails, but there's no chance it will be implemented. If that's not enough to rupture your amygdala, just wait until you see the patronizing drivel they're trying to shove down the throats of their

customers in the wake of their latest crimes...

Now DON'T get confused... this isn't about the [Wells Fargo settlement for ordering home inspections every month on borrowers who were late on mortgage payments](#). It's not about the [Wells Fargo settlement for 'robo-signing' foreclosure documents](#), nor is it about the [Wells Fargo settlement for issuing loans without telling the borrowers that their payments would actually increase their principal](#). It's definitely not about the [Wells Fargo settlement for discriminating against black and Hispanic mortgage applicants](#), and God forbid it should be about [Wells Fargo hiding \\$1.2 billion in loans in the leadup to the 2008 crash](#). No, this is about the latest Wells Fargo settlement of a crime that must be considered on its own instead of more damning evidence of a pervasive pattern of criminality and racketeering. Let's all keep our eyes on the ball...

[What happened this time](#) is that, beginning as early as 2011, Wells Fargo secretly opened unauthorized deposit and credit card accounts in the names of their existing customers. Not just a few, either... more than 2 million of them. They opened the accounts, set up PIN numbers, even *transferred money out of the clients existing accounts and into the fraudulent accounts*. Get this... when customers had bounced checks because the money they *thought* was in their account actually *wasn't*, Wells Fargo had the gall to hit them with *service fees*! Well, when this widespread fraud came to light Wells Fargo knew exactly how to handle it... they fired 5,300 front-line employees and even a few low-level managers for 2 million apparently unrelated acts of fraud.

Thank goodness that weeded out the bad apples! Apparently none of the upper level managers knew anything about the pervasive multi-million dollar scheme, since none were fired or face criminal prosecution of any kind. For instance, Carrie Tolstedt, 27-veteran of the bank and director of the community banking division where the frauds of her underlings took place for years without her knowledge, was absolutely innocent in the whole affair and will 'retire' with a \$125 million

dollar package. And of course it would be unreasonable to expect John Strumpf, who as CEO is the person responsible for the actions of Wells Fargo, to be aware of the actions of Wells Fargo! He reassured us of that during his testimony before the Senate, where he emphasized that he was totally inexperienced, uninvolved, and unaware of the activities of the company he was [paid \\$12.6 million](#) to run.

We can all take comfort in the fact that Wells Fargo will be forced to pay [\\$185 million in fines](#) to make good on this affront. The Consumer Financial Protection Bureau (CFPB) notes that the \$100 million it will collect was the agency's largest penalty ever, and the Office of the Comptroller of the Currency said the \$35 million it will levy will "demonstrate that such practices will not be tolerated and banks will be held responsible". LA City Attorney called their \$50 million penalty a major victory for consumers. And why wouldn't they be excited? \$185 million is *almost one percent of Wells Fargo's 2015 profit of \$20 billion*, which certainly will slam the door on this type of abuse in the future.

We're guessing you're already Furious by this time, but we want to leave you with a kicker... to push you over the edge into anger, to step into the ring of wrath, we'll leave Wells Fargo to have the last word. Here's a little from their website on how deeply they care about their commitment to integrity and customer service. If that doesn't leave you feeling patronized, condescended to, lied to, abused, and insulted all at the same time, then you just aren't paying attention!

*"Everything we do is built on trust. It doesn't happen with one transaction, in one day on the job or in one quarter. It's earned relationship by relationship."*  
John G. Stumpf, Chairman and CEO

[The Vision and Values of Wells Fargo](#); Wells Fargo website as of Sep 2016

[Corporate Social Responsibility](#); Wells Fargo website as of Sep 2016

[To Wells Fargo customers: Our commitment to you](#); Wells Fargo website as of Sep 2016

## Digging Deeper (if you have the stomach for it!)

[Wells Fargo Fined \\$185 Million Over Creation Of Fake Accounts For Bonuses](#); by Bill Chappell on NPR's "The Two-Way", Sep 2016

[The Real Wells Fargo Problem- The bank's internal systems didn't fail, they worked exactly as intended](#); by David Brodwin in US News, Sep 2016

[Wells Fargo Warned Workers Against Sham Accounts, but 'They Needed a Paycheck'](#); by Michael Corkery and Stacy Cowley in The New York Times, Sep 2016

[Wells Fargo: Will They \(We\) Ever Learn?](#); by Ken Weber on Huffington Post, Sep 2016

### We laugh that we may not cry



[John Oliver- Wells Fargo](#); by John Oliver on Last Week Tonight, Sep 2016

[Wells Fargo settlement over phony accounts raises questions about oversight](#); by Renae Merle and Jonnelle Marte in The Washington Post, Sep 2016

[Consumer bureau remains partisan target after Wells Fargo settlement](#); by Peter Schroeder in The Hill, Sep 2016

[Wells Fargo CEO denies orchestrated fraud in accounts scandal](#); by Matt Egan and Chris Isidore on CNN Money, Sep 2016

[I called the Wells Fargo ethics line and was fired](#); by Matt Egan at CNN Money, Sep 2016

[5,300 Wells Fargo employees fired over 2 million phony accounts](#); by Matt Egan at CNN Money, Sep 2016

[Wells Fargo's Business Model is Fraud](#); by Senator Bernie Sanders, Sep 2016

[Wells Fargo's Stumpf Leads the Way](#); by Dave Lindorff on CounterPunch, Sep 2016

[Wells Fargo's name has become a punchline](#); by Kevin G. Hall on McClatchy.com, Sep 2016

[Wells Fargo must die](#); by Ian Reifowitz on DailyKos.com, Sep 2016

[Wells Fargo CEO leaves bank panel in wake of fraud](#); by Paul Davidson in USA Today, Sep 2016

[5,300 Wells Fargo employees fired over 2 million phony accounts](#); by Matt Egan on CNN Money, Sep 2016

[Wells Fargo CEO denies orchestrated fraud in accounts scandal](#); by Matt Egan and Chris Isidore on CNN Money, Sep 2016

[Employees WHO DID NOT participate in fraud sue Wells Fargo for being fired for NOT defrauding people](#); by Walter Einkenkel on DailyKos.com, Sep 2016

[Wells Fargo CEO gets \\$123.6M if he walks](#); by Matt Krantz on CNBC.com, Sep 2016

[First They Jailed the Bankers, Now Every Icelandic to Get Paid in Bank Sale](#); by Claire Bernish on Antimedia, Oct 2015

[Senator Elizabeth Warren Grills Wells Fargo CEO John Stumpf On WFC Cross-Selling](#); CNBC Video from Senate Testimony, Sep 2016

[Merkley Questions Wells Fargo CEO John Stumpf on Illegal Accounts](#); Video from Senate Testimony on Merkley's Senate website, Sep 2016