

Ask Motor Mike:

Here are answers to some recent questions that I've received:

Q: Do you do oil changes?

Q: Do you do tires & alignments?

Q: Do you do air conditioning?

A: **Yes, Yes and Yes!** We are a complete service center. From A/C & alignments to tires & transmissions.



Q: What are your hours?

A: **Slater Automotive Services is open Monday through Friday from 8 a.m. to 6 p.m.**

Q: Can I wait during the service?

A: **Yes!** During normal business hours, you can enjoy free high speed Wi-Fi, movies, books, TV, or a quick nap.

Q: Can I drop off after hours?

A: **Yes!** The after-hours key drop is located on the big door.

Q: Do you work on Hybrid vehicles?

A: **Yes!** We have hybrid certifications.

Q: Can you work on electrical/electronic problems?

A: **Yes!** My degrees are both automotive and electronics.

Q: Do you offer rental cars?

A: **Yes!** We offer pickup/drop off with special rates from Enterprise Car Rental on US933.

Q: Do you take credit/debit cards?

A: **Yes!** We welcome Visa, MC, & Discover.

Q: How do you advertise?

A: **We build our business from word-of-mouth advertising.** Without billboards, newspaper ads, TV spots, & radio commercials, we keep our costs at a minimum. That's why our rates are 33% lower than most dealerships, independents, and chain stores.

Call and ask about the limited-time buy 3, get 1 free shocks and struts special!!!

50785 Mayflower Road
South Bend, IN 46628

SLATER AUTOMOTIVE SERVICES

Slater

Automotive Services
ASE Master Certified Automotive Consultant

574-220-1072

Repair • Diagnosis • Information
Computerized Engine Controls

50785 Mayflower Road
South Bend, IN 46628



*Thank you for choosing
SLATER AUTOMOTIVE
SERVICES*



*"Hard to find, Easy to
recommend"*

Tel: 574-220-1072

Welcome to the first-ever Newsletter from Slater Automotive Services! We are



excited to bring this new service to you, not only to inform you of what we do, but of what

you can do to make your car, truck or van drive better and last longer. It is our goal to keep your vehicles running for as long as you need them to run.

Our postcard reminders for oil changes come out every three months. I also include other recommended services based on your last visit or recent discussions. The process to get the postcards out is very detailed and we go through every name on the previous three-month service list; so it's important to keep your personal information up to date.

Slater Automotive is the areas only ASE Blue Seal repair shop. ASE Blue Seal is a commitment to quality parts, training for new technology, and customer satisfaction.

www.ASE.com



YOU DO NOT HAVE TO GO TO THE DEALER FOR MAINTENANCE

I REPEAT, YOU DO NOT HAVE TO GO TO THE DEALER FOR MAINTENANCE!

Many dealers will imply or tell you directly that you must bring your new vehicle to the dealer for maintenance or your factory warranty will be void.



This is simply not true, and the reason is the Magnuson-Moss Warranty Act:

"A manufacturer may not require the use of any brand of product (or any other article) unless the manufacturer provides the item free of charge under the terms of the warranty."

So, if the dealer tells you that you have to bring your vehicle to them for service or the warranty will be void, ask them to put it in writing. Then ask them to give you all of the parts for free.

You have the Right to use high-quality aftermarket parts and know that your new car warranty claims will be honored.

In fact, your vehicle dealer may not reject a warranty claim simply because an aftermarket product is present.

You have the right to choose SLATER AUTOMOTIVE for service and know the warranty will not be void.

You do need to keep records and receipts for all maintenance that is done to the vehicle, especially during the warranty period. In the event of a warranty claim, this will provide proof that you have done all maintenance in accordance with the manufacturers recommendations and requirements. We can reprint any invoice, if it's misplaced.

VALUE

Do you know what the definition of value is? Is it the lowest price?

The *value* of a *product* is the mental estimation a consumer makes of it. It may be conceptualized as the *relationship* between the *consumer's* perceived benefits in relation to the perceived costs of receiving these benefits. It is often expressed as the equation:

$$\text{Value} = \text{Benefits} / \text{Cost}$$

If all anyone wanted was the lowest price, we would all be driving a YUGO. Since the YUGO didn't sell to the general public, our decisions are based on VALUE instead of price. For this reason, we install the best parts we can source.

