

# NEWS LETTER



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[www.pacificcarcare.com](http://www.pacificcarcare.com)

Hours: Monday – Friday 7:00AM - 6:00PM  
Closed Saturday & Sunday

CAR CARE NEWS

FALL 2009

## ABOUT US

**Pacific Car Care** is a full-service preventive maintenance and auto repair center that has been performing high quality, guaranteed automotive repairs in the Portland area since 1993. We service and repair all makes and models of domestic and import vehicles. We are your logical alternative to the dealership for all scheduled maintenance of your personal vehicle, or fleet car or truck. Bring in your foreign and domestic auto, SUV, or pickup today with complete confidence that your vehicle will be serviced correctly while maintaining your manufacturer's warranty.

**Pacific Car Care** is an independently owned and operated full-service repair and maintenance facility. We use the latest diagnostic equipment to guarantee your vehicle is repaired or serviced properly and in a timely fashion. We only use quality replacement parts, and our technicians are ASE-certified.

## CODE OF ETHICS

- Recommend corrective and maintenance services and explain to the customer which of these is required now to correct existing problems and which are for preventive maintenance.
- Offer customers a price estimate for work to be performed.
- Obtain prior authorization for all work done, in writing or by other means satisfactory to the customer.
- Make every effort to keep the customer informed about appointments and completion deadlines.
- Furnish an itemized invoice for parts and services, priced fairly, which clearly identifies any used or remanufactured parts. Replaced parts may be inspected upon request.
- Furnish or post copies of any warranties covering parts or service. Use quality CARQUEST Auto Parts, guaranteed coast to coast.
- Provide and honor CARQUEST manufacturer warranties.
- Exercise reasonable care for the customer's property while it is being serviced.
- Make every effort to fix the customer's vehicle right the "first time".
- Maintain a system for fair settlement of customer's complaints.
- Cooperate with established consumer complaint mediation activities.
- Uphold the high standards of the profession and seek to correct any or all abuses within the automotive industry.

## ***WINTER Car Care Tips***

It's getting to be that time of year, time to break out the Halloween costumes and get ready for the cooler weather. Now is the time to start thinking about your car and what it needs to survive the bitter cold of winter.

The most critical and often overlooked part of your vehicle is the cooling system. Without the proper protection, your coolant can freeze in the winter temperatures and destroy your engine. The coolant in your engine is a mixture of water and anti-freeze, which is supposed to lower the freezing point of the coolant. If the ratio of water to anti-freeze is wrong, the coolant mixture will freeze. Since water is one of those goofy liquids that actually expands as it freezes, it can exert extreme forces on your engine and actually crack the engine block. You can check your coolant's freeze point with a simple tool called a Ball-Type Tester. You suck up a little bit of coolant into the instrument and count the number of balls that float. Then using the legend on the tool, you can determine the freezing point. There are also testing strips available, which you dip into the coolant similar to a pregnancy test to check the freezing point. If your coolant is more than 2 years old or you have over 30,000 miles it should be changed regardless of the freezing point.

The last thing to check on your engine is the fuel system. A bottle of gas line anti-freeze should be run through the system before the first flake of snow falls. The gas line anti-freeze will absorb any residual moisture in the system and keep it from freezing your fuel lines. Water can get into your fuel tank from a bad batch of gasoline at your favorite gas station or a faulty gas cap.

Once your engine is protected, you should turn your attention to your tires. Check the tread depth and pressures before wintertime hits. The pressure in your tires can drop as the temperatures plummet. If your tires are getting worn, I would suggest replacing them to get the best traction in the winter months. You may even want to consider getting an inexpensive set of steel wheels with dedicated snow tires for the winter months. All-Season tires do every season well, but none of them excellent. By running a set of winter tires, you will get the best winter traction possible and keep your car on the road where it belongs.

Your paint will also need some protection from all the salt and chemicals on the road. Make sure wash your car well, and then apply a liberal coat of wax over the entire car. You can also wax your wheels if you have aluminum wheels, which will help to stop pitting and keep the wheels clean. The biggest mistake I see people make when washing a car is to not rinse their wash mitt or sponge, or rinsing it in the wash bucket. Make sure you rinse off the sponge or mitt outside the bucket with your hose. This will keep the dirt that you just wiped off the car from becoming sandpaper and you clean the rest of your car.

A good first aid kit is valuable any time of year, but what else should you have in your trunk? A good ice scraper, bag of salt or sand for traction and a blanket incase you are stranded and need to keep warm are all vital. If you have a rear wheel drive vehicle, extra weight in the trunk will help with traction. A bag of cement or sand can give you the needed traction in the winter months.

**DRIVE SAFELY!**

## ***How Do I Know When I Need A Brake Job?***

### **Common Warning Signs For Brake Trouble**

- Poor braking performance, (hard to stop the car)
- Squealing or grinding noises during braking
- Pulling to one side, or "grabbing"
- Loss of brake pedal
- Pulsation of the brake pedal during braking
- Clicking noises during braking
- Excessive drag during acceleration
- Lit ABS light for the antilock brakes

# **BASIC MAINTENANCE GUIDE**

## **WARRANTY**

To maintain your new vehicle's warranty, and add longevity to all your vehicles we recommend following the manufacturers recommended services.

You do not have to return to the car dealer for routine maintenance; let us be your dealership alternative!

All About Automotive has a warranty of one year or 12,000 miles, whichever comes first, on all parts installed and labor performed on your vehicle.

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### ***New Driver Side Study Finds American Owners Are Too Lax With Vehicle Maintenance***

When fuel prices soared into the stratosphere last summer, Americans learned the importance of fuel economy the hard way. This experience opened the eyes of the American public, with many consumers downsizing into smaller and more fuel-efficient vehicles, and the recent Cash for Clunkers legislation has had a significant impact on sales as well.

But it seems Americans have not yet grasped the concept of preventative maintenance, a concept that is tantamount to long-term minimization of repair costs.

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### ***Dealers vs. Independent Repair Shops***

Which is the best way to go for your automotive repair and maintenance needs? Either one can be a good choice, depending on what is most important to you. Let's examine some of the different aspects of dealers vs. independent repair shops.

When your vehicle is new and is still under its manufacturer's warranty, the maintenance being performed on the vehicle is key, to keeping that warranty valid. However, it is not required be performed by the dealer. An independent shop, or a vehicle owner can perform the maintenance, they just need to keep proof, with receipts and noted mileage. If a warranty issue comes up, then for the warranty to cover it, the repair does need to be performed by the vehicle dealer. The dealers are reimbursed for that repair by the corporation of the vehicle manufacturer.

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## **Vehicle Maintenance Guide**

This is a basic maintenance guide for most vehicles to keep them running at optimum performance. This can vary slightly based on your vehicle year, make and model.

### ***Every 3,000 miles***

- Replace Oil
- Replace Oil Filter
- Inspect Air Filter
- Check And Top Off All Fluid Levels
- Check Tire Pressure (fill as needed)

### ***Every 7,500 miles***

- Replace Wiper Blades

### ***Every 15,000 miles***

- Replace Fuel Filter (if in-line)
- Replace Cabin Air Filter

### ***Every 30,000 miles***

- Replace Automatic Transmission Fluid
- Replace Automatic Transmission Filter
- Flush Cooling System
- Replace Spark Plugs (vehicles with non platinum spark plugs)
- Fuel Injection and Carbon Clean Service

### ***Every 50,000 miles***

- Replace Fluids for:
  - Differentials
  - Manual Transmission
  - Transfer Case
  - Power Steering
  - Brake

### ***Every 60,000 miles***

- Timing Belt (this varies per manufacturers specifications on your vehicle)
- Replace Spark Plugs (this includes vehicles equipped with platinum spark plugs)
- Replace Spark Plug Wires

## Quick question. . . . . what side of your car is your gas tank?



If you are anything like me, you probably can't remember right away. My solution is to uncomfortably stick my head out the window, strain my neck and look. If you don't do this in your own car you definitely have done it in a borrowed or rental car.

Well ladies and gentlemen, I'm going to share with you my little secret so you will no longer look like Ace Ventura on your way to the gas station or put your neck at risk of discomfort or injury.

If you look at your gas gauge, you will see a small icon of a gas pump. The handle of the gas pump will extend out on either the left or right side of the pump. If your tank is on the left, the handle will be on the left. If your tank is on the right, the handle will be on the right (see photo below). It is that simple!

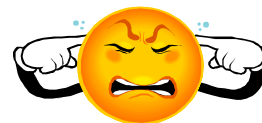
I don't know how you feel right now but when I found out this morning I felt cheated!

Why don't the dealers share such important information with car buyers? I don't understand why this isn't in the drivers education manual? I don't get why any mechanic I have ever been too or know has even thought of mentioning this to me? The only possible explanation can be that all these people probably don't even know!

**Go out and share the worlds best kept auto secret with your friends as this is information is way too important to be kept secret.**

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## Sounds Like Trouble. . . . .



Squeaks, squeals, rattles, rumbles, and other sounds provide valuable clues about problems and maintenance needs. Here are some common noises and what they mean:

**Squeal** - A shrill, sharp noise, usually related to engine speed:

- Loose or worn power steering, fan or air conditioning belt.

**Click** - A slight sharp noise, related to either engine speed or vehicle speed:

- Loose wheel cover.
- Loose or bent fan blade.
- Stuck valve lifter or low engine oil.

**Screech** - A high-pitched, piercing metallic sound; usually occurs while the vehicle is in motion:

- Caused by brake wear indicators to let you know it's time for maintenance.

**Rumble** - a low-pitched rhythmic sound.

- Defective exhaust pipe, converter or muffler.
- Worn universal joint or other drive-line component.

**Ping** - A high-pitched metallic tapping sound, related to engine speed:

- Usually caused by using gas with a lower octane rating than recommended. Check your owner's manual for the proper octane rating. If the problem persists, engine ignition timing could be at fault.

**Heavy Knock** - A rhythmic pounding sound:

- Worn crankshaft or connecting rod bearings.
- Loose transmission torque converter.

**Clunk** - A random thumping sound:

- Loose shock absorber or other suspension component.
- Loose exhaust pipe or muffler.

**HELP! Call Pacific Car Care 503-293-7200**

## **KEEP YOUR OLD CLUNKER or BUY A NEW CAR?**

By Des Touns

***It may clang and bang, but your despised old car may be the best bargain around!***



Let's divide the car-buying universe into two camps: those who keep a car until it drops, and those who think a new car will change their lives.

To the first, a round of applause, because there's nothing short of the bus that's cheaper than keeping a car until it crumbles into a pile of rust. Almost any car can be nursed to 200,000 miles without endangering your life, and even a new engine is cheaper than all by the cheapest used cars.

To the second, another round of applause, because the 16 million or so new cars they buy every year instantly become used cars soon available at a considerable discount to those in Camp 1. And a moment of silence, because a new car will change their lives in ways they never foresaw on the dealer's lot.

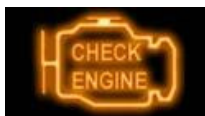
If you're in a drive-until-the-muffler-is-dragging wannabe, read on. We'll look at ways to keep your car on the road longer and realistically weight the costs of upgrading.

### **Never skimp on maintenance . . . . .**

Pay special attention to the things that will cost you a fortune if they break. That means regular oil changes, tire rotations and transmission tune-ups, even if the car is running fine. Timing belts, for example, are spendy at as much as \$600, and replacing one for no other reason than that the odometer has turned 90,000 miles might seem wasteful. But let one break and you'll find that repairing belt valves could cost you three times that. Replacing torn CV boots, those plastic housings that keep grime and grit out of the cars constant-velocity joints, costs about a third as much as a CV joint repair. If your owner's manual is long gone, there is a free online service that tracks your cars service schedule.

Go to [www.msnauto.com](http://www.msnauto.com) click on [My Car](#) tab. enter your VIIN#.

### **Why do repair shops charge diagnostic fees?**



Today's vehicles are run by at least one, usually several, computers or control modules. The engine is managed by an electronic control module, or ECM.

These control modules monitor and control the fuel, emissions, temperature, engine timing, braking, starting, charging, transmission shifting and speed.

The electrical accessory systems that add luxuries, such as power windows, door locks, seats, mirrors, heating and air conditioning, also are run by a control module, called a body control module or BCM.

When one of these systems in your vehicle starts malfunctioning, a driver is alerted by the illumination of a check-engine light, or possibly, your vehicle won't start, or the fuel economy and performance level has changed, or possibly another symptom.

To properly diagnose what's going on with the vehicle and conclude what the proper repair would be, it takes knowledge, equipment and time for the automotive technician to run the tests.

Unfortunately, when you tap into the vehicle's electronic module it does not tell you what's wrong. In fact, the module makes adjustments and changes to compensate for the symptom that it's seeing, so the vehicle will still operate as close to normal as possible.

The diagnostic process starts with retrieving the code or codes from the module. These codes give you the circuits that are affected, and that the vehicle's computer is seeing. From there a qualified diagnostic technician follows a diagnostic path of pinpoint testing to find the source of the problem.

A doctor charges to examine and run tests on patients that are having symptoms to find the answer. A automotive repair shop also needs to charge for that testing time. To be honest, this diagnostic process can be the most complicated part of vehicle repair.

It takes a specialized diagnostic technician to perform the tests on the vehicle. These technicians constantly further their education and training plus upgrade their tools and equipment because the systems on vehicles constantly evolve.

So don't be surprised when you are quoted a diagnostic fee next time your vehicle acts up. In the end, it really is less expensive to pay for a proper diagnosis, than it is to replace parts based on the hunch factor.

# GOT EMAIL?



Electronic Maintenance Reminders for busy  
People are just an email away!

***Give us your email address and here is how we will help you:***

- We will give you email updates on the status of you repairs while your vehicle is in our shop
- We will email you a reminder when your vehicle is scheduled for maintenance
- We will send you Special Promotions and Offers to save you money

**E-mail addresses are never shared or sold**

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## WHAT DO THESE ASSOCIATION AFFILIATION SYMBOLS MEAN TO YOU THE CONSUMER?



TECH-NET Professional Auto Service is proudly associated with the following programs:



**TECH-NET** Professional is committed to serving you, our customer, with professional automotive repair at a reasonable cost with qualified technicians. We use quality **CARQUEST** Auto Parts, guaranteed coast to coast. We stand on sound business principles and uphold high ethical standards. Our goal is to make your automotive repair experience friendly and successful.



The **Better Business Bureau** is the authority on trust in the marketplace. BBB sets and upholds high standards for ethical marketplace behavior. BBB accreditation is a coveted honor earned by elite businesses and charities. BBB is also a significant distributor of consumer and business education information and tips and alerts about marketplace scams. BBB also offers dispute resolution programs for consumers and businesses when there is difference in viewpoints.



Since 1951, **Automotive Service Association** has been the leading organization for owners and managers of automotive service businesses that strive to deliver excellence in service and repairs to consumers



**ACDelco** takes pride in offering the right parts that fit your car and are engineered to high standards.



**Automotive Service Excellence**

You may see this logo, but do you know what it means? ASE Certified means one or more technicians in the facility have passed tests given by ASA. These tests are given on eight different systems of a vehicle. When a technician passes all eight, they receive the title ASE Master Technician. AAA employs two ASE Master Technicians.



**American Automobile Association**

AAA's Approved Auto Repair program provides you with assistance in selecting automotive repair facilities. Each facility that AAA selects must meet strict requirements regarding competency, reliability, cleanliness, overall experience, timely repairs, convenient hours, fair pricing, customers respect and trained, certified technicians.



The **International Automotive Technicians' Network** is the largest network of automotive repair professionals in the world. The members of this group exchange technical knowledge with their peers around the globe, sharing over 1 million years of experience.

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