



Professionals who take the time to care.

SPRING 2008



**Approved
Auto Repair**

**AAA Top Shop
ASE Blue Seal Shop**

About Us

Lancer Service has been operating in downtown St. Paul for over 30 years under the ownership of Jim Thomas. Lancer is proud to offer you the very best in automotive repair. Our highly trained staff is here to serve you **Monday thru Friday 7am-5pm.**

Some of the services we offer include:

- Diagnostic services
- Complete automotive repair
- Preventive maintenance
- Tires/Alignments
- Extended vehicle warranty service
- Towing service
- Used car inspections
- Vehicle safety inspections
- ASE certified technicians
- AAA approved facility
- E-mail estimates
- On-line appointments
- Satisfaction guaranteed
- 1 block from skyway
- After hours key drop
- Comfortable customer lounge with wireless access and a computer for your use
- Fresh hot coffee
- Online vehicle history
- State of the art facility
- Foreign & domestic specialists
- Rental cars
- Fast, accurate & complete service

Web Sites to Check Out:

- www.aaa.com
- www.carcare.org
- www.nokiantires.com
- lancerservice.mechanicnet.com



**LANCER
SERVICE INC**

AUTO CARE

651.224.0267

Celebrating 30 years in Downtown St Paul

A lot has changed as I reflect back to the beginning of Lancer Service two locations ago. That was when I use to have hair and I could move even faster than my son Carl! Thirty years of being a part of the activities, careers, friendships and the highs and lows of our customers and their families, have rewarded me with more memories and gratitude than I had ever thought possible. Although some may think we are just another auto repair shop, those of you who have been part of the Lancer family understand the level of professionalism we strive for, as well as the concern and determination we put forward when we run into challenges and problems. My staff and I thank you for your trust and friendship and for allowing us to be a part of your family while keeping your cars running over the last 30 years - and we look forward to sharing the next thirty years with you!

Jim Thomas



The 35th Annual Auto Show

The Auto Show is coming to the Minneapolis Convention Center March 8-16. This is the 7th largest Auto Show in the nation featuring an estimated \$30,000,000 in new vehicles. See first hand the industry that drives our nation's economy and the technology that we at Lancer Service embrace and service on a daily basis. Even if you're not in the market for a new car this is a great opportunity to compare all of the vehicles available to you, and the technology that drives them, under one roof.

The Economy and Car Maintenance

In a whirlwind of economic instability and the continued rise in gasoline prices proactive car maintenance is more important now than ever before. A typical example: \$100 spent on vehicle service that improves fuel economy by just 5% will pay for itself in less than 6 months in fuel costs alone and then continues to save you money. Time after time it is proven that preventative vehicle maintenance will save money and reduce overall operating costs. During routine oil change inspections we provide you with the information you need to improve your car's reliability and safety, thereby



avoiding preventable (sometimes expensive!) problems. No one ever likes bad news or finding out you need to spend money that simply wasn't in your budget. Just like a doctor or dentist visit that determines something is wrong that you didn't know needed attention. But the consequences for neglecting nearly anything in our lives goes without saying. Please allow us to keep you informed of your car needs so you can avoid unwanted surprises and the associated expenses. We will work with you (and your budget) to make sure you receive the highest value for every dollar you spend with us.



Synthetic Blend Motor Oil

Lancer Service is using synthetic blend petroleum based motor oil exclusively when changing your oil. This Conoco/Phillips oil is one of the finest petroleum oils available on the market and exceeds all manufacturers' petroleum motor oil requirements. The molecular structure and uniformity of synthetic blended oil improves lubrication while reducing friction and has helped to reduce oil sludging experienced by various manufactures new and old.

The additional cost of using synthetic blend oil during a typical oil change is less than the cost of a gallon of gas. We also have a complete stock of full synthetic motor oils for European and specific vehicle applications. The next time an oil change is due, give us a call at Lancer - we'll use the best oil for your vehicle, make sure it's done right and give your vehicle the loving attention only you know it deserves!

Employee Spotlight

Who doesn't know Kevin? Seven years ago we were fortunate to have him join our staff. Kevin is a wealth of knowledge, not only with cars but also in music, trivia, movies, sports and the list goes on and on. Kevin keeps us entertained with his renditions and impressions of famous people, old TV shows and movies. Unlike most of our staff who were born and raised in the Twin City area, Kevin was born in Colorado and has lived in New York and Seattle. He has an interesting background ranging from fishing the Seattle coast and Kodiak Alaska (for tuition money) to working at the Washington state



Department of Ecology. Prior to that he started working at a Navy Exchange service station at 16 years old, worked for Chevron for 10 years and before joining Lancer Kevin managed a local Goodyear Tire Center. If you haven't heard about his family, you will. They are his pride and joy. He and his wife, Michelle have been married 17 years and have 3 energetic boys; Matt (15), Jacob (12) and Seth (6). All three boys play baseball with Matt (a freshman) starting on the South St. Paul Varsity team. Kevin plays and coaches baseball, loves politics, boating, pheasant hunting and being a dad.

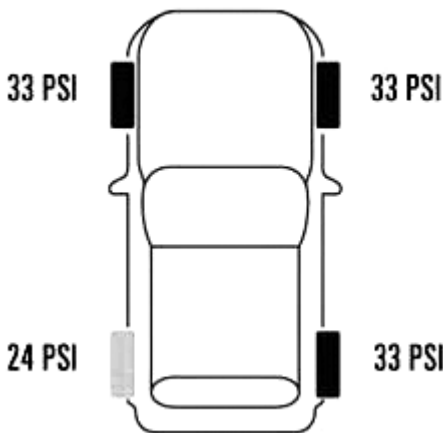


Tire Pressure Monitoring System (TPMS)

All 2008 vehicles sold in the U.S. are required to have a TPMS to monitor tire pressures. It is estimated that 25% of all passenger vehicles are operated with tires that are under inflated. Correct tire pressure is critical for optimum fuel efficiency, ride quality, reduced tire wear, vehicle handling, reduced

braking distances and general driving safety. Tire pressure drops about 1 lb. air pressure for every 10 degrees F of ambient temperature. Additionally tires can lose as much as 1.5 lbs. air pressure per month as air escapes the tire and rim naturally. All vehicles serviced at Lancer Service, whether or not they have TPMS, have the air pressure in

every tire checked and adjusted as needed. While this helps prevent problems it is still a good idea to walk around and visually inspect your tires for under inflation every time you refuel. If you have a tire pressure concern just give us a call, stop by and we will correct it for you while you wait.



New Technology & Equipment = Clean Environment



Education, deciphering technology, new information and having the most current equipment are all part of the formula for achieving an exceptional value in car repair and service. We have recently upgraded two high tech pieces of

equipment in our impressive arsenal of diagnostic and repair equipment. Lancer Service was one of the first auto repair shops in the state to implement refrigerant recovering practices over 15 years ago before becoming a federal requirement. Since then we have purchased several air conditioning recovery units and recently purchased the most efficient and environmentally friendly unit available. In addition to removing harmful acids and moisture from your vehicles' air conditioning system it does it in compliance with the most stringent environmental standards to date. The air conditioning on your car is complex and in many cases is connected with other systems on your vehicle requiring a high level of expertise and equipment to service it properly. We have also upgraded our alignment equipment with a state of the art wireless four-wheel alignment processor. Due to the fact that a properly aligned vehicle will improve your fuel mileage and extend your tire life it isn't hard to understand that the cost of a properly performed alignment will be offset over a short time with the money saved. Please think of us to align your car if you can't avoid that next bone-jarring pothole or when those first warm spring days arrive and your air conditioning doesn't keep you as cool as you feel it should.

Auto repair and service that set the standard for value in vehicle care and continues to raise it.
Unlike any other.



LANCER SERVICE INC.

270 E. 8th St.
St. Paul, MN 55101

Thank You

for allowing us the opportunity
to service your vehicle!

651.224.0267 • www.lancerservice.com