



LANCER
SERVICE INC

AUTO CARE

LANCER UPDATE

FALL 2014



ASE Blue Seal Shop

DEFINING THE FUTURE OF AUTO CARE...UNLIKE ANY OTHER.

OIL SERVICE INTERVALS

Weather, driving habits, engine age/condition and make of vehicle all need to be taken into account when considering the proper time to perform an oil service. Most late model vehicles, built after 2010, recommend an interval of 5k miles or greater. Tighter tolerances, larger oil capacity and quality of oil all help make a 5k mile interval a safe recommendation. Many late model vehicles also use a Flexible Service Indicator (FSI) that informs you when the oil service is due. Although this is a good guideline, there have been many issues with FSI accuracy that have led to oil sludging and premature engine failures.

Keep in mind that the oil service is not just the process of installing new oil and filter. Many

shops and consumers overlook the importance of a quality inspection during the service. The inspection provides the foundation for all service and maintenance. Minor issues can be caught and addressed early, preventing large repairs down the road, saving you time and money. As services stretch out in both time and mileage, accuracy of the inspection becomes critical. Additionally, as engines age and tolerances loosen up, oil consumption and contamination becomes more pronounced (requiring more frequent inspection of oil level and condition). We are happy to check your oil and strongly recommend inspecting regularly if extending your oil change interval beyond 3k miles.

Lancer recommends 3-5k mile services when your vehicle requires conventional or synthetic blend oil and 5k+ miles when using full synthetic oil. In an effort to provide you with the best possible option, we will be custom tailoring a service interval to meet the needs of you and your vehicle. Please inquire during your next service and we will make sure yours is optimized.



CUSTOMER HIGHLIGHT – BWBR

Many of our customers have been coming into Lancer Service for over 30 years. The BWBR Architect Firm has allowed us to service their fleet vehicles for nearly that long. The beginning of what would become BWBR, started in the 1920's when Bill Ingemann started a practice in St. Paul. Bill's wife performed most of the presentation drawings and became one of the first women architects in Minnesota. Milton Bergstedt joined the firm in the 40's and business was booming after the war. Through the 60's, BWBR designed, among others, the Osborn building and the Ecolab headquarters.

They expanded into the healthcare domain by completing the Northwestern Hospital's Sister Kenny Institute. Many more medical and office buildings were to come as BWBR flourished and became a major player in the world of architecture. Lancer Service is proud to service all of their fleet vehicles and salute BWBR and their employees for years of loyalty and dedication.



About Us

Lancer Service has been operating in downtown St. Paul for over 35 years. 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
- Preventative maintenance
- Tires/wheel balancing/alignments
- Extended vehicle warranty service
- Towing and road service
- Used vehicle inspections
- Vehicle safety inspections
- ASE Certified Master Technicians
- E-mail estimates
- Online appointments
- Satisfaction guaranteed
- 1 block from skyway
- After hours vehicle/key drop
- Comfortable customer lounge
- Wireless computer access
- Fresh hot coffee/tea/cocoa
- Online vehicle history
- State of the art facility
- Rental cars available
- Glass repair & replacement
- Paintless dent removal

Web Sites to Check Out:

- www.ase.com
- www.carcare.org
- www.theautochannel.com
- www.mechanicnet.com
- www.lancerservice.com
- www.facebook.com/lancerservice
- www.twitter.com/lancerservice
- www.lancerservice.com/blog



TO THE FUTURE WE GO

Automotive technology is continually shaping how we drive. Vehicle to Vehicle Communication (also known as V2V) is one of the latest changes being looked at. V2V would allow future vehicles to communicate not only with each other but also with objects around them. A wireless signal is used to send information back and forth regarding speed, direction, location and even obstructions. Your vehicle would literally alert you to stop, or start application of the brakes for you, if someone ran a red light. It would also provide traffic information and safe distance alerts while driving. The NHTSA (National Highway Traffic Safety Administration) stated that if this technology is implemented, it could reduce target vehicle crashes by upwards of 79 percent. While still in the development stage, V2V sounds like a great way to save lives and improve traffic flow.



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Professionals Who Take the Time to Care
Lancer Service Now Offers A Two Year/ 24,000 Mile Limited Warranty
Please Take Time To Visit Our Website And Review Us Online

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Invoice #109992

1. **Customer Information**
 2. **Vehicle Identification**
 3. **Service Requested/Customer Concern**
 4. **Previous Recommendations**
 5. **Maintenance History**
 6. **Service Performed**
 7. **Recommendations**
 8. **Parts**
 9. **Cost Breakdown**

Code/Tech*	Reference	Description	Price
CT*	INFO	VEHICLE INFORMATION	\$0.00
		OIL/SK SERVICE, CHECK ENGINE LIGHT IS ON, TIRE ROTATION	
		PREVIOUSLY NOTED	
		MONITOR SLIGHT/MODERATE OIL SEEPAGE FROM TIMING COVER AREA	
CT*	NOTE	SERVICE NOTES	\$0.00
		REVIEW AND DOCUMENT MILEAGE BASED MAINTENANCE SERVICE HISTORY AT LANCER.	
		TIRE ROTATION @ 15.58:	
		30K SERVICE PERFORMED @ 31,424	
AM*	DIAG	DIAGNOSTIC SERVICE	\$109.40
		SPECIFIC TESTING OF CHECK ENGINE LIGHT IS ON (ACCESS FAULT CODES (ONE CODE STORED IN THE SYSTEM) FORS (EVAPORATIVE SYSTEM LEAK DETECTED)	
		INSPECT VENT AND PURGE SOLENOID OPERATION (TESTS GOOD)	
		SMOKE TEST SYSTEM AND INSPECT FOR LEAKS, LEAK IS PRESENT NEAR FUEL TANK	
		ISOLATE TORN VAPOR VENT HOSE	
		REPLACE THE VENT VAPOR HOSE AS PART OF THE SERVICE AND PERFORM SERVICE BAY TEST (SYSTEM PASSES)	
AM*	LUB1	CHANGE OIL & FILTER-LUBE INSPECT	\$12.95
		CHANGE OIL & OIL FILTER, LUBRICATE CHASSIS WHERE APPLICABLE, INSPECT ALL FLUID LEVELS AND FLUID CONDITIONS, INFLATE TIRES TO PROPER PRESSURE, CHECK ALL LIGHTS, COMPLETE VEHICLE SAFETY AND MAINTENANCE INSPECTION	
		NOTED DURING OIL CHANGE INSPECTION:	
		COOLANT PROTECTION LEVEL IS @ -20 DEGREES	
		BATTERY PASSES LOAD TEST (10.2V @ 200A)	
		TIRE TREAD DEPTH IS @	
		L/R) 8/32NDS	
		R/R) 9/32NDS	
		L/R) 10/32NDS	
		R/R) 10/32NDS	
		FRONT BRAKE MATERIAL IS 85% REMAINING (VISUAL THROUGH WHEELS)	
		REAR BRAKE MATERIAL IS 60% REMAINING (VISUAL THROUGH WHEELS)	
		HEATER VENT TEMPERATURE IS @ 155 DEGREES	
		LEFT OUTER TIE ROD HAS MODERATE PLAY	
		OIL LEAK FROM THE TIMING COVER AREA IS UNCHANGED	
AM*	WROT	ROTATE TIRES	\$19.95
		REMOVE WHEELS, ROTATE TIRES, LUBRICATE WHEEL HUB AND STUDS, TIGHTEN LUG NUTS TO PROPER TORQUE SPECIFICATION	
CT*	NOTE	SERVICE NOTES	
		RECOMMEND:	
		MONITOR SLIGHT/MODERATE OIL SEEPAGE FROM TIMING COVER AREA	
		MONITOR PLAY FROM THE LEFT OUTER TIE ROD END (MODERATE)	

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
4	OIL	0W20SQ	0W20 FULL SYNTHETIC AMS/OIL MOTOR OIL		\$8.55	\$35.80
1	FIL	7064	OIL FILTER		\$7.95	\$7.95
1	DPG	9043012028	OIL DRAIN SEAL		\$1.56	\$1.56

Labor	\$142.30
Parts	\$45.31
Sublet/Misc	\$0.00
Shop Supplies	\$5.47
Charges	\$0.00
Sales Tax	\$3.45
Tax @ \$45.31 * 7.6250%	\$3.45
Total Due	\$197.53

LANCER SERVICE INVOICES

The detailed information we write on your invoice isn't just for us; it's for you too! Here's a quick look at how our invoices are laid out. If you ever have any questions regarding your service or items on your invoice, please don't hesitate to ask.

- Customer Information**
- Vehicle Identification**
- Service Requested/Customer Concern**
Services requested or issues you would like inspected.
- Previous Recommendations**
Our recommendations from the last time your vehicle was serviced.
- Maintenance History**
Any mileage based maintenance (tire rotations, air/cabin filters, spark plugs, etc.) performed at Lancer Service.
- Service Performed**
A detailed summary of what was done during your service.
- Recommendations**
Our professional suggestions that best suit your needs; we recommend everything from services required to fluid leaks we are keeping an eye on.
- Parts**
List of parts used during your service.
- Cost Breakdown**
The cost of parts, labor, shop supplies and tax.

TIRE PRESSURE MONITORING SYSTEM



Remember that with every 10 degree drop in temperature, your tire pressure drops one PSI. As most vehicles have mandated tire pressure monitoring systems (TPMS) in place, this means a lot of amber TPMS warning lights will be showing up with winter approaching. If your TPMS light comes on we will be happy to check your tire pressure and re-inflate them back to the proper factory level.

WELCOME JOE!

Please welcome our newest Service Advisor, Joe Garofalo. Joe is a Twin cities native, born and raised in the West End of St. Paul. His passion for cars is a family tradition as several generations of the Garofalo's have enjoyed racing, building and servicing cars. Joe is happily married with two great children. When not at work Joe spends his free time with his family and loves to travel to warmer climates. He is currently restoring a modified 1968 Chevrolet C10 pickup in his home garage with his son. Be sure to welcome Joe to the Lancer family the next time you stop in!

