



UPDATE

Professionals who take the time to care.

FALL 2005



About Us

Lancer Service has been operating downtown St. Paul for the past 28 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:

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

Web Sites to Check Out:

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



Be Car Care Aware™

LANCER
SERVICE INC

AUTO CARE

(651) 224-0267

Motor Oil

Definition: The lifeblood of the engine, it not only lubricates the engine but also cools the crankshaft bearings and pistons. During normal engine operation moisture, soot and unburned fuel are pushed past the piston and into the crankcase.



Moisture is the worst culprit because it forms acids and sludge. Additives in the motor oil (nearly a third of a can of oil is additives) fight the contaminants and give the oil special lubricating and cooling properties. The oil itself never wears out but the additives do. That's why the oil must be changed periodically to replenish the additives. Dumping in an occasional can isn't enough. The oil filter traps dirt (but not moisture) so it too should be replaced at every oil change. Use the recommended viscosity and type of oil listed in the owner's manual.

Sludge

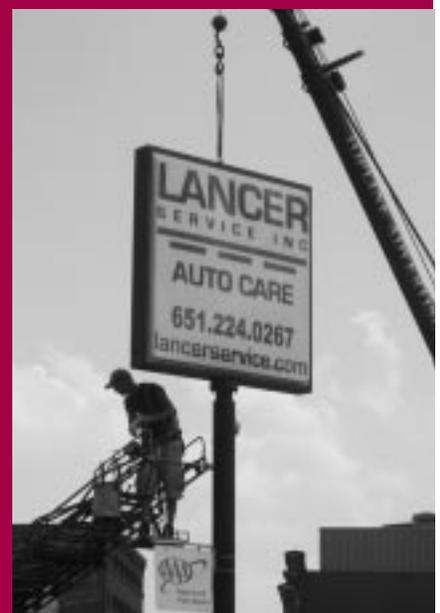
Definition: There are basically two different types of oil: petroleum and synthetic. The common denominator of both of these oils is the additives they contain. Currently automotive manufacturers are trying to achieve a level playing field amongst each other by recommending unrealistic extended maintenance intervals. There are huge problems occurring in the industry due to these extended service intervals that are based on "ideal" driving conditions. Unfortunately short drive trips, extended stop and go driving and extreme cold and heat are contributing to oil sludging. Oil sludging is the breakdown of oil additives due to internal engine heat causing restrictions of oil passages and the subsequent starvation of lubrication. Virtually all automotive manufacturers are facing monumental costs in performing major engine repairs and or engine replacement because of premature engine failures due to additive breakdowns and premature engine sludging. They are realizing the engineers' guidelines they have established do not address typical everyday driving patterns. To easily avoid the potential premature failure of your engine and the hassle involved in associated claims requiring precise documentation it is much easier to simply change your oil more often. Protect your investment! Don't gamble on potential problems that can easily be avoided by changing your oil more frequently.

Torque (tôrk)

Vehicle manufacturers have torque specifications for virtually every fastener on your vehicle. We continually follow these guidelines during the service and reassembly of all mechanical operations. The torque specification most commonly overlooked by other service facilities is that of your wheel lug nuts. Without exception every vehicle that has had a tire removed and reinstalled at Lancer Service has been torqued to the exact manufacturers torque specification. It is imperative if someone else removes a tire from your vehicle that it is re-torqued properly. Failure to do so will ultimately cause premature brake rotor warpage, subsequent brake pulsations and premature brake repairs. In addition, attempting to change a flat tire that has been over-torqued will cause the lug nuts to be nearly impossible to remove with your lug wrench. Be absolutely sure that if we are not involved in servicing your tires that your wheels are re-torqued properly.

New Signs

We have completed our logo transformation with the installation of our new outdoor signs. The hot rod logo you have all grown accustomed to for nearly 30 years is now semi-retired. The hot rod will now only be seen on the back of our business cards and our casual apparel. We have all grown attached to it and it is hard to see it go completely.



Distracted Driving

More and more we are hearing about the dangers of distracted driving. One fast food chain is advertising food to go that is supposed to be "distracted driving free" – we're not quite sure what that could be, but from fast food chains to insurance companies, there is becoming a strong emphasis on the many things that take our attention away from safe, attentive driving. According to the National Highway Traffic Safety Administration driving distractions are now the leading cause of motor vehicle accidents. Yes, we are all guilty of it....



Talking on our cell phones, eating, reaching for something, engrossed in a conversation with a passenger, reading a map/newspaper/book, grooming, putting on make-up, the list goes on. Driving has become so automatic that we think nothing of multi-tasking while piloting a vehicle weighing thousands of pounds. Hopefully the trend will reverse as people become more aware of the increased dangers of distracted driving. Please use good judgment, your safety and well-being is important to us.

Get Ready Now for Fall & Winter Driving

Fall is coming followed by the bitterness of winter, lack of sunshine, biting winds, sleet, snow, sub zero temperatures and tons of salt on the roads. Yep, winter in the Northland. Now is the time to start thinking about needed vehicle service and maintenance. Maybe it's a general winterization, tune-up, battery, wiper blades, tires (traction means everything in the winter), or headlight alignment to see better during dark commutes. September or October is a good time to schedule your winter service. After your Lancer Service winter check-up you'll be able to head into the upcoming seasons with enjoyment and the confidence that you'll reach your destination without an unexpected problem. We'll make sure your vehicle is in tiptop shape to handle whatever Mother Nature throws at us.



Offset the High Gas Prices



The high price of gas is hurting everyone in the pocket book. Gas prices are not going down soon but there are simple ways to make your gas go further. Here are some tips on ways to increase your gas mileage:

- Check your tire pressure** – Under inflated tires can reduce your gas mileage.
- Tune-up** – Your vehicle will run more efficiently.
- Carbon Removal** – Allows for efficient combustion.
- Alignment** – Reduced rolling resistance.
- Lighten the load** – Remove all unnecessary weight.
- Have your Check Engine Light Diagnosed** - It may be a performance issue.

Correcting it sooner than later can start saving you money immediately.

Thank You

Thank you for trusting the care of your vehicles to us and for spreading the word that Lancer Service is here to take care of all your automotive needs. We appreciate your input, referrals and loyalty. Your business is very important to all of us here at Lancer. We are continually looking at ways to improve our business and strive to make your visit here a pleasant one. We always welcome any questions, comments or suggestions you may have.

(651) 224-0267 • www.lancerservice.com

LANCER SERVICE INC.
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Used Car Inspections are a Must!

Time and time again we have customers come in with a recently purchased used car, commonly neglecting an inspection by a qualified technician **before** the purchase. Many of these vehicles have pre-existing problems that cost the new owner a significant amount of money to fix. In the end, the "deal" they got on their car isn't a deal at all. Don't consider buying a used car without having a pre-purchase inspection performed! We can save you money during your next used car purchase with a **pre-purchase** inspection.

Let it Shine!

Remember the flashlight key chains we used to give to our customers years ago? The feedback we got was so good that went in search of another. We recently found one that is sleeker and brighter. Please feel free to stop by and pick one up if you haven't already.



Managing a Depreciating Asset

Does your company offer noontime seminars? If you would like to have the owner of Lancer Service come to your company and give a presentation on Car Care to your fellow workers please have your Human Resource manager contact us. Jim is a wonderful speaker with numerous tips and information that will benefit everyone. He has done several seminars this summer and would be happy to include your company in our seminar schedule for this fall and winter.

September - Closed for 3 days

Lancer will be closed Wednesday thru Friday, September 14,15 & 16 for major cleaning and shop floor re-surfacing. Please schedule appointments around this time frame. If an emergency arises call us at 651.224.0267 we will be answering the phones. We are sorry for any inconvenience this may cause. We will re-open on Monday September 19 with a fresh new look.