



Professionals who take the time to care.

FALL 2006



AAA Top Shop
ASE Blue Seal Shop

About Us

Lancer Service has been operating in downtown St. Paul for the past 29 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
- Web site: www.lancerservice.com
- 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
- Complete vehicle history online
- State of the art facility
- Foreign & domestic specialists
- Rental cars
- Fast, accurate & complete service

Web Sites to Check Out:

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



LANCER
SERVICE INC

AUTO CARE

651.224.0267

Easy To Read 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 they are laid out. In addition to the detailed information for the services just performed, we also provide recommendations. Whether your recommendation list is short or long don't be alarmed. We do this in an effort to monitor wear patterns and deterioration of components. Taking care of them in a timely manner can keep your investment a sound one and save you money down the road. Remember you can also securely access your vehicle history 24/7 through our website www.lancerservice.com

Lancer Service Inc
270 East Eighth St
St Paul MN 55101
651-224-0267

Professionals Who Take the Time to Care

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INVOICE #70449

<p>Customer Information</p> <p>DOE, JANE 123 MAIN STREET ST PAUL MN 55101</p> <p>Vehicle Identification</p> <p>Vehicle : 2002 Toyota Camry 2995CC 3.0Liter V6 1MZFE VIN : 4T1BF30K92U512123</p> <p>Created : 8/29/2006 6:20:30 PM</p>	<p>Day Phone : 651-321-1234 WORK Eve Phone : 612-321-1234 CELL FAX Number : 763-321-1234 HOME Tag/State : 123 XYZ / MN Color : Green Last Mileage : 54321 Odometer In : 54321 Odometer Out : 54321</p>
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Labor/Notes	Unit Price	Price
0 JT* INFO VEHICLE INFORMATION	\$0.00	\$0.00
VEHICLE DUE FOR OIL SERVICE / SERVICE ENGINE LIGHT IS ON (NO DRIVEABILITY ISSUES) HAS VIBRATION AT HIGHWAY SPEEDS AND WHEN BRAKING / INTERMITTENT RATTLE NOISE		
0.3 CT* LUB1 CHANGE OIL&FILTER-LUBE INSPECT	\$12.95	\$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. RESET MAINTENANCE REMINDER LIGHT		
0.8 CT* DIAG DIAGNOSTIC SERVICE	\$98.50	\$78.80
DIAGNOSTIC SERVICE INCLUDES TESTING OF CIRCUITS OR SYSTEMS, OBTAINING ANY RELATED TECHNICAL SERVICE BULLETINS, DIAGRAMS, AND SERVICE INFORMATION. ACCESS ON BOARD VEHICLE COMPUTER INFORMATION AND FAULT CODES IF NECESSARY. ACCESS COMPUTER FAULT CODE P0440 (EVAPORATIVE SYSTEM FAILURE) PRESSURE TEST EVAPORATIVE SYSTEM, ISOLATE FAULTY GAS CAP SEAL. REPLACE GAS CAP, RE TEST SYSTEM AND CLEAR COMPUTER FAULT CODE		
0.5 CT* MISC MISCELLANEOUS SERVICE	\$98.50	\$49.25
ROAD TEST VEHICLE FOR VIBRATIONS, REMOVE WHEELS AND INSPECT BRAKES AND DRIVE LINE ISOLATE TIRES ARE OVER 80% WORN AND OUT OF BALANCE CAUSING VIBRATION FRONT BRAKE ROTORS ARE WARPED CAUSING SHAKING WHEN BRAKING ISOLATE AND REATTACH LOOSE EXHAUST HEAT SHIELD CAUSING INTERMITTENT RATTLE		
1.5 CT* BRR1 RESURFACE ROTORS	\$98.50	\$147.75
REMOVE BRAKE CALIPERS AND RESURFACE ROTORS, APPLY NONDIRECTIONAL SURFACE AFTER MACHINING, DISASSEMBLE AND LUBRICATE BRAKE CALIPER SLIDES.		
0 JT* NOTE SERVICE NOTES...	\$0.00	\$0.00
RECOMMEND: TIRE REPLACEMENT (TIRES ARE 80% WORN AND OUT OF BALANCE) WHEEL ALIGNMENT (TIRES ARE WEARING UNEVENLY)		

Parts	Condition	Unit Price	Price
5 FOS 5W30B 5W30 OIL		\$2.45	\$12.25
1 FIL 1348 OIL FILTER (04105409)		\$7.95	\$7.95
1 HON 9410914000 DRAIN PLUG GASKET 14MM		\$0.95	\$0.95
1 - 7731006020 GAS CAP (OEM)		\$18.12	\$18.12
1 BK 7051017 HOSE CLAMP		\$1.17	\$1.17

Cost Breakdown	Labor	\$288.75
	Parts	\$40.44
	Sublet/Misc.	\$0.00
	Shop Supplies	\$13.79
	Charges	\$0.00
	Sales Tax	\$3.80
	Tax @ \$54.23 * 7.0000%	\$3.80
	Repair Total	\$346.78

Check Your Watch

Remember in the "good old days" when the whistle blew, work was over. It doesn't quite work that way anymore. Staying at work late has become a way of life for many people.

If you're one of those late workers and know you'll be delayed or if something unexpected comes up, please let us know as soon as possible. If you know ahead of time, please tell us when making your appointment or

at the time you drop your car off that you are unable to pick your car up by our 5:00 PM closing time. We will make every effort to accommodate your needs and make your day a little easier by making proper arrangements for picking up or leaving your vehicle overnight.

Allow us to be your excuse to get off work on time.

270 East 8th Street • Saint Paul, Minnesota 55101 • 651.224.0267 • www.lancerservice.com

Safe Winter Driving for Less



Tire technology is giving you an edge in winter driving. Nokian, a Finland based tire company has changed the way we drive. Nokian has developed an all-weather tire that offers long life, a quiet / smooth ride and most importantly traction in the winter that is unmatched by nearly any other tire. The grip on snow is incredible and the handling in summer is fantastic! During September and October Lancer Service is offering Nokian tires at a 10% discount. People are amazed that the price difference over other brands is typically no more than what a tank or two of gas costs.

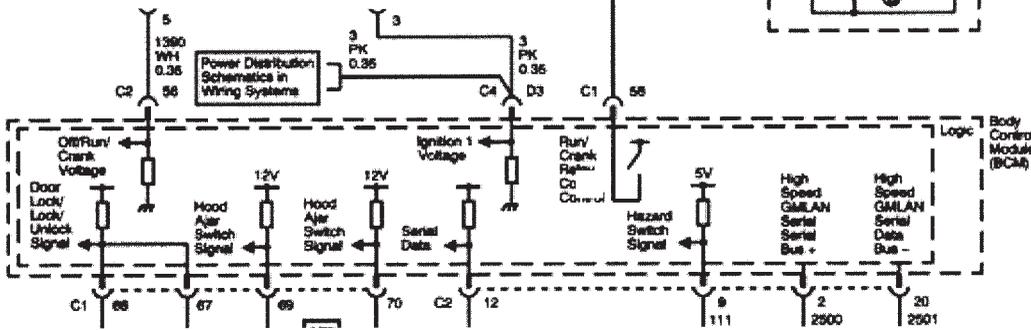


We have been selling tires at Lancer Service for decades. Many of you have had the opportunity to have us install tires and know that we take the time to perform all the important related (required) operations when doing so. We glass bead and seal aluminum rims to reduce rim leaks, use epoxy coated wheel weights to avoid corrosion, reprogram tire pressure monitor computers where applicable, apply lubricants to wheel hubs and torque lug nuts correctly to assure your wheels come off when serviced in the future. These are what we consider routine services that all too often are not getting done at many chain tire stores. We continue to sell Goodyear tires, among other name brands, but if slowing your heart rate when driving in your next snow storm sounds appealing, check out Nokian tires on the web @ www.nokiantires.com. Please consider Lancer Service when your vehicle is due for tires and let us give you a great driving advantage.

The Fast Pace of Technological Change

Today's automotive technicians deal with more changes than in nearly any other field. At Lancer Service we continue to embrace rather than resist this change by continuing to learn, adapt and improve. Recently Carl Thomas from Lancer Service and four other highly skilled technicians represented eleven states as regional finalists for the ACDelco Technician of the Millennium contest 2006 held in Detroit MI. Each finalist had two hours to diagnose and repair a new 2006 Chevrolet Malibu that had been bugged with eight various electrical problems. The difficulty and pressure in this contest was huge... many differences exist between diagnosing a 2006 control area network (CAN) vehicle and it's predecessors. Turning the key to start this vehicle does not simply send battery voltage through a wire to the starter as in years gone by. It instead

air bag deployment are wonderful. On the other hand, the engineers location of the delicate comfort control (CC) module required to start a typical Volkswagen Passat under the drivers seat carpet is truly a shortcoming.



Partial view of a 2006 Chevrolet Malibu starter circuit/wiring diagram.

supplies a fixed resistance to a body control module, which interprets various inputs, and if all is correct will trigger a starter relay to supply voltage to the starter. That was last year (2006), now CAN2 (in 2007 models) and other advancements will change that going forward. Cool things like passenger seats that detect how much weight is present to automatically adjust

Guess where that melted salt water from the slush on your feet ends up after years of driving in our climate or where the water goes if your sunroof drain becomes plugged? These are some examples of what we deal with on any given day. It's interesting, even funny how vehicles are engineered, that is until we have to explain how technology relates to cost of repairs on these vehicles. We embrace these improvements and challenges and continually adapt to offer you the best value when diagnosing and repairing your technological masterpiece. We continue to do this for less cost than is typically charged by

other quality repair facilities or dealerships by staying current with the changes and advancements in new car technology. Although Carl did not advance to the National Finals for the title "Technician of the Millennium" we applaud him for reaching the regional competition. At Lancer Service we are continually advancing to help you maintain your vehicle properly.



LANCER SERVICE INC.
270 E. 8th St.
St. Paul, MN 55101

Thank You
for allowing us the opportunity
to service your vehicle!

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