

LANCER UPDATE

Defining the Future of Auto Care...Unlike Any Other. SPRING 2012



AAA Top Shop
ASE Blue Seal Shop

About Us

Lancer Service has been operating in downtown St. Paul for over 30 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
- AAA approved facility
- E-mail estimates
- On-line 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.aaa.com
- 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



LANCER
SERVICE INC

AUTO CARE

651.224.0267

Parting Can Be Such Sweet Sorrow

It's been nearly four years since we started the sale and transfer of Lancer Service to my son, Carl. With just over three months remaining until the sale is complete and I turn over my keys, retirement is becoming a reality.

I held on to as many responsibilities as I could during the transition – making coffee in the

commitment and passion of Carl and his staff are allowing me to hang up my hat knowing that the business we built is in great hands. I'll let the next generation continue the service tradition while I'm still around to enjoy watching them, and continue on with the second part of my life.



Can you tell which Thomas is retiring?

mornings, preparing Friday breakfasts for the team – but now even those are being handled by our capable staff. More than a few customers have asked me why I'm still showing up at the office. To that, I truthfully respond, "I miss the companionship and sharing of stories with the people who have helped mold my life the past thirty-five years." The friendships and smiling faces I saw every day made this career the best I ever could've chosen.

But now it's time for new leadership. The talent,

I'll still be involved with the auto industry as I tinker with classic cars at home, remain on advisory boards, and hopefully offer some automotive management consulting and mentoring to those who might benefit from my experiences. I'll always have time for anyone who wants

to get together. So, the next time you're in the shop, please let the staff know that you'd like to talk with that guy who used to hang out in the front office. I would be happy to give you a call or get together to share a story or two. That would help make this transition that much more enjoyable for me.

Thank you all for the opportunity to work with you over the years. I look forward to watching Lancer thrive by continuing to provide the great service our customers deserve.

Two Year/24k Mile Warranty

Lancer Service is proud to announce the introduction of a 2 year/24,000 mile warranty. In an attempt to make your motoring experience as worry free as possible we are doubling our current 12 month/12,000 mile warranty. This is a comprehensive warranty against defects and failure on all parts and labor purchased and performed at our facility. In some cases, warranties on parts may be even longer, depending on the manufacture's coverage. We offer this with all of our services so that you, our customer, can have peace of mind and confidence when making the decision to perform routine maintenance and repairs. For further information on our warranty policies, please contact us at mail@lancerservice.com.