

LANCER UPDATE

Defining the Future of Auto Care... Unlike Any Other. SPRING 2013



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
- AAA approved facility
- 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.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

Lancer Vehicle Seminar

As a parent, I can relate to the stress and fear that takes place when putting your recently licensed son or daughter behind the wheel. What will happen if there is a flat tire, will they know what to do if a check engine light comes on? Lancer Service would like to invite our customers and their younger drivers to our vehicle seminar on Saturday June 8th from 9am



to 2pm. Flat tire procedures, checking fluid levels and condition, what should be done with dash warning lights and general safety protocol are just some of the topics we will be covering. Many demonstrations will be live so we would love to use your vehicle to show specific examples. Everyone is welcome. This will be a great learning experience for any new drivers and also a great refresher for those of us that have been driving for awhile.

We will be supplying snacks and drinks throughout the day as this will be held in an open house format. This is a great opportunity to ask specific questions about your vehicle and take advantage of our expertise. Please call us to sign up, see additional information on our blog or send an email if you plan on attending. We are looking forward to what should be a great time for all.

Customer Spotlight



Kathy Aanerud and her family have been customers of Lancer Service for over 30 years. As a worker in downtown St. Paul, Kathy says the location is perfect for a morning drop-off with a dependable pick-up time in the afternoon.

"The staff at Lancer are great to do business with. I can always count on Kevin, Greg, and Carl to cheerfully schedule my appointments and to carefully review the scheduled work when I drop my car off. Then when I pick my car up, I get a full reporting on the work that was completed. I appreciate how they keep me advised of future servicing needs and the complete service records that are available."

Kathy "discovered" Lancer Service when they rescued her stalled car from a downtown intersection with their AAA towing service. "The repairs they provided that day, along with their friendly service, meant that I had found a great family-owned business that I truly enjoy doing business with," says Kathy.

So, first came Kathy's car repairs, then she'd trade-off cars with her husband for his car servicing needs, and now son Adam who works in the capitol complex has been a regular at Lancer too. Just as Kathy does, Adam finds himself sending his coworkers to Lancer. "We've never hesitated to recommend the good work of the Lancer staff," Kathy says. In the past few years, Kathy has been ridesharing to St. Paul with a neighbor, and now her neighbor is a Lancer customer too! "It's good to share," says Kathy, "and that includes sharing the good work of Lancer Service."

Thanks to Kathy and her family for the years of loyalty and we look forward to the next generation of Aaneruds' to visit us soon.

All Wheel Drive Reprieve

As some may know, all wheel drive vehicles require the tire tread depths to stay within about 2/32nds of one another to avoid damage to the All Wheel Drive system. Replacement of all tires after one tire blows out is often the route the customer needs to take which can be very expensive. A service is now available that under certain circumstances, will allow the owner to replace only one or two tires and still keep the tire tread depths within the proper specifications. Lancer service can order the new tire(s) and have the appropriate amount of tread removed using a process called tire shaving. This allows a new tire which typically will come with 10-11/32nds of tread to be shaved down to the existing tread depth on the remaining tires. Because the service takes approximately two to three days from order time to receiving the tire, the vehicle will need to run on the spare tire during that time. Please call us if you have any questions or would like to learn more about this process.

Customer Referral Contest Winners!

Congratulations to Joe Garofalo and Lisa Glaus who were the winners of our Customer Referral Contest! Joe won a 42" flat screen TV and Lisa won an iPad mini. Thanks again to everyone who participated in our contest and referred over 20 new customers to Lancer Service!



FEATURED EMPLOYEE

This newsletter definitely features our most unique employee in Lancer Service history. Bentley Wessel is Dori's two year old Rottweiler and has been making his presence felt in the office for more than a year now. Since his introduction at Lancer he has had nearly perfect attendance and is rarely late, his fun loving, easy going attitude is a refreshing addition in our fast paced environment. He has brought new life to a great group and brings out the best in all of us. At this point he is still part time (7:00-3:30 on Fridays), as he is still getting acquainted with his new position. If he is not moseying around the office on Friday please feel free please ask one of our staff and we will be happy to bring him out for a visit.

Do Fuel System Additives Work?



There are almost as many fuel additives as stars in the sky, many making bold claims of better performance and fuel economy. Of those, many do not work and in fact, may cause issues with your vehicle's engine. Since the early nineties, oxygenated fuel blends have been mandated by the EPA. As required, all fuel sold in the United States must contain a minimum level of deposit control additive. This does not mean deposits will never build up, however, it does help. Store bought additives that can be effective will contain polybutene amine (PBA). PBA was patented by Chevron and has been around since the eighties. Keep in mind not all PBA products work the same. Some are more advanced than others and will go farther to clean engine deposits, injectors, intake valves and ports. Any claims of incredibly improved fuel economy or performance should be summarily dismissed as hype as there is no "magic additive" anywhere out there. Remember, if it sounds too good to be true, it probably is. If you have any questions about what works and what doesn't, please call us and we will be happy to point you in the right direction.

New Look Coming For Our Newsletter

Watch for the new look in our next newsletter! We will be moving to a more email-friendly version that will allow us to send you more informative articles on a more frequent basis. If you would prefer to receive your newsletter via the post office, please be sure to give us a call or email us and let us know. We will be happy to send it out to you in the mail.



651.224.0267 • www.lancerservice.com

for allowing us the opportunity to service your vehicle!

Thank You



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

LANCER SERVICE AUTO CARE