



The Dealer Alternative



Home, Home on the Web

Our official website launched during the last week of August after nearly a year in the making. You can now visit us online at www.haginsauto.com.

Our new website is yet another convenient tool you can use to reach us and the information that is important to you. The site includes regularly updated car care tips, hours of operation, contact information, a newsletter archive and a brief biography of the Hagin's team.

We are the first to admit that our foray onto the web is uncharted territory for us so we are very interested to find out what you like, what you don't like and what simply doesn't work. As time goes on, we look forward to making changes to the site based upon your suggestions, so have at it!



We would also like to extend an invitation for you to "sound off" about your experiences being our customer.

You may email us your comments directly via the new website or you can visit independent review sites like www.yelp.com or www.citysearch.com to post a public review.

Sites like citysearch and yelp are great forums where you can share your thoughts and experiences about local businesses with others. They

are also a great resource if you want to perform a bit of research before trying out that new restaurant down the street.

We love this open dialogue because it allows us to better serve you by incorporating your feedback to continuously improve our business. We also hope that the reviews posted on these sites will showcase our commitment to high-quality service.

Once you arrive at either site, all you have to do is type "Hagin's Automotive" into the search box, follow some simple online directions and you'll be ready to go before you know it.

We know that you likely have a very full schedule and we truly appreciate each and every person who is willing to take their time to provide us with feedback.

HAGIN'S AUTOMOTIVE



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Car Care News You Can Use

Fall 2008

Celebrating 10 Years



By Mike Briggs

It doesn't seem like it has been a decade since Andy and his wife, Cathy, opened the doors of their shop on Pacheco Boulevard, but the first dollar they made is still on display as proof of that fact.

You will find that dollar bill (which a customer used to buy a washer) hanging inside the office, right under our permits. The frame proudly displays the date Andy started this journey: October 1, 1998.

It was a year later that Andy, my uncle, gave me my first job. I worked two days a week for two or three hours cleaning the shop while listening to my CD player (Andy's daughter, Ashley, and I call this the pre-iPod dark ages).

The business has changed significantly since then; we have grown in size and scope allowing us to begin servicing an extended range of vehicles and become more involved in the local community.

Most recently, we won one of six Pollution Prevention Awards issued by the Contra Costa Sanitary District because of our continuing commitment to protect the environment.

Not everything has changed though, the singular thread spanning the last ten years is Andy's unwavering belief that only the highest possible level of service is acceptable.

This particular shop philosophy is unlikely to change anytime soon. The shop is not just a business venture to Andy; it is a tribute to his dad, Bob Hagin.

Now more than ever Andy wants to make sure that the shop holds itself to the highest standards – standards that make this shop worthy of Bob's approval and the Hagin family name.

It certainly has been an interesting decade. We look forward to seeing where the journey will take us over the next 10 years. Thanks to all those who have been with us since the beginning.

Look Inside



For our
upcoming fall events.

INSIDE

- * **Fall Recipe: Gruyère Turnovers**
- * **Andy's Tips: Car Key and Safety**
- * **A Farewell to Jesse**

Fall Recipe: Pear, Leek & Gruyère Turnovers

Ingredients

2 Tablespoons (1/4 stick) butter
 1 1/2 cups chopped leeks
 1 6-7oz firm but ripe pear (peeled, cored & chopped)
 1 1/2 teaspoons sugar
 3/4 cup (packed) grated Gruyère cheese (about 3 oz)
 1 1/2 tablespoons chopped, fresh chives
 1 17.3 oz package frozen puff pastry (2 sheets) thawed
 1 egg beaten to blend (for glaze)

Preparation

Melt butter in large, heavy skillet over medium heat. Add leeks; stir 1 minute. Reduce heat to low; cover and cook until leeks begin to brown, stirring occasionally, about 7 minutes. Stir in pear and sugar. Increase heat to medium; sauté uncovered until any liquid evaporates, about 2 minutes. Season mixture with salt and pepper. Transfer to bowl; cool. Stir in cheese and chives.

Place puff pastry sheets on work surface. Using 4 1/2-inch-diameter tartlet-pan rim or bowl as an aid, cut 4 rounds from each sheet. Roll each round to a 5-inch circle. Place leek mixture onto rounds, dividing equally. Brush pastry edges with egg glaze. Fold pastry over filling, pressing to adhere. Press edges with fork to seal and brush with egg glaze. Pierce pastry with toothpick in several places. Place on baking sheet. Chill 20 minutes. Preheat oven to 400°F. Bake turnovers until puffed and golden, about 18 minutes.

Serve warm, makes 8 first-course servings.

Let's Talk Tires

We don't sell tires here, but we are happy to point you in the right direction when the time comes. Of course, we won't be offended if you decide to go it alone.

In any case, we have the following suggestion:

Check the date code on the new tires before you buy them. In some cases a tire may sit on the shelf for a year or more before being sold!

Most manufacturers recommend that tires be replaced every five years regardless of tread depth because the tires can dry out and start to crack. Do you really want a product which has already gone through 20% of its life before you even buy it?

To find the date code,

look for the four digit code stamped inside an oval. You'll find it somewhere after the letters "DOT".

The code has two parts, the first two digits are the week of production and the last two are the year. For example, a code of 1607 would indicate a tire produced during the 16th week of 2007.



Andy Says: A Good Place for Your Keys



By Andy Hagin

Like any caring mom, mine is always on the lookout for ideas to keep our family safe.

When she emailed the following suggestion to me I immediately knew that I wanted to share it with you:

"If your car has some sort of alarm with a panic button, place your keys on your nightstand before drifting off to dreamland.

Should you be awoken late at night by an intruder, your alarm is only an arms length away."

Test it out. I bet your alarm will work from almost anywhere in your home.

Plus, it never hurts to find out how long your alarm will sound before turning itself off as most alarms will sound for at least three to five minutes. This is ample time for any would-be thief to rethink the wisdom of their visit.

This trick can also be used when you are walking through a parking lot. Having your keys at the ready will help fend off predators and provide a way to alert others should trouble arise.

Who knew something as simple as your car alarm could be so powerful? However, this trick requires community buy-in and good judgment if it is to remain effective.

Clearly, this trick only works when others in the neighborhood don't ignore an alarm should it sound. That's why neighborhood watch coordinators stress how important it is that you and your neighbors are in agreement about how to respond should an alarm sound.

On a personal level, be mindful of the tale "The Boy Who Cried Wolf". A single oversensitive alarm is enough to ruin this trick for an entire block. Still, if you ever feel at all threatened, use this trick. Most of us have great neighbors who will see what a good idea this is to keep their neighborhood safe.

Jesse Leaves for the Air Force



Jesse (left) at the Rubithon this September.

It is time for us to say goodbye to Jesse, our backup shuttle driver and shop assistant. Jesse is currently preparing to leave home and begin his Air Force basic training.

Jesse started working here back in 2004 as part of the Alhambra High School ROP program and quickly became one of our most valued helpers.

During his time at Hagin's Automotive, Jesse has repeatedly proven that he has a naturally mechanical mind, a talent which has served him well over the past four years and will continue to be a boon to him in the future.

We are excited to see Jesse pursuing his talent as an Air Force mechanic. Eventually, Jesse hopes to work his way up the ranks and become a pilot.

This opportunity for personal and professional growth has Jesse poised to embark upon an exciting adventure which will stay with him for a lifetime.

The first six months of Jesse's adventure will take place in Texas where he will train prior to his initial deployment.

As of now, he is unsure where he will be stationed after Texas; however, Jesse has expressed interest in being stationed in Italy or Germany.

Eventually he hopes to return to the United States and buy land in Alaska. Jesse says he is drawn to Alaska because of its vast expanses and its rugged beauty.

But wherever he may go, we hope that Jesse will keep in touch so that we may keep all of you up to date on his progress.

Good luck Jesse!

We'd like to hear from you! Send any thoughts or questions you may have to: news@haginsauto.com

Your question may end up as our next feature article or *Andy Says*.



Upcoming Events

Fall is here and we have some exciting events in store before the holidays arrive! Take a peek at the upcoming events we have planned.

Car Care Seminar – 11/08/08

Back by popular demand!

We will be hosting our second Women's Car Care seminar for those customers who would like to learn a bit more about their cars in a safe, welcoming environment.

The seminar will include a discussion about preventative servicing as well as demonstrations of important fluid locations (and how to check them) and emergency repair techniques like jumpstarting a car or changing a flat tire.

The seminar will start at 11am on Saturday, November 8th and, if our last class was any indication, you can expect about two and a half hours filled with fun activities and thoughtful questions. Space is limited so call today.

E-Waste Event – 11/15/08

Mark the date on your calendar. Hagin's Automotive is hosting a local E-Waste recycling event this November. Not only will you be able to count on environmentally responsible disposal, but all proceeds generated by the event will be donated to the Starzyk Children's Trust Fund.

The event will be held at our shop on Saturday, November 15th between 9 a.m. and 5 p.m. and will be able to accept small, consumer electronics*.

This is a great opportunity to clean out that cluttered garage before the holidays while doing something great for the local community. Who would have thought that your obsolete computer could be so useful?

**Including personal computers, laptops, peripherals, phones/PDAs and batteries. For a complete list of eligible items, please email us at haginsauto@haginsauto.com.*

When in doubt, ask!

