



The Dealer Alternative



What's In My Service?

A question you may wish to ask yourself before spending anywhere from \$500 to \$1500 on a major service. Sadly, there has been no agreement among automotive manufacturers about exactly what constitutes a major service. And the simple truth is that not all services are created equal.

Many service centers had once considered draining and refilling the transmission fluid and coolant standard practice. Many of these service centers have now removed these vital maintenance items from their initial estimate in hopes of driving sales in a tough economy.

Such practices only benefit repair shops in the long run because incomplete maintenance may mean expensive repairs – like a radiator replacement – in lieu of

lower cost preventative maintenance items spread out over many years.

That is why it is important to investigate exactly what work is being performed if you receive an estimate that is substantially different from what you have paid in the past.

At Hagin's Automotive we have an automotive philosophy that's a bit different, we believe in doing the



Caveat Emptor "The Buyer Beware"

complete job the first time and quoting you for that service. We may not be able to predict every eventuality, but we will quote you for what needs to be done, not something that is too good to be true.

We are happy to provide you with a complete list of all the work performed during our minor, intermediate or major services upon request.

Furthermore, our services offer an intangible benefit: the peace of mind that arises from knowing a skilled technician is servicing your vehicle every step of the way.

Ultimately, choosing a high-quality, comprehensive service may save you an inconvenient – and expensive – emergency repair later on down the road.

HAGIN'S

AUTOMOTIVE

FOREIGN AND DOMESTIC

925-228-5115

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Car Care News You Can Use

Winter 2008

Big Changes at Hagin's



By Andy Hagin

Mike Hembree, one of two service advisors at Hagin's Automotive has left us to pursue other opportunities.

The space left by Mike's departure has been filled by my nephew, Michael Briggs.

Many customers may remember that Michael left us in August of 2004 when he moved down south to attend San Diego State University. After three years at SDSU, Michael has returned home after receiving his

B.A. in political science and public relations.

Ever since Michael was little, I can remember his strong drive to seek out information about all things mechanical in order to satisfy an intense personal curiosity, a useful trait in our industry.

Michael also has over seven years of customer service experience with over four of those years exclusively within the automotive industry.

Additionally, Michael has a strong working relationship with Jeff Mah,

our existing service advisor. Their friendship has been forged over many years working together at a local Toyota dealership.

Jeff is an automotive veteran with a strong working knowledge of a variety of automotive makes. Jeff acquired this knowledge over the course of more than 30 years in the automotive service industry. Jeff has worked as a technician and an advisor. This combination makes Jeff uniquely qualified to address a wide variety of concerns that may arise during the course of your service.

It is therefore no surprise that I believe both Jeff and Michael are fully capable of upholding the standards of quality and professionalism that you have come to expect from me during the 10 years I have been in business.

It would appear that this year is going to be filled with a number of exciting changes; however, our first priority will continue to be our commitment to you.

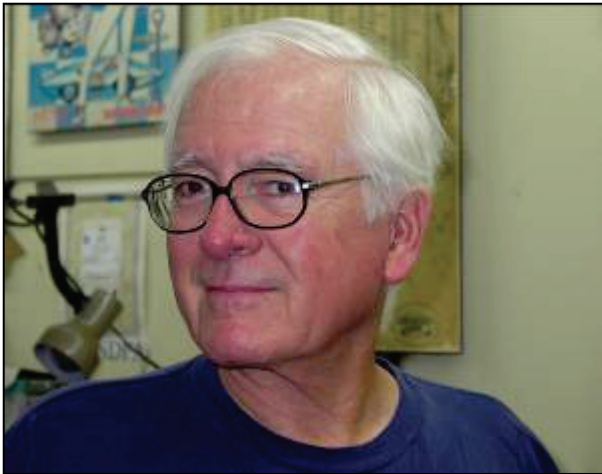
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A Fond Farewell



As many of our loyal friends already know, Andy's father passed away on August 30, 2004. We understand this announcement is a bit tardy; however, given Bob Hagin's long career in journalism, it seems somehow fitting that we make our homage to Bob in the first newsletter that we have released since his passing.

Bob Hagin was an active, vibrant man and his life reflected that fact. We will miss the wisdom and sense of humor that this long-time automotive buff brought to our shop and we will strive to carry ourselves in a way that would make him proud.

Winter Recipe: Ham & Potato Soup

Ingredients

- 3 ½ cups peeled, diced potatoes
 - 1/3 cup diced celery
 - 1/3 cup finely chopped onion
 - ¼ cup cooked, diced ham
 - 3 ¼ cups water*
 - 2 tbsp. chicken bullion granules
 - ½ tsp. salt(to taste)
 - 1 tsp. pepper (white or black)
 - 5 tbsp butter
 - 5 tbsp all-purpose flour
 - 2 cups milk
- *substitute chicken broth if desired

Directions

1. Combine potatoes, celery, onion, ham and water in a stockpot. Bring to a boil, and then cook over medium heat until potatoes are tender, about 10 to 15 minutes. Stir in chicken bouillon, salt and pepper.
2. In separate saucepan, melt butter over medium-low heat. Whisk in flour with a fork, stirring constantly until thick, about 1 minute. Slowly stir in milk, do not allow lumps to form until all of the milk has been added. Continue stirring over medium-low heat until thick, 4 to 5 minutes.
3. Stir the milk mixture into the stockpot, and cook soup until heated throughout. Serve immediately.

Andy Says: Fuel Saving Tips

Does that Suburban – which seemed like a great idea at the time – now make you cringe whenever you're at the pump?

If so, you are not alone; even Prius customers are beginning to take notice as the Bay Area once again holds the dubious honor of having one of the highest average gas prices in the nation.

In response, we have compiled the following list of fuel saving tips for you to consider:

1. Maintain Your Vehicle

We cannot stress this point enough! The modern engine relies on a myriad of sensors to ensure the correct fuel to air ratio, spark plug timing and everything in-between. A poorly maintained car with a dirty air filter or bad oxygen sensor will take steps to self correct in order



to ensure it operates as intended; sadly, this self correction often lowers fuel efficiency.

2. Keep Your Car Aligned and Tires Inflated

A poorly aligned vehicle, or one with under inflated tires will not only require new tires more frequently, it will also suffer from lost fuel efficiency as it fights to overcome extra drag. As a service to you, we will check your tire pressure during

every oil change or service that we perform.

3. Decarbonize Your Engine

If your vehicle has 60,000 miles or more, it may be time for an engine decarbonization. This service helps remove mileage-robbing carbons that can build up inside the engine.

4. Change Your Driving Habits

Yes, the way you drive affects the number of miles you can expect to get per gallon.

Your car burns the most gas upon acceleration; therefore, you can reduce your fuel use by slowing down, looking ahead and by not subjecting your vehicle to unnecessarily hard acceleration when you know that you will just be braking in ten seconds anyway!

Women's Car Care Seminar



An Emergency Kit is a wise investment for any driver.

In response to popular request, we at Hagin's Automotive are currently in the process of planning a series of do-it-yourself seminars focusing on car care. The seminars are designed to assist you in making informed decisions about your vehicle and its maintenance needs.

The first seminar is scheduled for Saturday, March 15 at 10 AM and is only open to women; it will be held at our shop on Alhambra Avenue.

It is the goal of our seminar to review some basic emergency repairs, such as jump starting your vehicle or changing a flat tire as well as address some of the most common questions that we hear on a daily basis.

If you are interested in participating, please call or email us your name and phone number to haginsauto@hotmail.com so that we may keep you updated.

We encourage those wishing to participate to think of issues that they find personally relevant and share them with us so that we may incorporate them into the class and provide a more enriching experience for everybody.

The March 15 seminar is open to women only as we wish to encourage a relaxed atmosphere open to any questions that the participants may have.

We encourage all men interested in the seminar to contact us as well. If sufficient demand exists, we will be happy to arrange another class.

We always appreciate hearing what you have to say! If you have any questions or a potential story idea, we encourage you to send an email to: haginsauto@hotmail.com.



Who's Your Technician?

Our technicians have been certified by the National Institute for Automotive Service Excellence, so you have peace of mind before, during and after your repair.



Brad

Brad is the first technician that Andy hired when he began to expand. Brad has over 30 years of experience as an automotive professional and is a true car and motorcycle enthusiast.

In his spare time, Brad is working to restore his very own '55 Chevy. Brad and his wife, Diana, have also logged over 25,000 weekend miles on their motorcycle during the past four years.



Brandon

With over two years spent as a research and development tester for Mitsubishi and Subaru, it is clear that Brandon is on the cutting edge of automotive technology. Still in his twenties, Brandon has already earned the honor of having one of his vehicles featured on the cover of Car and Driver magazine.

On the weekends, Brandon enjoys spending time playing video games with his son.



Rick

A rare find in the automotive world, Rick has over 35 years experience working on cars. Even more impressive is the fact that Rick has spent 15 of those 35 years as a diagnostic technician (one of the most highly skilled jobs within automotive repair industry).

When he is not working on cars, Rick enjoys watching drag races and participating in a variety of activities including fishing, hunting and riding his ATV.



Jesse

Jesse got his start at Hagin's Automotive over three years ago as part of the Regional Occupational Program. Since that time, Jesse has proven himself a promising apprentice who hopes to one day enter the US Air Force and become an aircraft mechanic.

Jesse is often busy with work and school; however, in his free time he enjoys camping and four wheeling with his friends.