

Getting You As Close to 200,000 Miles as Possible!

"Thanks Chuck!" At 185,000 Miles, Mike's 2008 Acura is in Great Shape!

Mike Mackey has driven his 2008 Acura TL for 185,000 miles and he knows exactly what he wants to do with the car when he's finished with it.

He wants to give it to one of his adult sons. And because Mike's taken care of it so well, including having routine maintenance performed at Chuck's, he'll be able to do that.

"The car's in great shape," Mike said. "I've taken it to Chuck's for years and they know what to do to keep it running."

For more than a decade, Mike has had all of his vehicles repaired or serviced at Chuck's Complete Auto which he describes as a "wonderful community business."

There, he found that Chuck as well as the mechanics who work there reinforce what Mike learned from his father and brothers – the way to keep vehicles in running at top performance is routine maintenance.

"I've been a Chuck's customer for years and they've helped me out a lot by identifying work that needs to be done to make my vehicles last longer."

Chuck has committed to keeping all his customer's vehicles in the best shape possible so they may drive them as long as possible.

Some achieve nearly 200,000 miles, and others, even longer.

It's a partnership and the customer's job is to make sure maintenance is performed when scheduled.

"Vehicles today are a major investment and people are keeping them longer," Chuck said. "Maintenance is the way to keep them on the road longer running at top performance."

Customers always marveled at how Chuck's tow truck had nearly 300,000 miles on it back when Chuck and Lynn provided tow truck service.

Chuck always explained that the truck was in such good shape because he maintained it. Regular maintenance in-

cludes scheduled oil changes, the 100,000 mile service, replacing the air filter, spark plugs, wires, brake pads and fluid, coolant, power steering fluid and timing belt and, for those vehicles that have them, the serpentine belt.

"That truck had almost 300,000 miles and was in great condition when we sold it," Chuck said. "Families can expect to get the most out of their cars, SUVs and light trucks by maintaining them. It's the best thing they can do to protect that investment.

Mike bought his Acura with the goal of keeping it as long as possible. "I like to get the best value out of my vehicles," he said. Over the years a couple of big repairs had to be made, but overall keeping the car cost less than buying a new one.

"Mostly I had maintenance costs which wasn't very much," he said. "Once I had to repair something having to do with the wheel and axel and fortunately Chuck's was able to fix it at a relatively reasonable cost, otherwise I would have gotten rid of it. Chuck's has been a great place to take all our vehicles.

"It's a great family-owned business that is honest, ethical, and has fair prices. Their mechanics are professional, know what they are doing, and communicate well. They tell you what you need to do to keep your cars running well and nothing more. They never try to sell you things you don't really need."

"It's a great little shop. I've never been



Mike Mackey's son Rob, the possible next owner of the Acura.

disappointed there.

"And in addition to taking great care of cars, they do a great job of treating people well. Chuck is just a really nice guy.

"I tell everyone about Chuck's. They are wonderful people and they get the job done."

Chuck's is OPEN!

Chuck's is open for business! While most people are staying home from their jobs and not going anywhere they don't have to go, this is a good time to get those vehicle repairs done that you might have been putting off.

The state of Pennsylvania considers auto repair shops vital businesses and has allowed Chuck's to keep our doors open so we may keep your vehicles running well!

We take the health and safety of our customers and our employees very seriously and so we are employing all the recommended safeguards for businesses.

With Lynn and Chuck at the shop every day to oversee these efforts, Chuck's is also going the extra mile. On March 19, Gov. Tom Wolfe announced that all

**Blame
Pothole-Pocked
Roads... You
Might Need a
Front End
Alignment.
See Page 2**

Mandated Vehicle Inspections Save Lives

From time to time there's talk about doing away with vehicle inspections in Pennsylvania. And if it looks like that is about to happen, Chuck's recommends that you investigate the issues and communicate with your representative and senator.

While they may seem like a nuisance, those of us in the automobile service industry know that vehicle inspections save lives. This was hammered home by Tom Molla, vice president of the Automotive Service Association (ASA), in a story he wrote for Autolnc., the official magazine of the Automotive Service Association (ASA).

The ASA has been a staunch defender of Periodic Motor Vehicle Inspection Programs across the nation, Molla wrote. "The reason is simple. The ASA believes PMVI programs save lives."

Molla wrote the story after seeing a post on the International Automotive Technicians Network website about a fatal vehicle accident in Ohio that was blamed on faulty brakes.

Police reported that three of the four brake assemblies on the vehicle were completely worn out and caused the driver to lose control. He hit an embankment, went airborne, and rolled the vehicle over.

"The fault was that the owner failed to maintain his vehicle properly, a mistake that cost him his life and the life of his 11-year-old son," Molla wrote.

The purpose of inspections is to ensure that vehicles driven on public roadways are in good condition and do not pose a hazard to other drivers. "The cost is modest, but the value can be incalculable," he wrote. "Unfortunately legislators in some states continue to

debate whether or not these programs actually increase safety."

But ASA contends that vehicle neglect poses serious risks to public safety, and we agree. With the average age of vehicles on the road today nearly 12 years, and the largest growing segment is 16 years and older, it's vital that aging vehicles meet safety standards.

Inspections help consumers in other ways such as detecting small problems before they become big expensive ones.

They also ensure that those home-performed repairs often made by inexperienced or unskilled do-it-yourselfers are done correctly or need to be redone by experienced mechanics.

Chuck's hopes that if you have the opportunity you will join us in supporting mandatory vehicle inspections to keep all our families safer on Pennsylvania's public thoroughfares.

Chuck's is OPEN!

Continued from page 1

"non-life sustaining" businesses in PA must close. Those considered essential businesses may remain open and must follow the CDC guidelines for sanitation and maintaining a healthy work environment. Chuck's has complied with every CDC and state procedure.

We are paying all our staff for a 40 hour week, but we are rotating our staff so that no more than one mechanic is working at one time to ensure safe distance requirements.

While we recommend our no contact/no touch system, we will allow only one customer at a time in the office and conduct business at the recommended safe distance. While the CDC advises that businesses "sanitize regularly," Chuck's sanitizes the office each time a visitor leaves.

If you're like most of us, the family car is sitting in the driveway. We invite you to bring it to Chuck's and we'll take care of all the maintenance you've been putting off until you have time. Now we all do. Dave, Doug, Sean or Joe will service your vehicle so after shelter in place is a thing of the past, your family can get back on the road again! We are filling our appointment book, so please call us and schedule your visit to Chuck's!

Pittsburgh's Pothole Pocked Roads Cause Damage

We are the city where holes in the roads eat busses.

Just last fall a downtown Pittsburgh city street swallowed the back end of a Port Authority bus.

Okay, it was a sinkhole not a pothole, and admittedly, not all potholes are that impressive, but even the small ones are jaw jarring if you hit them at a high speed. And when you do, they can do serious damage to your vehicles.

Your vehicle's front end may need an alignment if the vehicle pulls to one side, if the tires are wearing unevenly in certain spots, if the steering wheel feels loose when you're driving or if your steering wheel doesn't return to center. You might also feel a vibration like your car is shaking as you travel down the road.

If you bottom out in an extremely deep pothole, your undercarriage may have hit the pavement. That means you could have ripped holes or flattened out the exhaust pipes. If you hit it hard enough, damage could be caused to the exhaust manifolds on the engine. Listen for unusual noises, that's a clue there is damage.

The suspension system provides stability. Steering should be easy to control. But if the suspension is damaged when you hit a pothole, you'll feel every bump. Your car may drift or pull as you



The pothole that ate a Pittsburgh Bus!

drive and you feel as if you need a tighter grip on the wheel. It will also take you longer to stop the car which puts everyone in danger.

Your tires can also suffer. The impact can weaken or stretch a tire's belts and cords and lead to a blowout. Run your hand along the sidewall and feel for bulges. Modern tires have aluminum-based rims that could be bent if you hit a hole at a high rate of speed. You might feel a vibration in the steering wheel or your car isn't handling as well as usual.

If your vehicle is suffering from any of these symptoms, bring it in for a pothole checkup. Our ASE-certified mechanics can fix each of these problems and have your vehicle road worthy again in no time.

Chuck's Supports These Fine Charities!

\$68,058 to MAKE A WISH FOUNDATION to fulfill the wishes of 18 dying and critically ill children—one every year. Chuck's has been a Corporate Sponsor since 2001.

\$4,430 to DISABLED AMERICAN VETERANS, CHAPTER 76 which helps ALL veterans.

\$2,250 to OPERATION HOMEFRONT which offers financial assistance, transitional housing and other programs to help military families in need.

\$21,060 to VISIONWALK to fight blindness. Our creative niece Christie, who helps with our seasonal displays, has a progressive eye disease. Lynn walks to raise money and Chuck's is a corporate sponsor.

\$17,055 to THE FOOD PANTRY of South Hills Interfaith Movement (SHIM). Chuck's is a Corporate Sponsor, donates for every new customer, and we participate in seasonal drives.

\$4,975 to WOUNDED WARRIORS which helps veterans who served from 2001 to present.

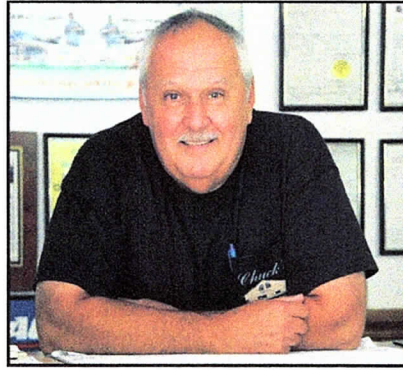
2946 phones to CELL PHONES FOR SOLDIERS which recycles them to buy phone cards so soldiers serving overseas may call home for free.

839 pairs of your old prescription glasses to NEW EYES FOR THE NEEDY which distributes them to people with vision loss in the U.S. and around the world.

Thank you for helping us help them!

Chuck and Lynn

What's New At Chuck's?



Keeping Everyone Safe

What's new at Chuck's is what's probably new everywhere – we have put new procedures into place to guard your health as you visit us.

This virus has caused everyone everywhere to take precautions. Here at Chuck's, we are complying with every PA and CDC guideline and we've instituted a few of our own as well.

We disinfect all your vehicle's touch points as well as your keys, key fob, insurance and registration cards when we receive your vehicle and we disinfect all of those things again before we return it to you. We disinfect our facility daily and every surface in the office several times a day. If you are not comfortable entering the office please let us know. We have a no contact/no touch system in place. At Chuck's, there is no higher priority than the safety and well-being of our employees and customers. We are taking this very seriously. If you have any questions, please give us a call and we'll go over all the details.

Celebrating 50 Years!

This year Chuck's is celebrating 50 years in business! We attribute our longevity to you, our loyal customers. We

value the trust you place in us and we take our responsibilities to you very seriously. We will always take care of your vehicles as we do our own Mom's! Thank you for being a part of the Chuck's family.

Our New Tire Changer

We are making Ed's job a little easier with this spanking new automatic tire machine that we bought at the beginning of January. One push of a button and the tire is separated from the rim with ease which greatly minimizes the possibility of damage to today's softer aluminum rims. It can also accommodate tires up to 22 inches! Best of all, where Ed used to have to eyeball the process, when it's time to put the tire back on the rim, this machine centers the wheel perfectly every time. Ed's pretty happy.



FREE Oil Change Winner

Lin St Clair of Bridgeville!

Call Chuck's! You've won a free oil change! Congratulations from all of us at Chuck's!

Copy this coupon and share it with family and friends!

Chuck's

COMPLETE AUTO SERVICE

412-831-2510

\$8.00 OFF

Any Oil Change

In Appreciation of our Valued Customers!

This Includes Our **Valvoline** Oil Changes

That Come With **FREE** Roadside Assistance and Tire Repair or Replacement.

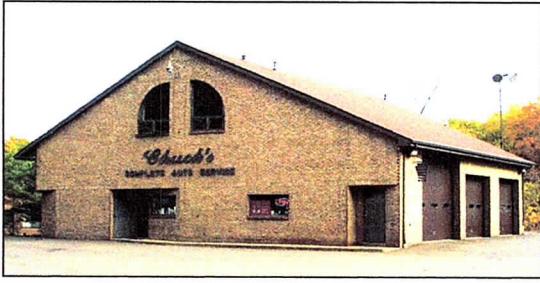
Expires June 30, 2020

Not valid with any other offer

No cash value

75 McMurray Road
Upper St Clair, PA 15241

A FAMILY-OWNED BUSINESS SINCE 1970



Chuck's

**COMPLETE
AUTO SERVICE**

75 McMurray Road, Upper St Clair, PA 15241

Chuck's Is Open!

No Contact/No Touch System in Place!

Disinfectant is our new Best Friend!

185,000 Miles And In Great Shape! "Thanks Chuck!" P. 1

The Truth About Mandatory Vehicle Inspections P. 2

Who Won a FREE OIL CHANGE? P.3

Time For Maintenance Put Off Until You "Have Time!" P. 1

Boy that went fast! Chucks Celebrates 50 years in Business! P. 3

Your Warranties Stay in Effect When Chuck's Services your New Car!

The Magnuson-Moss Act is a federal consumer protection law that protects your warranties. It allows you to take your brand-new vehicles any place you wish for routine service as long as quality products are used and the mechanics are well-trained. Chuck's has provided both of those for nearly 50 years.

Chuck's hires only the best mechanics in the business. Dave, Doug, and Sean are ASE-trained and certified which means an outside source— Au-

tomotive Service Excellence (ASE) —has tested them and confirms that they know what they are doing. Chuck's has taken care of your older vehicles for years and we can service your new cars, light trucks, and SUVs, too.

You trust us with your family cars, we will service your brand-new vehicles too. We'll let you know if something should be taken care of at the dealership.

www.chuckscompleteautoservice.com

Email: chucksappt@gmail.com

Find Chuck's Complete Auto Service on Facebook

412-831-2510

HOURS OF OPERATION

Monday-Friday 8 am to 5:30 pm

Closed Saturdays and Sundays

We Would Appreciate it!

Your opinion means a lot to us. We'd like to ask you to leave a review on Google, Yelp, or Facebook if you are pleased with our service. If you are not pleased, let us know and we will address your concerns personally. Thank you!

