

How the NATIONAL CAR SHORTAGE Impacts Your Family And what you can do about It



Ready to make your vehicles right! From left, Doug, Ed, Sean, and Vince.

A global shortage of a tiny microchip is wreaking havoc in the automobile industry.

This microchip, also known as a semiconductor, is a vital component in new car production. Because the pandemic caused decreased consumer demand for new cars, manufacturers slowed vehicle production and didn't order many microchips. Now that new vehicle demand is on the upswing, these pesky microchips aren't so easy to get. Making them is intricate and time consuming.

Black Book, which monitors vehicle costs, expects prices to remain well above 2019 levels for a couple more years.

The shortage is expected to last for at least six months according to analysts at Edmunds, an automotive information resource. Consumers are now finding this chip shortage has triggered a domino effect that has resulted in shortages of new cars, used cars, and even rental cars.

This means that your current car is even more important to your family.

We can't say it enough: the best, the easiest, the most effective way to keep your vehicles in the best condition possible is routine

maintenance — now, more than ever.

This is the time to bring your vehicles to Chuck's for any maintenance, service, or work you may have put off. With our busy lives, it's easy to delay vehicle maintenance. A recent study by the Car Care Council found that eight out of ten vehicles need service.

- 22 percent had low, overfull, or dirty oil.
- 18 percent of belts were in unsatisfactory condition.
- 18 percent of batteries needed cables, clamps, or terminal repairs.
- 14 percent displayed "check engine lights."
- 12 percent needed new hoses.

Neglecting these routine repairs and services will shorten the life of your vehicles and cost you more money in the long run. Just one example is oil changes. Oil is the lifeblood of your engine. Over time, oil degrades and wears out. Without proper lubrication, parts will grind together causing metal shavings in the oil. As it circulates, dirty oil will damage the engine. Your owner's manual tells you how often your oil should be changed.

Chuck agrees with the Car Council's findings that: "It is no secret that cars need service to maintain their quality. To extend the life of

and equity in your vehicle, take it to an ASE-certified mechanic for service." ASE stands for the National Institute for Automotive Service Excellence, a nonprofit independent organization that was created to increase quality work through training, testing and routine maintenance. Chuck's mechanics are ASE trained and certified.

Used cars are in short supply and prices have rocketed more than 40% from pre-pandemic levels to an average cost of \$25,000. Any hope of negotiating price? Good luck with that.
— Associated Press

Avoiding service can be dangerous and will cost you more in the long run. (See the story about the importance of a cooling system flush on page 2.) Come to Chuck's and let us perform the maintenance and work you've been putting off.

Our goal is to partner with you to keep your vehicles operating at peak capacity for as many miles as possible. And the best, most economical, and easiest way to do that is through routine maintenance.

Chuck's Customers are COOL! Their Engines Should be Too!

Your vehicle's cooling system does a herculean job.

Can you imagine the temperatures your vehicle's engine reaches when it's working at top capacity? The cooling system's job is to chill down that engine, absorb the heat and stop the fluid from boiling, ensure the metal parts don't rust, and prevent the plastic parts from corroding.

That's quite a job description.

Without a well-working coolant, the heat produced during constant and repetitive internal combustion would wreck the engine. That's why it's vital that you strictly follow the manufacturer's recommended schedule for a coolant flush.

Over time, the old anti-freeze will lose its anti-corrosive properties and this allows contaminants to

build up in the cooling system. That old anti-freeze will also become acidic and break down which will result in damage to the bearings in the water pump, rubber hoses, and the engine's aluminum components.

When Chuck's flushes your cooling system, we'll eliminate the rust and scale deposits. The new anti-freeze we add contains additives that lubricate the water pump and prevent rust build-up which will allow it to operate more efficiently and extend its life.

We'll also inspect your entire cooling system including the thermostat, radiator, hoses, and belts, keeping a keen eye out for leaks and other problems.

Every make and model is different, so check and adhere to your

owner's manual's schedule for the coolant flush.

Most car makers recommend a flush every two years or every 30,000 miles, whichever comes first.

Be sure to be faithful about routine maintenance not only for the cooling system, but for all scheduled work. This is the best way to prolong the life of your vehicles!

A lot of people will ignore this one to their own peril. Don't be one of them! Bring your vehicle to Chuck's for a cooling system inspection and if you need a flush, our ASE trained and certified mechanics will perform one.

Give Us Your Registration and Insurance Cards And with A Little Luck...

Your registration and insurance cards could be worth thousands of dollars!

That's right. It all depends on you doing us a courtesy and your own good luck.

When you have a state inspection, we appreciate you bringing your registration and insurance inside Chuck's OR putting them inside the night drop box with your keys. When you do that, to show our appreciation, we're going to reward you with a PA scratch-off Lottery Ticket! It's a chance to win thousands of dollars and it won't cost you anything!

To get the Lottery Ticket, you must give us both cards!

Chuck's is giving Lottery Tickets away as a reward for helping us save time.

Even though we've requested that

our customers bring these important papers inside Chucks or put them in the drop box, many customers forget. It seems a small thing, but it's really quite time consuming when you think about how many inspections we do every week. Those minutes add up and sometimes at the end of the day, work that could have easily been accomplished is yet undone and our mechanics who are hungry and tired are so committed to good customer service that they will work late so you can get your car that day. We appreciate them and their laudable the-customer-comes-first attitude, but



we'd like to get them home on time.

Plus, we just don't like rummaging through our customer's glove boxes. That seems a bit nebbly to us.

So please help Chuck's out with this small request and we'll thank you with a (potentially) great reward!

Thank you and good luck!!

Chuck's Supports These Fine Charities!

\$72,458 to MAKE A WISH FOUNDATION to fulfill the wishes of dying and critically ill children—one every year since 2001 when Chuck's became a Corporate Sponsor.

\$4,950 to DISABLED AMERICAN VETERANS, CHAPTER 76 helping ALL veterans.

\$2,850 to OPERATION HOMEFRONT which offers financial assistance, transitional housing and other programs to help military families in need.

\$26,635 to FOUNDATION FIGHTING BLINDNESS for research on disease and degenerative vision conditions. 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.

\$20,335 to SHIM (South Hills Interfaith Movement). Chuck's is a Corporate Sponsor, donates for every new customer, and we participate in seasonal drives.

\$5,275 to WOUNDED WARRIORS which helps veterans who served 2001 to present.

3,049 phones to CELL PHONES FOR SOLDIERS which recycles them to buy phone cards so soldiers serving overseas may call home for free.

1,130 pairs of your old prescription glasses to ONE SIGHT which distributes them to people with vision loss in the U.S. and around the world.

\$1,200 to TOYS FOR TOTS

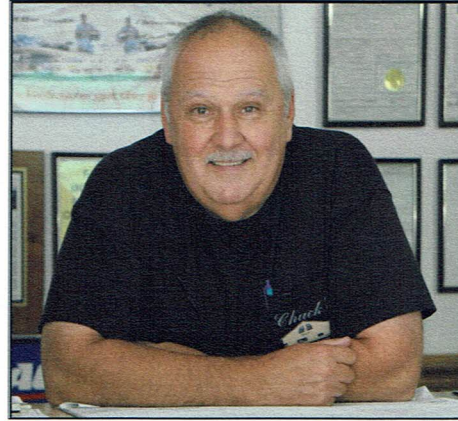
\$6,390 to ST. JUDE CHILDREN'S HOSPITAL

Thank you for helping us help them!

Chuck and Lynn

What's New At Chuck's?

Well, there's a Shortage of Car Parts Too!



We've been lucky until now. Auto shops across the nation have been seeing a shortage of vehicle parts for quite some time, and it's just hit our area. We're seeing delays in getting everything from tires to hoses, belts, and tie-rod-ends. They are out there, and eventually we find them, but sometimes it takes us a day or two longer to get them in the shop. Auto parts has joined the long list of things that are in short supply after the pandemic kept most everyone off the job for over a year. Most people are back to work and those shortages will soon become a thing of the past. In the meantime, thank you so much for your patience. We are working hard to accommodate your needs.

We are Passionate about Cleaning and Sanitizing!

We've always protected the insides of your vehicles from our dirty hands

and feet (a consequence of our work), but the pandemic has upped our game! Not only do we want to return your vehicle to you spotless, but we want to make sure that all the areas we have touched are sanitized and disinfected. We are so meticulous we can't see how any bug will survive our onslaught of cleaning agents and techniques. Please rest assured that we are working for your safety – under the hood as well as all the areas you will touch!

Chuck

Winner of the FREE Oil Change! Tim Jencka Of Venetia, PA

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**

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Upper St Clair, PA 15241

In Appreciation of our Valued Customers!

Expires November 24, 2021

Not valid with any other offer

No cash value

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How The Magnuson-Moss Act Protects Your New Car Warranty!

The Magnuson-Moss Act is a federal consumer protection law that allows you to bring your brand new vehicle to Chuck's for routine oil changes and other service.

This law gives you the consumer a choice of whether to have your vehicles serviced at the dealership or a quality auto shop like Chuck's. This law protects the vehicle warranty. It stipulates that a consumer can

bring his new vehicle to independent auto shops for service with the warranty remaining in effect as long as quality parts are used and the mechanics are trained and experienced professionals. You have trusted Chuck's to take care of your older vehicles for years. Bring your new cars, SUVs and light trucks to Chuck's for that same great service. We'll tell you if the work needs to be done by 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!

