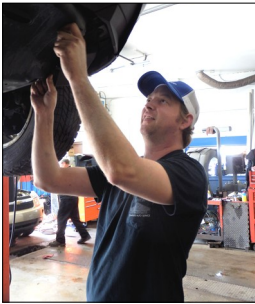


## How to Keep Your Vehicles Safe & Reliable Best Advice from Chuck's Experts

Dear Friends, as Chuck's Complete Auto Service celebrates 50 years in business, so many of you are dropping in to congratulate us and tell us why you've trusted us to take care of your family vehicles for many years and in some cases, generations! We keep hearing that you value our team the most, especially our skilled and ASE-certified mechanics who take such good care of your vehicles. During these cool days of autumn, we thought you might like to hear from the experts at Chuck's about the best way to prepare your vehicles for the ice and snow that is to come. They know very well which repairs people often let go too long and why they should not be neglected. Here's our best advice! *Chuck*

### Doug

Don't take chances with your **BRAKES**. If you hear a loud screech when you hit the brakes, or if it is taking you longer to come



to a complete stop, or if your brake pedal feels spongy, your brake pads may be worn out. Brake pads come with small pieces of carbon steel that are wear depth indicators. We call them "screechers" because that's the noise they make when the pad is worn down. That screech lets you know it's time to come to Chuck's.

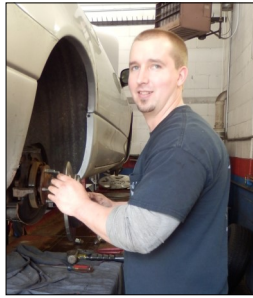
If you wait too long, you will damage your rotors, the brake calipers, and the pistons that push the calipers into position. Worse yet, the entire braking system could overheat and fail as your family car travels down the parkway at 60 miles an hour. It's a good idea to have them inspected a couple times a year. Don't let this one go.

Fast-moving parts create heat that will wear down your engine if it doesn't have proper lubrication, so stay up to date on **OIL AND FILTER CHANGES**. Over time, dirt and tiny metal shavings can cause erosion that will harm the engine and turn your car into a gas eater.

The Car Care Council reported that 22 percent of vehicles on the road have low or dirty engine oil. Don't let yours be one of them!

### Sean

The sound of a metal chain clanking inside a cage at the rear of your vehicle or the firecracker noise of a back-fire means your



**EXHAUST** system probably has a leak.

An exhaust leak or bad muffler can affect your vehicle's computer and compromise the efficiency and performance of your engine. This could result in additional costly problems.

Worse than damaging your vehicle, it could endanger your family because fumes could enter the car. We will diagnose and repair this problem right away.

Neglecting your transmission when service is needed can bring huge repair bills in the future. A **TRANSMISSION FLUSH** will help prevent transmission failure. The fluid is essential as a lubricant for moving parts that keep your transmission working properly. Over time small metal shavings and other contaminants will cause the transmission fluid to degrade.

If your engine has trouble starting or the electronics are not working as they should, your **BATTERY** may be at fault. The average vehicle battery lasts five years. Come to Chuck's and I will test see how much life it has left. Let's do this before you get stranded on winter roads.

### Ed

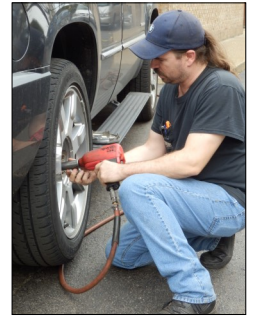
The rubber that meets the road is your family's protection.

Your vehicle's **TIRES** do much more than give you a comfortable ride, they keep you safe.

Even while driving on dry, well-maintained roads **BALD TIRES** are a danger to your family. But driving too fast or on wet, slippery roads with balding tires increase the chance of accidents 26 percent, according to the National Highway Traffic Safety Administration (NHTSA). Treads help cool the tire by allowing air to flow, but bald tires don't have grooves so heat builds up to unsafe levels. Tire blow outs can easily happen. In 2017, bald tires were blamed for accidents that killed 738 people. Hydroplaning is another problem. Grooves are shallow or don't exist at all on worn tires which makes them less effective at channeling water away from the tire.

As the tread wears away over time, the grooves become shallower, making them less effective at directing water away from the tire and a greater risk for **HYDROPLANING**. (See story on page 2)

Prepare now for winter and consider **SNOW TIRES** which have wider and deeper grooves than all-weather tires (which really, aren't) to minimize the dangers of spinning out on icy roads. Never drive in the snow on bald tires!



# Celebrating 50 Years in Business All Year Long!

During the ongoing celebration of our 50th Anniversary, we are continuing to gather stories from customers. Here is one from Audrey Amthor.

After reading what others said about their Chuck's experiences in the 50<sup>th</sup> Anniversary Newsletter, Audrey Amthor of Bethel Park was thinking how thankful she was for Chuck's over the years.

"I was just talking to Ed the other day and trying to remember how long I've been a Chuck's customer," she said. "At least some 20 years. They kept my little turquoise Honda going until it fell apart."

Audrey owned the Civic for 19 years and "falling apart" had nothing to do with the engine – the car still ran great. But the rust of 19 – plus winters had taken

their toll. "Rust is what got it in the end," she said.

She credits Chuck's skilled mechanics for helping her keep that Honda on the road as long as it was.

"They took good care of it because they knew I wanted to hold on to it," she said. When the rust ate the Honda, she brought a newer used car to Chuck's for Doug to look over. After a test drive and inspection, he told her she had a good car and she bought it. So far she's driven it 10 years. It too, is a Civic.

"I've always been very pleased with Chuck's," Audrey said. "I have nothing but good things to say. They always take good care of me. If I could think of



Chuck's Exxon Gas Station and Chuck's Complete Auto Service 1970-1978

any more good things to say, I would say them. I'm glad Chuck's is always there when I need him. Here's to another 50 years!"

## The HORROR of Hyrdoplaning

**What is it?** Hydroplaning is when your vehicle begins to slide uncontrollably on wet pavement. It can be triggered by a number of things but the main one is driving too fast in the rain or on wet roadways. What happens is water will build up between the tire treads causing a thin film to form between the tire and the road and resulting in the tires losing contact with the pavement. What you get is a careening car that slips and slides out of control. To those who have experience it, hydro-

planing is frightening.

**What you should do:** The goal is to slow down. Never use cruise control when driving in the rain or on wet roads, but if it was on before the rain began, turn it off immediately. Don't slam on the brakes, your car will lose all traction. Take your foot off the gas and turn your steering wheel in the direction the car is sliding. As your car slowly begins to straighten out, steer in the direction it is going. Once you've corrected the spin, pull over as soon as you can as you will

probably be quite flustered.

**Prevent it:** Remember that the most dangerous time to drive is during the beginning of a rain storm when oils that vehicles deposit in normal driving make the pavement slippery. If driving on wet pavement, follow tire tracks left by other vehicles. Slow down in heavy rain. Avoid sharp turns. Don't drive through puddles and standing water. And stay off of the painted road lines, they can be the slickest part of the road.

Copy this coupon and share it with family and friends!

**Chuck's**

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**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 December 4, 2020**

Not valid with any other offer

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Upper St Clair, PA 15241

No cash value

# 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?



## How to Keep Vehicles Safe and Reliable

My best advice to anyone who has ever asked me how to make a vehicle last as long as possible is scheduled maintenance. Don't ignore this important component in vehicle upkeep and care.

Every mechanic I know says what your owner's manual tells you: that your cars and trucks perform better and last longer when service is done on time. That's what the advice from Chuck's experts on page 1 is based upon. And don't forget that because of Pittsburgh's climate and many hills, we need to abide by the "severe" service recommendations in our owner's manuals. Remember, when we finally sold

our last tow truck, it had nearly 300,000 miles on it and was still in great condition. The reason is maintenance!

## Celebrate With Us!

Chuck's is holding two drawings every month for some great prizes to celebrate our 50th Anniversary! Customers who have been in the shop that month will have their names placed into a fishbowl for the drawing. But we don't want to leave anyone out! To be considered for the weekly drawing, stop in Chuck's and put your name in our fish bowl.

## Making Safety a Priority!

We are continuing to take steps to keep you and our employees healthy and safe. And, no-contact drop-off and pickup is still available at Chuck's! Call today to schedule your appointment. 412-831-2510.

## FREE Oil Change Winners!

**Margaret & Joan Sweda of USC**  
Call Chuck's! You've won a free oil change! Congratulations from all of us at Chuck's!

## Chuck's in the News!

Some of you may have seen the excellent five page feature story that our friend, customer, and local writer **Jill Thurston** wrote for **South Hills Magazine's July edition**. Jill interviewed Lynn and me and wrote about how Chuck's began with a dream and a few dollars half a century ago. We were all so humbled by the wonderful things our customers said about why they trust us to take care of their family vehicles. We want you to know that it's been our pleasure to serve you. Lynn and I as well as the Chuck's team are committed to giving you the best possible service at good prices. We promise to take care of your family's cars and trucks as well as we take care of the vehicles that belong to our moms. Read the full story here: [Bit.ly/50yearstory](http://Bit.ly/50yearstory)



A FAMILY-OWNED BUSINESS SINCE 1970



**Chuck's**

**COMPLETE  
AUTO SERVICE**

75 McMurray Road, Upper St Clair, PA 15241

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Did you Win a FREE OIL CHANGE? Page 3

Service New Cars at Chuck's - Warranties Safe! Page 4

Your car Waterskiing down the road at 60 MPH! Page 2

**Celebrating 50 years in Business!**



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## Your Warranties Stay in Effect! Chuck's Can Service Your NEW VEHICLES

Your warranties stay in effect when you bring your new vehicles to Chuck's for service — your warranties are protected by federal law! The Magnuson-Moss Act is a consumer protection law that 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 mechanics are ASE-certified making them among the best in the business!

Chuck's has taken care of your older vehicles for years and we can service your new cars, light trucks, and SUVs, too. We'll let you know if something should be taken care of at the dealership.

[www.chuckscompleteautoservice.com](http://www.chuckscompleteautoservice.com)

Email: [chucksappt@gmail.com](mailto: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!

