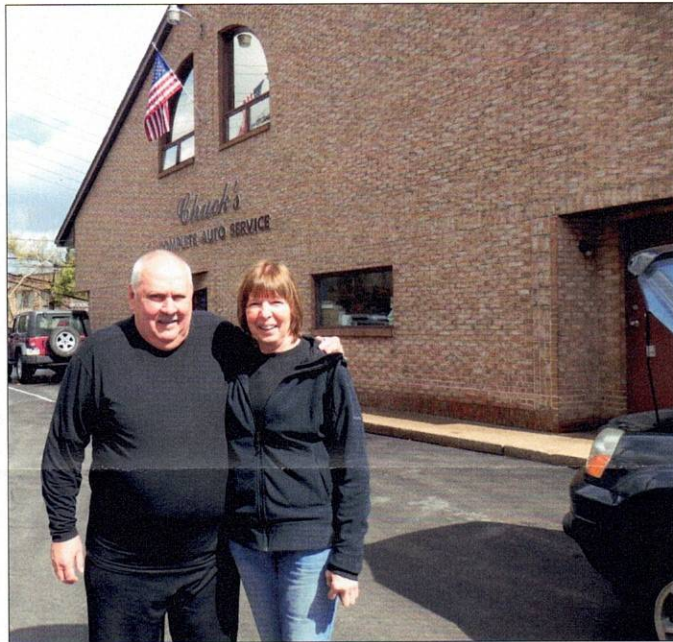


We are **PROUD** to be your **Trusted Advisors**

You often tell us that we at Chuck's are your trusted advisors and I couldn't be more pleased — that is what I've always wanted Chuck's to be for you. My goal has always been to create a business built on honesty and integrity; a place where customers can expect excellent work at fair prices. This philosophy drives our business and affects everything I do starting with hiring the best staff possible. I look for good people who are also skilled and who work well with others.

Our top notch mechanics are Doug, Sean, and Vince who are all trained and certified by ASE, the National Institute for Automotive Service Excellence. An independent non-profit organization, ASE's mission is to improve the quality of vehicle repair and service by testing and certifying automotive professionals. ASE certification tells the public that these mechanics know what they are doing. All our mechanics participate in ongoing training which keeps them current with technological changes and advances in the ever-evolving automotive industry. The guys are all great generalists, but each one has a specialty and particular interests. For example, Doug loves to work on German-made cars and so he gets most of those jobs. The mechanics also learn from each other. If one learns something new or discovers an easier way of doing a repair, he will share that information with the



team. In addition to their formal training, they train one another. The result is, we have created a team of expert mechanics—the people you count on to diagnose problems, offer solutions, and make the necessary repairs to keep your vehicles on the road for as long as possible.

We operate a little differently than many garages. After our diagnostic work, our mechanics tell you what needs to be done and leave the decision up to you. Period. There is no hard sell, no upsell, no pressure tactics. We respect and value our relationship with you and would never resort to any of those schemes.

I like the way Lynn put it when we were talking about this very thing recently. She said: "We are not trying to pressure sell anyone. We just want you, our customers to know what is

going on with your vehicle. If there is a safety issue, we'll advise you to have the work done immediately so you don't put your family in a dangerous situation. And, we will also tell you what can wait and be done in the future so you can budget for the work." And, too, part of being a trusted advisor is to tell you when you should stop making repairs on an older vehicle. There is a point where making the repair just isn't worth it. If the car is getting to be a money pit, the guys will say up front, 'I will fix the car if you want me to, but I don't recommend it.'" Fully informed, the customer makes the decision.

Sometimes we are surprised at what people want to fix, but that customer may be saving to replace the vehicle and decide to spend money for repairs to keep it rolling for a few more months.

Ed is Chuck's tire expert. He can talk to you about whether you should buy summer and winter tires or an all-season tire. He can tell you which tires wear the best, which are better in the rain, or what tires are right for your car and driving style. No one knows tires like Ed. He's been keeping customers rolling since 1995 and he keeps up with how well the rubber meets the road.

The face of Chuck's has become Jamie who schedules appointments, drives customers to and from their destinations while their vehicles are in

Continued on page 2

Your Trusted Advisors

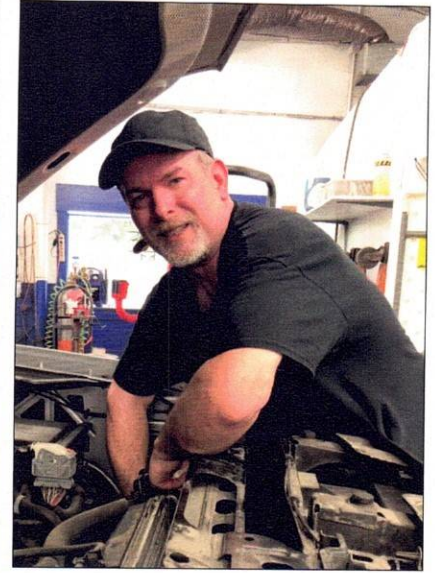
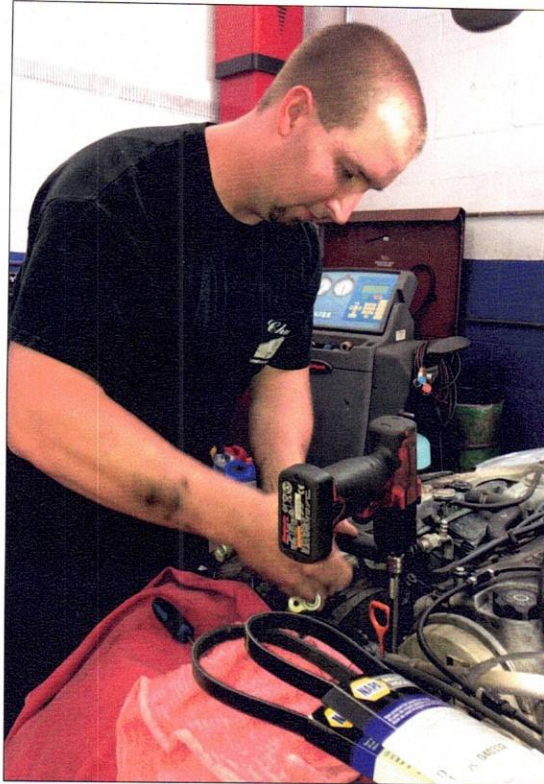
Continued from page 1

the shop, helps order parts, keeps the paperwork flowing, and dozens of other tasks that keep Chuck's running efficiently. And, proving my point about hiring good people, Jamie has become a customer favorite. I answered the phone the other day and the customer said, "Hi Chuck, can I speak to Jamie?" I smiled and handed over the phone.

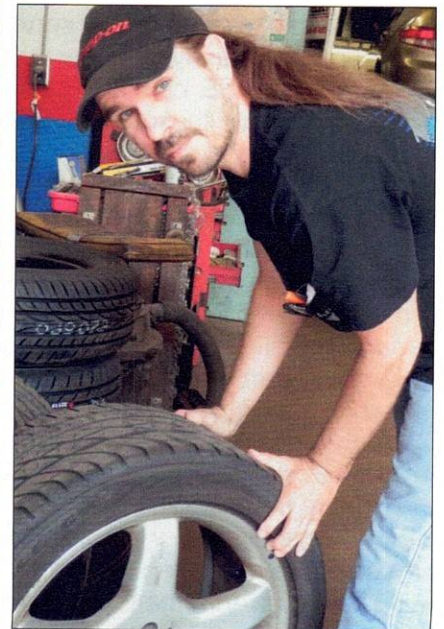
So, these terrific people make up our team and they are all committed to providing you with excellent customer service. We are so happy that Chuck's is a place where you have trusted us to care for and repair your vehicles for 51 years. A customer recently confessed that he had gone to one of those chain store oil change shops and that the person who worked on his vehicle had damaged it and then hid what he had done. Rather than risk further damage, our customer brought the vehicle to us to be repaired. He told me that he learned his lesson and would always come to Chuck's from now on. I told him, "You get what you pay for." It's not the first time we've fixed other's mistakes and I'm sure it won't be the last.

We work hard at being the well-rounded professionals that you expect us to be. I am pleased that you know you can always count on your trusted advisors at Chuck's to tell you the truth, give you a fair price, provide you with excellent customer service, and be the best at what we do.

-Chuck



As your trusted advisors, we take the faith you have in Chuck's very seriously. We appreciate it and we thank you. We look forward to providing you with excellent customer service at all levels well into the future.



What's **NEW** at Chuck's?

Dear Friends,

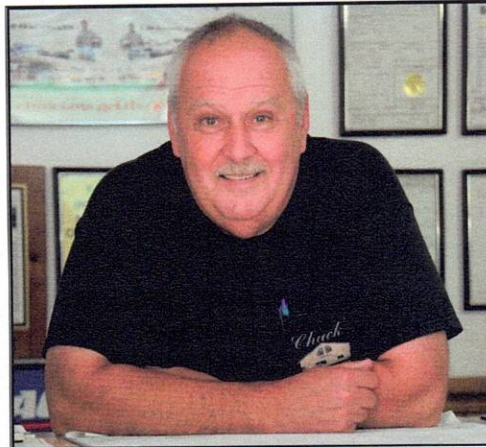
Lynn and I have waited for one year to share our big news with you and here it is: we have sold Chuck's Compete Auto Service. We waited 365 days to tell you so we could show you that the quality repairs and service, the high standards, and excellent customer service you expect from Chuck's will remain the same with new owners.

We wanted that assurance too, and we are not disappointed. The new owners, another local family, has hired me to manage Chuck's for them in the same way I ran the business as an owner/operator for fifty-one years. I am here to make sure Chuck's takes care of your family vehicles the way we take care of those that belong to our moms.

There is one change – I'll still be here, but Lynn has decided to retire and concentrate on golf, kayaking, bicycling, and all the other many activities she loves to do.

Coming for a State Inspection?

We can't say this often enough: When you come in for a vehicle inspection, please bring your vehicle registration and insurance cards into Chuck's when you drop off your keys. Or, please put the cards with the keys in the after-hours drop box.



She's having a marvelous time having fun and I'm having a marvelous time continuing to serve you.

Most of all, we both thank you from the bottom of our hearts for your patronage. Thank you for trusting us with the vehicles that transport your precious cargo, your families. Thank you for your friendship. Having this small family business and serving our friends and neighbors in our community has been our great pleasure. And I am looking forward to serving you in the very same way for many years to come. I also look forward to seeing you as always when you come in for oil changes, inspection, routine service, and repair work. While there may be big changes at Chuck's, in the day-to-day service and as far as our commitment to you is concerned, nothing has changed at all.

Chuck's Supports These Fine Charities!

Chuck and Lynn are still personally donating to all the charities they once supported through Chuck's. They are giving as private individuals. The new owners will continue the Chuck's tradition and will be making donations through the business. Here are the cumulative totals for the charities that Chuck's as a business is supporting this quarter:

\$22,725 to SHIM (South Hills Interfaith Movement). Chuck's is a Corporate Sponsor, donates for every new customer, and we participate in seasonal drives.

\$3,750 to OPERATION HOMEFRONT which offers financial assistance, transitional housing and other programs to help military families in need.

3,056 phones to CELL PHONES FOR SOLDIERS which recycles them to buy phone cards so soldiers serving overseas may call home for free.

1,164 pairs of your donated prescription glasses to One Sight which distributes them to people with vision loss in the U.S. and around the world.

Winner of the Free Oil Change

Karl Shaffer

Of Upper St. Clair

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

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In Appreciation of our Valued Customers!

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Chuck's is **PROUD**
to be your... p.1

What's New at Chuck's?
You **REALLY** want to read this! p.2

Did You **WIN**
A **FREE** Oil Change? Yay! p.3

Your NEW Vehicles Can Be Serviced at Chuck's!

Did you know you can bring your new vehicles to Chuck's for service without voiding your warranties? Thanks to a federal consumer protection law—the Magnuson-Moss Act—you may take your new vehicles anywhere you wish for service with your warranties remaining in effect as long as the auto shop uses quality prod-

ucts and professional mechanics perform the work. You know Chuck's ASE-trained and certified mechanics are among the best in the business. Bring your new cars to Chuck's. Our mechanics will give your new vehicles the same quality care they've given your older cars for years.

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



Coming in for a vehicle inspection?

Please bring your vehicle registration and insurance cards into the office or put them in the after-hours drop box with your keys.

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!