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**Chuck's**

**COMPLETE  
AUTO SERVICE**

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# Chuck's Celebrates 50th Anniversary!

**Chuck and Lynn decide  
what stories are published  
in every newsletter.  
Not this one.  
Find out why on page 4.**

## 50th Anniversary Newsletter

I've been Chuck's newsletter editor for many years and for each issue, Chuck, Lynn and I always discuss what will go in.

This one is different. When I suggested a 50<sup>th</sup> Anniversary issue, Chuck said, "Will there be enough to write about?" And I thought about all the wonderful things Chuck's customers have told me over the years and also that Chuck and Lynn's genuine humility would prevent them from publishing the newsletter that I had in mind.

And so I am doing this solo. This newsletter is my vision. It's a tribute to Chuck and Lynn from the people who are grateful for how they have conducted business and been good neighbors for 50 years: their customers.

Chuck and Lynn, from all of us who have so benefitted from your care, good work, excellent customer service, friendship, your willingness to always go above and beyond, Happy 50th Anniversary and Thank You!  
— Deborah Mendenhall, newsletter editor and Chuck's customer for 24 years.

## Everyone I know has a Chuck's story; Here is one of mine

"We were moving from California to Pittsburgh and thought we blew the turbo on the family Volvo in the Rocky Mountains.

"We had been cheated for years by the owner of our neighborhood auto repair shop in Fullerton, CA and didn't want to stop in a town where we didn't know anyone and try to find a good and honest mechanic. In fact, the day we left California our local paper ran a story about our mechanic being charged with fraud after a police sting. The Volvo drove okay, so we continued on our journey and limped into town.

"The next day, my husband Jim and I asked several of our new Upper St. Clair neighbors if they knew a good mechanic. Everyone recommended Chuck's Complete Auto for being honest, having fair prices, and doing good work. It was unanimous so I drove the car to Chuck's and said, 'It's blown the turbo. We've done it before, I know it will cost \$1,500, order the part and let us know when the car is ready.'

"Chuck called me two hours later and said, 'You've blown a \$10 air hose.' I was astounded, especially when I thought about the years our Fullerton mechanic had stolen from us. Chuck had the opportunity to cheat us out of a lot of money. In fact, I had given him permission to cheat us out of a lot of money and yet he didn't and I knew I had found someone rare.

**"Until that moment I believed that an honest mechanic was like Bigfoot. You hear a lot about sightings, but no one you know has ever seen one.**

"What had kept Chuck's from taking advantage of me? Only honesty and integrity. I will never go anywhere else and Chuck and Lynn have become dear friends. I'm delighted to recommend Chuck's to everyone I know and sing his praises in this newsletter!" — Deborah Mendenhall, Chuck's customer for 24 years.

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

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