

IMM Auto Service News

In This Issue

[Personal Guarantee](#)

[Please Stop](#)

[How to save money](#)

[Who do you trust?](#)

Quick Links

[IMM Website](#)

[Customer](#)

[Feedback](#)



Personal Guarantee



I personally guarantee that IMM Auto Service will provide the best possible service for your car. It is our mission to maximize the utility of your vehicle for you and to protect not only your financial investment, but to help insure your

Dear Customer,

Thank you for the trust you place in IMM Auto Service. Our goal is not only to properly service your car, but to also give you the information necessary for you to make the choices that will allow you the safety and security a properly maintained car can offer.

Following are a few tips to help you get the maximum life and enjoyment from your automobile.

If Your Car is **Overheating**, Please Stop

Over the last few months, we have seen an inordinate number of cars towed in because they were overheating. In some instances it was due to deferred maintenance that resulted in broken belts, a bad thermostat, or a blown hose. In some instances, the cause was an anomaly that could not have been reasonably predicted. In any case, if your car is getting hot, our best advice is for you to safely pull the car over and stop. Should you continue to drive, you risk thousands of dollars of potential damage to your engine.



The same is true if you have a **RED** light come on while you are driving. Red is usually a color that means stop or danger. Many times an expensive repair can be avoided if you stop before any major damage is done.

OK, now you've stopped, but what do you do? Sometimes you just need some advice. Should that occur, you can always call the IMM cell phone at **602 321-4025**. Sometimes you may need to leave a message, but we try to answer this whenever we can. We don't want any of our customers stranded and wondering what to do. You can call that number at any time.

We realize that problems usually happen at very inconvenient times and sometimes stopping is difficult, but should that occur, gives us a call and we will see that you get the necessary help.

safety and the
safety of your
family.

David Enriquez

Save money on Auto Repair

There is a well known business consultant, William Deming, whose writing and advice is studied world wide. His contention is that by improving the quality of a product or service, the long term cost will go down, resulting in a cost savings. We subscribe to this philosophy and would like to offer you some thoughts.



When it comes to your car, there are three major areas where one can save:

1. Reduce the frequency of major problems or breakdowns.

Any time your car breaks on you, it is most likely at the most inconvenient time, resulting in lost time at work, towing charges, or the worst case, an accident. Frequent inspections by a certified technician that you know you can trust is the best way to catch problems while they are small.

2. Perform the proper repairs and appropriate service for your vehicle. This is where our 37 years of experience is so invaluable. On many occasions we will be consulted about a proposed repair on a vehicle for a new customer. In many instances, the repair they are being advised to have done, is not the proper repair. We have saved customers money and time by performing the proper diagnosis and repairs that they really needed.

3. Make sure you follow at least the minimum manufacturers recommended maintenance schedule. It is impossible to predict exactly when an item like a timing belt will fail. The manufacturer, however, keeps track of failures and life expectancy and makes its recommendation based on this data. There are different recommendations based on time, mileage and temperature in many cases. If you decide not to perform the recommended service per their advice, you may be OK, for a while, but the odds and data are against you. We will at least give you the factory recommendations and our best advice.

When it Comes to Servicing Your Car, Who Do You Trust?

When most people think of an oil change, they think drain the oil and change the filter. We also think this is an opportunity to make your vehicle more dependable for you and your



family. That is why, during your oil change, we give your car a comprehensive inspection to make sure you and your family won't end up stranded.

Thank you for the trust you place in IMM Auto Service.

Remember we work on most imports and many domestic automobiles!

Sincerely,

David Enriquez
IMM, Inc.