

VOTED BEST AUTO REPAIR
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**OWNER/MASTER TECHNICIAN
WARREN MCCORD**

his emphasis of "quality only." But to win "Best Auto Repair," you figure Dean's must be performing many things well to earn community accolades.

"I believe our customer service truly sets us apart from other shops," says Donna. "Everyone here cares about what they do. Customers can see that; it starts with Warren — he sets the standard — and it filters down to Service Advisor George at the front counter and to the techs in the garage. Customers feel good when George advises them... that's because they know he genuinely cares, that he wants to help them.

With today's sophisticated vehicles, it's mostly about electronics. A quality facility such as Dean's fully understands and stays ahead of the high-tech curve. Speaking of "understanding," Dean's believes that good communication is critical and that their clientele should feel comfortable knowing why services and repairs are needed. Donna says, "At Dean's we take the time to make sure our customers understand what we're doing to their vehicle and why. Customer education is a big part of what we do."

DEAN'S AUTOMOTIVE

Warranty: 24 Months or 24,000 Miles
Monday-Friday 8am-5:30pm

(650) 961-0302 for assistance or appointments
2037 Old Middlefield Way, Mountain View, CA 94043

- Major/Minor Services ■ Electrical ■ Brakes
- Fuel Injection ■ General Repairs
- Engine/Clutch/Transmission Service/Repairs
- Air Conditioning ■ Engine Diagnostics
- Free Customer Shuttle ■ Early Bird Drop-Off
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Dean's
2037 Old Middlefield Way
Mountain View, CA 94043

We Get Letters

"Feels like a new car! And looks new 'cause it was cleaned for us, too! What a great experience!"

—J.M., San Jose, Subaru Owner

"Solid technical knowledge, honest, reliable, helpful, and friendly. A clean, organized, well-equipped shop."

—R.B., Cupertino, Volvo Owner

"In today's stressful world, it's great to trust the care of my car (without my car I'd really be lost!) to the caring people at Dean's!"

—A.B., Mountain View, Toyota Owner

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WINTER
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2009

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www.deansautomotive.com

Dean's
AUTOMOTIVE

THE VOICE
best of
MOUNTAIN VIEW
2009



Voted "Best Auto Repair"
in Mountain View!

For The Highest Quality Service & Repairs, Think Dean's Automotive

If you described Dean's Automotive in one word, *professional* would be a good choice. Owners Warren and Donna McCord bring a "breath of fresh air" to the automotive service and repair industry. Adhering to only their own high standards of professionalism is the foundation for which Dean's conducts all business: maintenance services, repairs, and customer service/relations. Ethical, diligent and dedicated, Dean's philosophy has not gone unnoticed by

the community. They were recently awarded "Best Auto Repair" by readers of the weekly newspaper *Mountain View Voice*.

"It feels good to receive this award," says Warren. "It validates that our customers appreciate the best-quality work we strive to provide."

Warren has more than 20 years as an ASE-certified master technician (the gold standard for automotive technicians) and employs only like-minded industry-certified technicians who share

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Ask about Dean's All Season Preventative Maintenance Services: 4K, 7.5K, 15K, 30K, 60K, 90K.



ASE CERTIFIED TECH JUSTIN WILLIAMS ASSESSING THE CHARGING SYSTEM

Winter Maintenance Tips:

The following auto systems, if defective during either cold or inclement weather, can leave you with a vehicle that won't start, or worse. Not sure if your vehicle's systems are up to spec? Call service advisor George Norton for advice: (650) 961-0302. Dean's Automotive can inspect and properly service all your auto systems.

BRAKING SYSTEM — WHAT DEAN'S LOOKS FOR:

Technicians inspect all brake material — pads and rotors — the condition of the fluid, lines, and check for leaks. A full brake inspection takes just an hour.

COOLING SYSTEM — WHAT DEAN'S LOOKS FOR:

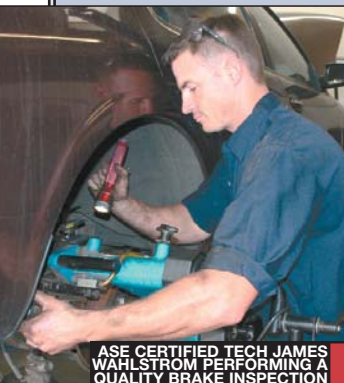
Technicians pressurize the system and check for leaks. This includes the water pump and radiator. Rubber hoses are inspected — they deteriorate from the inside out — making sure they're not too soft to the touch, or revealing cracks when squeezed. Inspection takes about 45 minutes.

BATTERY/CHARGING SYSTEM — WHAT DEAN'S LOOKS FOR:

Technicians check the condition of the battery with a load-test to determine the voltage, which needs to be above 9.6 volts. The charging system is inspected for proper D.C. voltage to determine if the alternator is working or not; technicians also assess the alternator's output — voltage and amps — to ensure it's charging correctly. The starter system circuit is checked for the amount of amps the starter draws when working.

TIRES — WHAT DEAN'S LOOKS FOR:

Technicians check for cracks to the sidewalls, look at the depth of tire tread, and that the tires' tread pattern wears evenly — inside to out. The manufacturing date of the tires is checked. (Tires also deteriorate from the inside out, and if they are more than six years old, replacement is recommended.) Older tires can fail without warning under any driving condition.



ASE CERTIFIED TECH JAMES WAHLSTROM PERFORMING A QUALITY BRAKE INSPECTION

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Good for Your Vehicle, Plus Mother Nature will Thank You!

High-tech AMSOIL® products are not only great for your vehicle, but they're environmentally friendly as well. Dean's Automotive highly recommends AMSOIL® products because AMSOIL® synthetic lubricants and coolants out-perform conventional motor oils and coolants. Ask about Dean's 7,500-mile/6-month AMSOIL® engine oil and filter change, or the 25,000-mile/1-year AMSOIL® engine oil and filter change.

For more information, call service advisor George (650) 961-0302.



JOIN DEAN'S AMSOIL® CLUB AND GET A DISCOUNT

After joining, and after your initial oil-and-filter change (every 7,500 miles), you'll automatically receive a \$10 discount with all future oil/filter changes. This discount applies to all your vehicles using AMSOIL® engine oil.

Winter Driving Tips:

Sound Advice from Service Advisor George Norton

■ PROPER TIRE PRESSURE'S A MUST FOR WET, WINTER DRIVING

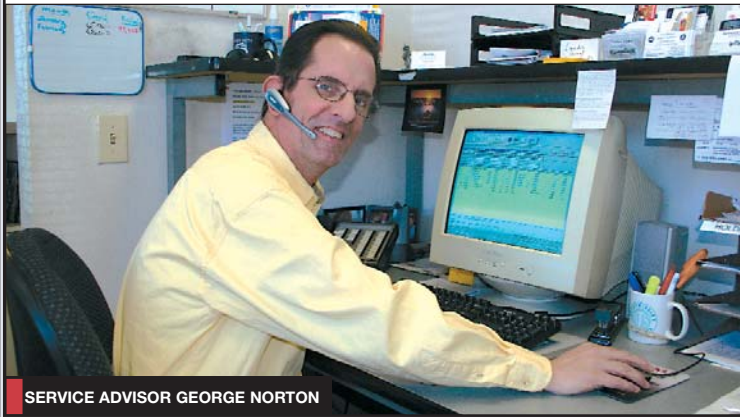
"Over-inflated tires allow your vehicle to easily hydroplane — your tires are literally off the ground while driving through puddles," says George. "Under-inflated tires — some think 'softer' means better traction — is also not a good idea. An under-inflated tire hastens wear, decreases fuel mileage, and increases the possibility of a blowout." The majority of vehicles are rolling along with the wrong tire pressure. As a service to the community, Dean's will properly adjust your tire pressure for free.

■ ARE YOUR WINDSHIELD WIPERS PROPERLY WORKING? LET DEAN'S AUTOMOTIVE REPLACE THEM BEFORE THE NEXT BIG STORM

Wondering why your wipers there's a half-inch of rubber — not easily visible — that tears, causing smearing and visibility problems when in use. "Summer's heat and sun make wipers dry and brittle, so I recommend replacing your wipers yearly," says George. "We have about every size in stock, and we can replace your old wipers in minutes."

■ DRIVING IN A DOWNPOUR? TRY POLARIZED SUNGLASSES, FOR OPTIMUM VISION

Five years ago, George discovered the benefits of wearing polarized, prescription sunglasses while driving in inclement weather. "I could see clearer, with better depth perception," says George. "I could easily see puddles — different colors — and differentiate them from drier asphalt. After a rain, you'll see rainbows." George suggests using polarized sunglasses when driving through fog and snowfall as well as rain.



SERVICE ADVISOR GEORGE NORTON

Commitment to Customer Service

- Free shuttle and discounted rentals arranged.
- Service Advisor George Norton: experienced, friendly, professional.
- AAA approved automotive facility — only quality shops are approved.
- 24 months/24,000 miles warranty on parts and labor
- Innovative payment plan available allows 90 days interest free
- Service reminder post cards and/or emails
- Like auto tips? Learn more about us? Cruise our web site:

www.deansautomotive.com



Hybrid Expertise Since 2004

"Dean's Performs all Vital Services & Repairs, plus We Own a 2005 Toyota Prius!"

Warren is not only an ASE-certified Master Technician, but he's also certified as a Master Hybrid Service Technician. With Warren's hybrid certification, Dean's is only one of a handful of Bay Area independent auto facilities qualified to service and repair hybrid vehicles.

"In 2005 we purchased a new Prius to shuttle customers and pick up parts," says Warren. "It's also been our shop 'guinea pig.' Countless times we've torn it apart to continuously learn about hybrid technology."

Desire a more customer-friendly experience? "We rarely over-schedule appointments," says Warren, "so the average turnaround is the same day." Dealerships have a first-come-first-serve mentality, the very reason it may take days for a simple oil and filter change.

ONE GOOD FUEL-SAVING TIP:

Avoid "revving" your engine, especially just before you switch the engine off. This wastes fuel and washes oil down from the inside cylinder walls, leading to oil-pressure loss.

CONSUMER WARNING: AGED (EVEN IF "NEW") TIRES CAN BE A DRIVING HAZARD

Please visit this link for your and your family's safety: <http://tr.im/ANzO>