

SUMMER 2005

Laughter is to life what shock absorbers are to automobiles. It won't take the potholes out of the road, but it sure makes the ride smoother.

303-STATION (782-8466)
www.stationauto.com
www.TRKSTOP.com

Call 303-807-1863 for 24-hour Emergency Service



FTUNED

Peter Boyles, Denver Radio Icon, Joins the Station Automotive Team

If there's a hot issue in Colorado or the world, you'll find Peter Boyles at the center of it. His investigative, provocative, down-to-earth style has powered KHOW-am630 to record high ratings. Peter brings out the real story and has an uncanny knack for getting people in the middle of the controversies to speak honestly and candidly.



The Peter Boyles Show
5-9 a.m.
Monday - Friday
630 KHOW

You can imagine how excited I am to have someone like Pete on board. A long-time friend of my partner, John Frew, Pete met the guys at the shops and was hooked. Pete knows automotive, and now recommends Station because he's a friend and believes in us.

Here are a few things Pete is saying about Station and TRKSTOP:

"I want to tell you about a bunch of Denver guys who are actually serious about changing the automotive repair business ..."

"... They believe if you really want to take care of your vehicle, you take it to a specialist ... Someone who knows your vehicle type ... and can fix any problem your car can throw at 'em."

"Ladies, that SUV you're driving is a truck. Might ride like a car, but underneath, it's a truck ... So, if you've got a check-engine light, your transmission's acting up, or you just want a quick oil change, take it to my buddies at TRKSTOP ... they'll tell you the straight story ..."

"What's the difference between an automotive technician and a mechanic? Well, A technician replaces parts ... a mechanic fixes cars. "

"... The guys at Station are like a family. A family of specialists who know your car inside and out ..."

The Best Compliment You Can Give Us is to Refer Us to Your Friends and Family

We know that, in terms of cost and quality, there's a huge gap between the dealership and the corner garage. That's why we're working to make sure that Station is the clear choice, and thank you for your business.

We also ask, if you're happy with our service, that you refer us to your friends and family. Pass on this coupon and they will receive 10% off all labor services on their first visit. And as always, I am available for your comments and suggestions. We want to be your service shop, and will work to earn your confidence and trust.



303-STATION (782-8466)
Jim Gregory - Owner & President,
Station Automotive Services & TRKSTOP
303-781-8282

Women are from Venus, Mechanics from Mars



Like many women, I used to hate bringing my car in for service. I found excuses: I don't have time. I can put up with that rattle. Maybe it will go away. But the truth was, I didn't know enough about cars to be comfortable in service shops.

I didn't like the grease and oil, the dirty floors, that condescending tone, and the offensive posters hanging on the walls. I didn't know anything about engines, and considered "Dunt ... dunt ... dunt ... psst!" an accurate description of an automotive problem. So when the mechanic told me "Your compression's down on number 2. Looks like a leaky head gasket. Gonna run you \$800." Ewww! I felt completely at their mercy and really had no idea what to do. And my response usually would be, "Can't you just fix the hose thingie?"

However, life as I knew it has changed. For the past two years, I have been working with my husband and our associates to create Station Automotive Services. Who wudda thunk?

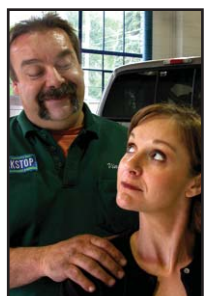
I've learned a few things along the way: I've learned a bit about engines. About hose things. And most importantly, about what I want when I bring my car in for service:



- I want to be respected. I want my mechanics to be patient and understanding. Answer my questions. Don't pressure me into making decisions when I don't even understand the problem.
- I want them to tell me what I really need. And explain it again if I don't understand.
- I want to know what I got for my money.

- I want a shop that is neat, clean and organized.
- I want a comfortable waiting area that can safely accommodate my kids. And I want:
 - Someone to take me where I need to go when I drop my car off
 - Good magazines and fresh coffee
 - A secure wireless internet hookup
 - A baby changing station in the restroom

And now I have a chance to make it happen. I visit our shops daily, making sure my standards of customer service are met. So, if there is anything I can do to make your Station experience better, call me any time at 303-781-8282. Sandy Gregory
Owner, Station Automotive



3 LOCATIONS. EACH SPECIALIZES IN SPECIFIC VEHICLE TYPES:

**TOYOTA/LEXUS
HONDA/ACURA
NISSAN/INFINITI
SUBARU • VW**



**399 W. 11TH AVENUE • DENVER
303.623-1854**

I WANT CLIENTS, NOT JUST CUSTOMERS

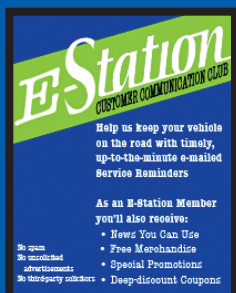
Stephen Cox, Service Manager

Customer: A person who purchases a commodity or service.

Client: A person who is under the protection of another.

I view myself as the liaison between my clients and my mechanics. It's my job to solve problems and anticipate needs. I'm not interested in making a one-time profit, I want to become a trusted advisor.

I want my clients for a lifetime, and good communication is the key.



INTRODUCING E-STATION
Clients at my shop and TRKSTOP are going to start seeing our E-Station program. We don't want you to wait until you're in an emergency situation

to bring in your car, and E-Station will allow us to send you timely, informative service reminders via e-mail. If you provide us your e-mail address, you'll also receive free merchandise, special promotions and deep discount coupons. Of course, if you prefer, service reminders can also be sent via postcard mail.

I look forward to seeing you.



**FORD
CHEVROLET/GMC
DODGE/JEEP
HUMMER • FLEET**



**2795 S. BROADWAY • ENGLEWOOD
303.875.7867**

SUMMERTIME HEADQUARTERS FOR "THE SARGE"

**Mile-High Nationals July 14-17
Bandimere Speedway. Morrison, CO.**



Our good friend and Station/TRKSTOP partner, not to mention reigning NHRA Top Fuel World Champion (wow!), Tony Schumacher, is coming to Denver to defend his title. Last year, Tony broke the record for wins in a season, and in May of this year, he shattered the Top Fuel world record with a 336+ mph run.

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Come in to TRKSTOP before July 8 for a chance to win BREAKFAST FOR FOUR WITH TONY and lots of other great stuff.

Come in to TRKSTOP for an oil change before July 23 and get a FREE TONY SCHUMACHER T-SHIRT. Hurry, supplies are limited!

Truckfest July 24 Bandimere Speedway. Morrison, CO
Stop by and see TRKSTOP mechanics and racing enthusiasts at Truckfest. We'll be there with some great trucks and great deals on labor services and performance accessories.

Purchase \$250 or more in services, parts or accessories at TRKSTOP before July 23 and get TWO FREE TICKETS TO TRUCKFEST

**MERCEDES
AUDI
VOLKSWAGEN**



**5850 E. EVANS • DENVER
303.777.1119**

FIND OUT THE CONDITION OF A USED CAR BEFORE YOU BUY.

Dave Corrao, Service Manager

Many of our customers come to us before they purchase vehicles. Before you commit to purchasing a used vehicle, take a very close look. Has the owner kept it clean? Is the oil fresh? Are the tires worn? A person who maintains the appearance of their car also tends to keep up with mechanical maintenance and keeps good service records. Be up front and tell the owner that you like the vehicle, but want your mechanic to check it over. Find out where it was serviced, ask if you could see the bills, and for any problems you should expect. You should stipulate to the seller that the sale is contingent upon the inspection. (If he is reluctant, you should be suspicious.)

We'll check the vehicle carefully, test drive it and tell you what will be necessary to get it in good running order. We'll check:

- General wear and tear, body work, including paint and frame
- Mechanical systems, including the transmission, fluid levels, cooling system, engine, and suspension

A few minutes spent before you buy a used car will help prevent costly repairs later.



Summer Air Conditioning Service: Keep Your Engine Running without Overheating

Your vehicle's air conditioning and cooling system should be serviced seasonally to prevent premature engine wear due to extreme climate or engine temperature changes. We carefully analyze the key variables necessary to keep you and your engine running cool on the road.

HERE'S WHAT WE DO:

1. Test for leaks and cracks and loose wires. Tighten all connections that loosen from vibration and stress.

2. Check the radiator, thermostat, valves, fans, drive belts and hoses for obstructions or clogging. Moisture is enemy number one for your A/C's system. Moisture in a system mixes with refrigerant and forms a corrosive acid. We'll clean any debris and replace worn components.

3. Test all fuses, clutches, function and blower motor switches for proper operation.

4. Test the radiator cap so it operates at the correct pressure level.

5. Recharge refrigerant so that it efficiently transfers engine heat to cool air conditioning.

6. Purge the old antifreeze/coolant and refill with the correct mixture. **Note:** Today's vehicles require specific types of coolant, and in most cases, should not be mixed with or replaced with any other types of conventional coolant. This will cause serious component failure. All Station locations specialize in certain vehicle types, so we know which coolants go with types of vehicles. We offer both standard OE and premium extended life coolants, and have those supplies at the ready.

Now that the weather is turning hot, preventive maintenance is the key to avoiding overheating and costly breakdowns.

HERE'S THE BAD NEWS: A poorly tuned engine can increase fuel consumption as much as 10% - 20%.

HERE'S THE GOOD NEWS: Regular maintenance checks at Station or TRKSTOP, which include our FREE 21-point inspection, can help increase fuel efficiency in your vehicle.

- ✓ Proper oil maintenance reduces friction and increases fuel economy by up to 3%. We know the proper grade and formulas so that your engine doesn't have to work harder than it has to.
- ✓ Changing the air filter helps protect your engine and can save up to 10% in fuel consumption. A dirty air filter requires more gasoline to get the right mixture of air and gas, and that wastes fuel.
- ✓ Fresh coolant protects your vehicle by carrying away the heat created by the engine so it doesn't run too hot or too cool and hamper fuel economy.
- ✓ The right tire, correct inflation and wheel alignment reduces drag and can add a mile or two per gallon. We'll help you select the best tire for your vehicle, driving style and the conditions in which you drive, and check them at every service.
- ✓ Spark plugs and radiator thermostats that are in good working order allow the engine to start and warm-up quickly, and run more efficiently.

Keeping Cool

HOW COOLING SYSTEMS WORK

The job of the cooling system is to keep the engine from overheating. It transfers the heat created by the engine into the air. The **radiator** keeps engine temperatures under control. Liquid **coolant** circulates throughout the engine, absorbing heat while the vehicle is running. The **water pump** sends that hot liquid out through hoses and on to the radiator, which spreads that liquid out into a series of cores and fins, where it is cooled by the air. The cool liquid then flows back into the engine, only to be heated up again. The **thermostat's** main job is to allow the engine to heat up quickly, and then to keep the engine at a constant temperature.

HOW AIR CONDITIONING WORKS

The basic principles of evaporation and condensation are utilized in your vehicle's A/C system by a series of components that are connected by tubing and hoses. The system is divided into low and high pressure sides and cold (liquid) and warm/hot (gas) sides. **Refrigerant** takes the form of both liquid and gas as it compresses, expands and transfers heat throughout the system and then out of the vents as cool air.

In the summer, these two systems work in harmony to keep your vehicle from overheating.

WHAT CAN GO WRONG

- **Cooling system problems mean engine problems.** Over time, radiator hoses can crack or loosen, causing coolant to leak. And just like oil, coolant needs to be fresh to maintain the operating temperature of your engine, and avoid rust and corrosion.
- **A broken thermostat or valve** will not allow the engine to know its true temperature and will cause the vehicle to overheat.
- **If your car's engine overheats while at high speeds** you may have a problem with antifreeze not being able to circulate freely through the system. The longer and faster you drive, the harder your car has to work.
- **A weak air conditioner** may have to have the refrigerant recharged, or may have a loose or broken component. Refrigerant is not consumed. It is not normal for refrigerant to be lost over time unless there is a leak.

KNOW YOUR VEHICLE

WHAT YOU CAN DO

- **Check your temperature gauge often.** Anything over the 1:00 position is a problem waiting to happen. If it's in the red zone, you have an engine-overheating problem. Bring your vehicle in immediately.
- The instant you notice a serious overheat condition, turn off your air conditioner and pull over as soon as possible and call us so we can help you prevent further engine damage.
- **Do NOT open the radiator cap to check the coolant on a car that's been running.** The cooling system is pressurized, and opening the radiator cap could allow steam and hot fluid to escape suddenly and will cause burns or injury.
- We strongly recommend running your A/C system at least 10 minutes per month during the cold season. Refrigerant contains a light mineral oil that keeps the compressor properly lubricated.