



## Guess Who Just Turned 30?

Back in 1979 my Father had a dream that he made come true. My Mom and Dad had 3 boys that were full of energy and being boys they thought they knew everything there was to know. The biggest difference between Dad and his boys is that Dad actually did know everything and there were plenty of people who agreed that he might actually be right! **Hal's was born that year!**

Since 1979 Dad and Mom spent their time teaching his boys what they needed to know about cars and people and passed Hal's Auto Care on to them. They are now writing history in their own way and it seems to be working out just fine.

A lot has changed since then but a few things have stayed the same. The fact that the owner's are on site every day is the same and the commitment to the customer is the same as it has always been.

Both of these are hallmark's of Hal's and aren't going to be changing anytime soon. A couple of major things have changed that you need to be aware of.

Our mechanics are now certified by the ASE and attend ongoing classes to stay current on things like Hybrids, Diesels, Hydrogen Powered cars and green practices in the shop. All of these areas matter to you at the end of the day. We are committed to excellence in the maintenance we perform for you and all repairs we do for you as well.

From the desk of Mike Schedler  
Owner/Operator  
Hal's Auto Care

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As the old adage goes "the only thing constant is change. This applies more than ever to the automotive industry. With dealerships closing, well known brands going away and the government becoming a partner in dealerships life is very different. Indeed, it has changed from "It's not your fathers Oldsmobile" (gone now) to "who in the heck does it belong to now anyway"? I guess different is being charitable.

There is good with the bad however. Cars today are designed to last 200,000 or more miles with proper care and adhering to 30,000, 60,000, 90,000 and so on schedule that the manufacturer's created. This is a welcome positive. With all of the OBD (On Board Diagnostic) systems we have you know more about what your car is doing sooner than ever. Remember the old days of the Idiot Light that let you know something was wrong only after your car quit running? Today is clearly better! Furthermore the marriage of OBD and fuel injection has almost made the term tune-up go the way of the dinosaur!

When you bring in your car for a drivability problem such as an illuminated check engine light, a he situation, a stalling problem or you are not getting optimal gas mileage the technician will diagnose this with a shop computer which will guide that technician to the fix. This means that not only does the technician need to know how to do the repair but they must also be very computer literate at the same time.

As a result of technology the age of the grease monkey is gone and the age of the auto repair technician is here; hopefully to stay! With the Greening of America this is a good thing for all of us and our air and our water. Wishing you safe and happy motoring!

Mike Schedler

## 3 Year Guarantee On ALL Repairs at Hal's!

As a direct result of the availability of great parts and even better technicians we have recently increased our warranty on all repairs to 3 years or 36,000 miles whichever occurs first. My philosophy in repairs your car is to repair it in such a manner that I can stand behind that repair (in front in the case of brakes) for as long as possible. We don't know of any other shop in the valley that is even talking about this and we are doing it! Why accept less?

If you are even considering a repair somewhere else and they won't promise 3 years you may demand to know why!



## Meet Rod Fuller

We were able to score a pretty major victory recently when we were able to Mr. Rod Fuller to come on board as a new technician.

The term new refers only to his tenure here at Hal's Auto Care. Rod has spent the last 20 + years working in General motors Dealerships. He has been to all the classes, all the training session and knows most of the books and models by heart at this point in time. Rod would be a major score for any large dealership and to have him in our shop is a true benefit for both of us.

You win because you have someone working on your vehicle that has seen it all and done it all and we win because we know his history and we know he will repair your vehicle right the first time and do it with ethics like every other one of our technicians. We encourage you to say hello to Rod next time you are in and look at his resume. **Incredibly impressive!**

## Hal's Can Get You Ready For Winter With A Great Special!

Hal's will winterize your car and take off a cool crisp \$100 dollar bill from the final bill! We will completely flush your cooling system and properly dispose of the waste fluid in an environmentally friendly manner, replace your wiper blades, rotate your tires, inspect your brakes and inspect the rest of your car while we are there.

**The best part is that if you have a breakdown during one of the Winter Months we will take \$20 off your repair bill when we are done with the repair!**

## Why Do We Stress Maintenance So Heavily??

We can sum this up in two word's... Reliability and Longevity.

**RELIABILITY** — One of the most difficult things to plan on is an unexpected failure to start or run. While no one can promise absolute reliability we know we can dramatically improve the odds that your car will start and run if it is properly maintained. This is also the place where most people want to cut corners to hopefully save money. This actually tends toward costing MORE money because when not maintained as suggested some of the really expensive parts will fail before their time. This leads to having the kids in the car while you are on your way to work and when you turn the key nothing happens or, worse yet you are going home or to pick up the kids and then you turn the key and nothing happens. **Reliability matters!**

**LONGEVITY**— The other area that we have been told by you is important is the issue of making your family car last longer. Let's face it, times are tough. There is a lot of uncertainty around and the last thing you needs to spend time worrying about is replacing your car or having an expensive repair to the car you rely on daily. Whenever we do an oil change or even something as simple as a tire rotation we also give your car the once over twice. When we can catch something that is close to being a problem we can often times save you hundreds of dollars, keep your family safer and help your car last longer. At the end of the day this is our job and we are serious about it.

Kenny, Mike and anyone you are talking to about your car is serious about this and will do whatever they need to do in order to get this across to you. We hate those calls first thing in the morning that you are stranded and have no car. Help us to help you to virtually eliminate these calls and their associated problems by maintaining what you have. **Call us today at 916-485-9215 and we can tell you what needs to be done, when it needs to be done and why! Call today!**



## **Car Repair Labor Rate As High As \$175 per hour?????**

We have long said we have the best customers in the world and nothing seems to happen to alter that perspective. A customer of ours (someone who has several friends coming in here) alerted us that there is a local Dealer that is charging as much as \$175 per hour for labor to repair your car! **\$175 per hour!** Currently we are charging about half of that and we are holding the line on ANY increases in 2009. What could you get for \$175 that we don't provide? Nothing from what we are told with the exception of a pretty waiting room with a fish tank! Instead of a pretty waiting room we charge reasonable labor rates and get you in and out as fast as possible.

It seems to us that some dealerships are out of control with what they charge and how they charge it. While they serve a great function and we are glad they exist we also know that we serve a similar function. Some people want a great fish tank to look at. That tank cost's you money. If you want to look at that tank that's fine. Hal's Auto Care may not be for you. We decided long ago to invest extra money in better training and better staff. While this may seem trite it is no less true.

**We don't commute to Sacramento, we live here! We spend our money here, go to local places to eat, support your high schools that your kids went to and we remain accountable to no one other than you!**

When someone suggested we start our wall of fame we wondered what the response would be from you. We are humbled and a little bit overwhelmed. People come in now and ask why they aren't on the wall with their friends. We put them up as fast as we can and our goal is to fill every wall in the office. What we see when we look at that wall are the people who help us feed our families. These people pay for our food, electricity and put a roof over our head. **While it is true that we are licensed and taxed by the State of California, The County of Sacramento and The City of Sacramento none of those would mean anything without you and your support.** We think that genuine appreciation is one of the biggest things lacking in America today but you can bet you will find it here. You are not likely to find a labor rate of \$175 per hour during your lifetime here at Hal's. What you will continue to find is honesty, appreciation and people who are doing the best job they know how to do. This is how we operate and this is why we will weather this current economic storm. Thank you for being our customer as we continue to earn your business!

### **Why Does The ASE Logo Matter?**

The ASE logo is almost like having a guarantee posted on a wall that is there to protect you and your repair. ASE mean that your technician has actually attended school to learn the proper way to diagnose and repair your specific car and you know it will be done right! We hire ASE technicians because we want your repair to be right the first time as well! Look for the Logo!

