

# 3A Automotive Service

Newsletter: Winter 2012

1539 W Hatcher Rd., Phoenix, AZ 85021  
(602) 997-7978  
3aautomotive.com

Shop Hours Monday- Friday 7AM-5PM



## Shuttle Service

Don't forget our FULL TIME shuttle service is available from 7am-5pm.

# Giving Back to the Community

In November our Service Manager Tom Sutcliffe, heard about a family in need on the news. The Ratue family has two special needs children and both parents were unemployed. They had a very difficult time getting to doctor appointments for their children and job interviews, due to a broken down vehicle with many needed repairs.

3A Automotive decided to help the Ratue family and repair their vehicle to help their family get back on their feet. Tim Suppon with West Valley Towing agreed to tow their car in at no charge.

3A Automotive is a proud supporter of our Phoenix community and were very pleased to see how happy and thankful the Ratue family was, when they picked up their vehicle.

As we start a new year, we also want to thank all of our loyal customers over the years. We want to wish you all a happy and prosperous 2012 in the year to come!

Sincerely, Jim & Earlene Alauria



# iPad Winner

We want to announce that Dr. Jim was the winner for the December drawing of a brand new iPad 2.

Don't miss out on your chance for another drawing on March 30th for anyone who did not participate AND/OR anyone who has been in again and does another review on a different review site.

- 1) Go to 3aautomotive.com
- 2) click on the "Reviews" tab
- 3) choose one of the review icons to post an honest review on your experience w/ 3A Auto.
- 4) call or email us at [servicemanager@3aautomotive.com](mailto:servicemanager@3aautomotive.com) so we can enter you in the drawing!

**GOOD LUCK!!!!!!!**



# “The **Five** Never, Never Neglects”

Over the past few months we have seen a lot of customers put off needed repairs and maintenance with the idea of “saving money”. With the Press constantly pushing “save” and “conserve” it is no wonder people feel this way. Well, after being in business for the past 37 years I have seen a few situations like this, and it never fails that those customers who put off maintenance and repairs end up paying a lot more than those who stay on top of things. The key to cutting automobile costs is regular maintenance and fixing problems right away. Below are five key things that you should always stay on top of no matter what. If you stay on top of these five things, we will be able to detect and prevent most major failures before they cost you a fortune.

## 1. 3000 Mile Service or AKA Oil Change

At 3A Automotive when you get an oil change it is not just replacing the oil and filter in your vehicle. We call it a 3000 mile service because every 3000 miles your vehicle should be inspected by a professional. Our 3000 mile service includes checking the belts, hoses, battery, all vehicle fluids, tires, brakes, lights, and wipers. It is a full inspection to ensure that not only is your car reliable but also safe. You never want to neglect getting this service.

## 2. Brake Inspection & Adjustment

When you get your oil changed at a “quick lube” station they do not check your brakes. They also don’t offer a service to make an adjustment to your brakes if your car needs this service. By regularly checking the brakes every 3000 miles, you can avoid having to replace extra parts when it is time to replace the pads. Also, if it is necessary for your brakes to be adjusted, you’ll want to stay on top of this service to ensure that you get the full life of your brakes.

## 3. Battery Check

Again, at 3A Automotive our 3000 mile service includes a battery check as part of the service. In Arizona a good battery will last up to five years even in the extreme heat. A battery test will indicate whether or not your battery will die in the next few weeks or months. Especially with the extreme heat of Phoenix it is important to have this checked every 3000 miles.

## 4. Engine Cooling System

The fluid that cools your engine is called Antifreeze. It is a non-corrosive fluid that will not only absorb more heat than water boiling at +270 degrees Fahrenheit but also has a freezing point of as much as -62 degrees Fahrenheit. As this fluid gets old, it can clog the cooling system and inhibit your vehicle from keeping itself cool or warming up in the morning.

## 5. Transmission Fluid Exchange

A new transmission is very expensive, yet most transmission failures on vehicles with less than 100,000 miles on them are due to a lack of service. All it takes is about \$150 every 30,000 miles and the modern day transmission will last a long time. When transmission fluid gets dirty it does not lubricate and does not pull heat away from the transmission and ultimately it burns itself up.

All of these items listed above are checked out during our 3000 mile service. I hope this information helps you make the decision to stay on top of these key services. The more you put off the maintenance, the more it will cost you in the long run.

If you have any questions about what services your vehicle needs or what services it has already had please give us a call any time.

Thank you,  
Jim Alauria, Owner



A/C Tune UP  
\$79.99 Plus Tax **SAVE \$30**

Includes:  
\* A/C Fluid  
\* Check & Add Freon  
\* Check A/C System Performance  
\* Check Hoses & Belts  
\* Up to 1lb R-134

Good thur 3/15/12 . Most Vehicles. Not valid with other offers.

\$20 off  
Transmission Fluid Flush  
Or Engine Coolant Flush

Good thur 3/15/12 . Most Vehicles. Not valid with other offers.

# Women's Car Clinic

Ladies, do you want to know more about your vehicle? Well we have the solution for you. On Saturday, February 18th, 3A's Owner, Jim Alauria along with Service Manager, Tom Sutcliffe and Service Advisor, Adrian Jaramillo, will host our third Women's Car Clinic.

## A visual explanation of your car's maintenance.

- When:** Saturday, February 18th from 9am - 11am
- Where:** 3A Automotive Service
- Who:** Free for ALL women and men
- RSVP:** By Wednesday, February 15th to Nadine at [marketing@3aautomotive.com](mailto:marketing@3aautomotive.com) or call 602-997-9798.

## YOU WILL LEARN:

- What to do if you break down on the highway or city street (by Phoenix Police Dept)
- How to jump start your car
- How to change your tire and check your air pressure
- What the dashboard warning lights mean
- How to check your fluids



Bagels, doughnuts, coffee and juice will be served along with a special gift bag for everyone who attends. Bring your friends, family and husbands.

It will be a lot of FUN for everyone!

**CALL NOW 602-997-9798**

# Meet the Team

3A Automotive will enter its 37th year in business in a few months. During that time we have had the privilege of seeing newborns turn to adults and starting their own families. We have grandparents and grand children bring their cars into us for their service needs. In considering this, we wondered how much about us you know. So we decided to share some information about us with you. Every newsletter will contain something about one of our employees in this section.

This quarter we are going to tell you about our Service Manager, Tom Sutcliffe. Tom was born and raised in Arizona. He went to Manzanita Elementary School, Palo Verde Junior High and Apollo High School. He attended Glendale Community College, University of Phoenix and Western International University.

Tom's household consisted of his mother, father and 3 sisters. His Father was an automotive store manager before retiring. His mother owned a firewood business that was run out of their home. He lived in the same home until he married his high school sweetheart, Allison, in 1999 at which time they moved into their own home.

Tom and Allison have been married almost 13 years now and have 2 boys of their own ages 8 and 10. Tom's passion outside of work is his family and he loves coaching his sons in football. In fact, Tom loves coaching so much that he coaches 4 youth teams ranging in ages from 6 to 14 years old.

This year Tom is celebrating 18 years in the automotive repair business. With that experience, 3A Automotive is glad to have Tom as part of our dedicated team.





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3A AUTOMOTIVE SERVICE has won the Angies Lists Super Service Award  
Thank You to all our loyal customers

**February Special**

\* Lube, Oil & Filter Change (up to 5 qts, plus taxes and fees)  
 \* Rotate Tires- as needed  
 \* Check Brakes & Front End  
 \* Check A/C & Cooling System  
 \* Check Belts & Hoses  
 \* 65-Point Vehicle Check-Over  
 \* Wiper Blades  
 \* Consultation On Any Problems You May Have With Your Vehicle

Regularly \$68.95

**Only \$43.95**

*Most Vehicles~Offer not valid with any other offer or specials. Expires 3/15/12*