

Get the most from your appointment

Start with clear ownership goals

Do you plan to keep your vehicle for a short time or many years? It could make a difference! Some services may be OK to skip in the short term, but you can't expect long-term reliability as well. Have a plan, stick to it, and make sure we know what it is.

How to schedule service at your convenience

- We offer service by appointment 7a to 6p, Monday thru Friday.
- You never need an appointment for an unplanned breakdown.
- The office is open 10a to 1p Saturday. No services are available.
- Use our After-Hours Drop Box outside regular business hours. Put the SIGNED envelope and keys in the slot and we'll have your vehicle when we open the next day.
- Schedule as far in advance as possible, especially before big trips. Last-minute appointments aren't always available.
- We discourage waiting during vehicle service. We offer a limited number of will-wait appointments if necessary, but we prefer to have ample time to care for your vehicle properly.

What to expect while you're here

- When you arrive your Service Advisor will confirm the reason for your visit, review potential costs, and arrange a time to call about your vehicle.
- If you reserved a ride on our Courtesy Shuttle, it will be ready when you've completed your check-in.
- When your vehicle has been evaluated your Service Advisor will call with a prioritized list of problems, possible solutions, and costs. We'll work with you to determine an action plan, confirm your final estimate and planned completion time, and confirm your Shuttle back to the shop (if needed).
- When your vehicle is complete we'll call and come pick you up.
- Payment is due when you pick up the vehicle, although we do have available credit plans.

Between visits

- You can expect maintenance reminders in the mail starting about six months after your last visit.
- If you ever have questions, just call. Our Service Advisors maintain computerized vehicle records telling us what's been done, when it was done, and what's waiting to be done next.

Welcome to the family!

We're a full-service automotive shop offering rational, prioritized service advice based on YOUR auto ownership goals. We offer the full range of maintenance and repair services you'll need to keep your vehicle "safe, breakdown-free, and operating at its best", and to get the most from your automotive investment.

How to get the most value from our services

As you get to know us, you'll find we're not like other shops. That's why we created this package to help you take full advantage of our many unique elements. You'll find some major points in this flyer, but if you go to our website at TomDwyer.com you'll find much more detailed material on any aspect you're interested in. And please remember, if you EVER have questions or problems our Service Advisors are just a click or phone call away. Count on them to give you the same sound advice they'd give their own family.

Open 7am till 6pm, Monday to Friday

Open (office only) 10am till 1pm Saturday.

Our Saturday hours are for pickup, dropoff, scheduling, estimates, and questions. No mechanics are available on Saturday.



www.TomDwyer.com

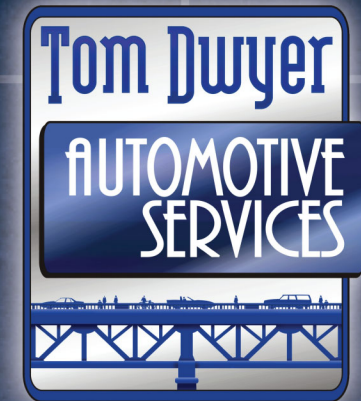
Located at the east end of
Portland's Sellwood Bridge

530 SE Tenino Street, Portland, Oregon
503-230-2300

Tom Dwyer Automotive Services on Facebook



How To Make Our Shop Features Work For You



*THANK YOU for choosing Tom Dwyer Automotive!
This brochure introduces some basic features of our shop, but PLEASE visit our web page*

"How To Make Our Shop Features Work For You"

for detailed information on any aspect of our services

503.230.2300

530 SE Tenino St., Portland
TomDwyer.com

You've chosen a top quality shop DESIGNED to serve your interests. You can rely on our service and advice.



The ASE Blue Seal certifies shops as qualified to work on your vehicles. Ours is one of the few Blue Seal shops in Portland, but we exceed even their high standards. Even Blue Seal shops can employ some uncertified Technicians to work on vehicles, but all our Technicians are at least ASE-Certified and currently half are ASE-Master-Certified. Few shops anywhere match this standard of professionalism.

Motivation matters in the advice and service you receive. While most Service Advisors are paid on commission, our non-commissioned Advisors give you the same advice they'd give their own families.



Technicians in most other shops are paid by the task instead of the time the task really takes, which can make them rush jobs or focus on isolated repairs to the exclusion of the rest of the vehicle. Our Technicians are paid for the time they actually spend on your vehicle, encouraging craftsmanship and care for your vehicle as a whole.



We also realize our business doesn't stop at our doors. As a certified Eco-Business we meet the highest environmental standards in our industry. We recycle everything we can in the shop, work with environmental action groups, and offset all our carbon production. Our Carbon Neutral program has offset more than 1.5 million pounds of carbon from our atmosphere!

We can help keep you on the road while your vehicle is in the shop.



Life goes on even when your car is in the shop, so we have ways to keep you on the road. Our FREE Courtesy Shuttle can pick you up or drop you off anywhere in a 5-mile radius of our shop. The shuttle runs BY APPOINTMENT, so be sure to reserve your spot when you call to schedule your appointment. Outbound trips begin at 730a, followed by a mix of inbound and outbound trips until 5p. The shuttle leaves precisely on time, so plan to arrive a few minutes early if you've scheduled a ride. If the shuttle won't work for you, we've partnered with Enterprise Rent-a-Car to offer rental cars that you can pickup and dropoff right here at the shop.



Your hard-earned money matters.

Vehicle ownership can be a very expensive proposition. We can't change that, but we try to do what we can. We don't offer discounts very often but you should ask your Service Advisor about our Carbon Neutral Program, our Labor Lock Program, or our Planned Maintenance Program. Each one is designed to not only stretch your repair dollars, but to maximize their effectiveness at the same time. We also know repair expenses rarely hit when



it's convenient, so we accept all major credit cards and if you need additional credit for major repairs we offer 6-months-same-as-cash (O.A.C.) for purchases over \$295.



Clear, consistent communication is vital to a strong service relationship.



We don't have any customers... we only have clients. That's not a detail; it's central to our business philosophy. We aren't interested in a one-sale-and-done relationship, so we try to build mutual trust relationships that last for many years. Like every relationship, the quality of this one depends on communication.

Our first line of dialogue is our Service Advisors, who are always available at **503-230-2300** to answer ANY questions you might have. We also use old-fashioned, reliable mail to send your periodic service reminders.

We also rely heavily on electronic communication. Our website, **TomDwyer.com**, puts all our experience and advice at your fingertips. Request appointments, research your next vehicle, get details on recommended repairs, and more. It's also the home of **Your Car Matters**, our shop newsletter. From service discounts to in-depth feature articles to diverse monthly columns, we think it's a newsletter you'll actually *want* to read. Finally, if you like our shop then please "like" our **Facebook** page! Politics, environment, science, humor, and more are only a click away!



Respect is the guiding principle in all our communication, electronic or otherwise. You trusted us with your sensitive personal information, so we won't abuse that trust. We will NEVER share your information with anyone, and we will try not to "spam" you ourselves.

Like what you've found? Please spread the word!

If you like what you've found with us, don't be shy! Please tell the world on Google, Yelp, or AngiesList. Or, refer a friend and our Referral Reward Program will make a donation to the non-profit group of your choice in your name.



Why don't we accept new clients with older vehicles?

We've learned from experience that older vehicles make bad foundations for *new* service relationships. Don't worry, though. Once we're caring for your vehicle we don't stop just because it gets older. We'll continue to care for both you and your vehicle as long as it makes economic sense for you.

How much is a 30K service? We don't know.



Most shops use menus for major mileage services, doing the full list (necessary or not) before telling you any other needs. We approach these interval services a little differently. Our method is to inspect and evaluate your vehicle using our proprietary Comprehensive Inspection, an in-depth mechanical evaluation that tells us (and you) exactly what's currently working, what's broken, and what could break soon. Then we prioritize the results and address them with you in order of importance. We think this is the most effective approach to vehicle care. We recommend our Comprehensive Inspection at least once a year (depending on mileage) to stay current on your vehicle's condition.



Our 24/24 warranty is the best in the business.

12/12 warranties are industry standard and excellent warranties cover 18/18, but we warranty our parts and workmanship for 24 months or 24,000 miles, whichever comes first. This warranty follows you nationwide, so you can drive anywhere with confidence.



Our top-quality service can benefit your business too.

Vehicles are among your most critical business assets, so why not let us care for them as well? We can take the burden of fleet maintenance off your hands and keep your vehicles where they belong... on the road and making money!

