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Shop News**News from Rob's Auto**

Dear Jackie Zimmerman

Welcome to the Rob's Auto monthly newsletter, designed to provide you with helpful tips on maintaining your vehicle investment. This month we feature important information about motor oil, because the most significant maintenance job for preserving the function and life of your engine is to have your oil and filter changed at regular intervals. We'd also like you to note that you can schedule appointments online, receive email maintenance reminders and maintain your personal car care page using our Internet services. As always, it's our goal to provide you with the best possible customer care!

Service Reminders

It's easy to stay on top of caring for your car with your personalized vehicle page. We'll send you maintenance reminders based on your vehicle's mileage so you can schedule regular appointments to protect your valuable investment. Visit our website at robsautocare.com today to take advantage of these and other free services including special deals for online customers.

Or please feel free to contact us at 916-555-3293 or robsautocare@tgs.com

Featured Article of the Month

Crude Comments

Basic Facts about Motor Oil

The most significant thing you can do to preserve the function and life of your engine is to have your oil and filter changed at regular intervals. The good news is, compared to the price of replacing an engine, changing your oil and filter on a regular basis is very cheap insurance.

Our customers often ask us questions about motor oil. "What's the best type for my car?" How often should it I have it changed?" "Are synthetic oils better than organic oils?" Here's some basic info to keep you in-the-know about motor oil.

What is the Best Type of Oil?

You will never go wrong using a "major brand" of motor oil in the weight and grade recommended in your vehicle owner's manual or printed on the engine's oil fill cap.

When to Change Your Oil

Most owners' manuals recommend oil and filter changes every 7,500 miles or six months, under Normal Service conditions. Normal Service is defined as the engine operating at a normal temperature, at highway speeds, and in a dust-free environment. However, many of our customers fall into the Severe Service category. Stop-and-go traffic, idling for long periods, extreme hot or

cold climates, driving in dusty and dirty conditions, or towing a trailer are circumstances that put the oil change interval into the Severe Service category, which is 3000 miles or 3 months for most vehicles.

Are Synthetic Oils Better than Conventional or Petroleum-based Oils?

Most name-brand petroleum-based motor oils meet or exceed automotive manufacturers' lubrication requirements. This fact alone raises the question whether synthetic motor oils are really that much better. Here are some pros and cons about synthetics to help you decide:

Pros

- The oil change intervals are 2-3 times longer than petroleum oils.
- Synthetic lubricants are chemically engineered from pure chemicals rather than refined from crude oil.
- Synthetic oils can improve cooling, performance and fuel mileage.
- Some Mercedes Benz[®], BMW[®], Porsche[®] and Chevrolet[®] models come from the factory equipped with synthetic oil.

Cons

- Synthetics cost approximately 3-4 times more than petroleum oils.
- You lose the extended oil change benefit if the vehicle burns or leaks oil, or if the vehicle is still under warranty and you're following the manufacturer's drain intervals for petroleum oil.

Either type of oil, when changed at its recommended intervals, will extend the life of your engine. The choice really comes down to whether or not you are willing to pay the higher price for longer oil change intervals and better engine protection and performance.

How long has it been since your last oil and filter change? Let us keep track of that for you. Our online service lets you easily make appointments, keep track of your vehicle's maintenance history and receive email service reminders based on your vehicle's mileage.

CarCare Tip

We're available online for you 24 hours a day, 7 days a week! Scheduling your appointments online is fast and easy on our website. Simply visit us at robsautocare.com and select the Appointment link. Pick the day and time you'd like to drop your car off, it's that easy. You'll get instant confirmation of your appointment by email.

Privacy Information

You received this email because when you signed up at our website or provided us your email address during service, you indicated that you wished to receive email from us about your car. If you would like to be removed from the mailing list, go to robsautocare.com and log in. Click "Update my personal profile," then scroll down and deselect the option "Sign me up for mailings."

Questions or comments about this newsletter should be directed to 916-555-3293 or robsautocare@tgs.com.