

What our customers tell us

"This is our third visit! My car has been 'hit and ran' each time. The only good part is knowing Crockett Auto Body will restore it perfectly. It's a pleasure to do business with you."

"This was the best customer service I've had in a long time. The staff was so nice and helpful, especially Mike DeMello. I've already told many friends and would definitely return if needed."

"I asked various auto dealerships for the best; everyone mentioned your shop as best. I was very, very pleased."

"Now I understand why Ogden Volkswagen recommends your work. When I picked up my car it looked better than it did before my accident! Your establishment is terrific!"



**900 San Pablo Avenue
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www.crockettautobody.com
RETURN SERVICE REQUESTED**



ONE VISION

> **From front page** they know they'll be taken care of."

Dan schedules the flow of cars through the production department — metal, frame, paint and final detail.

"We believe in hands-on management and a highly trained staff," says Dan. "It's the best way to keep our customers happy."

Tom handles the administrative work, marketing and special projects. "My role is to take a long-term view of our business growth," says Tom. "I'm always planning for down the road."

This month, all roads lead to 900 San Pablo Avenue, Pinole.

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BODY BRIEFS



**TOM
WELSH,
MIKE
DEMELO
AND
DAN
WELSH**



THREE PARTNERS, ONE VISION

W

hen the new Crocketts Premier Auto Body opened this month, it was the culmination of

a 10-year vision Tom Welsh, Mike DeMello and Dan Welsh shared about operating the most modern, best-equipped collision repair



WE'VE MOVED!

STOP BY OUR NEW 16,000-SQUARE-FOOT, STATE-OF-THE-ART COLLISION REPAIR CENTER AT 900 SAN PABLO AVENUE, PINOLE.

facility in Northern California.

To get to that place, all systems of the business had to be operating at peak efficiency. The three know this is the only way to satisfy customers and keep them — and their referrals — coming back.

Mike runs the front office; he's in charge of the day-to-day procedures, customer contact, estimating and relations with insurance companies. He knows the value of a smooth-running operation.

"We are proactive in a reactive business," says Mike. "We know what to do in all situations, so we're able to do a good deal of pre-planning.

When the customers come,

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DO YOU KNOW THE FACTS ABOUT TIRE SAFETY?

Overwhelmingly, America's drivers believe that tire care is important, yet a large population of drivers are either performing little to no maintenance or are making critical mistakes when caring for their tires.

Proper tire care and safety is simple and easy. The Rubber Manufacturers Association (RMA) recommends getting in the habit of taking five minutes every month to check your tires, including the spare.

Follow these RMA guidelines:

PRESSURE

Under-inflation is a tire's #1 enemy. It results in unnecessary tire stress, irregular wear, loss of control and accidents. A tire can lose up to half of its air pressure and not appear to be flat!

Under-inflation may lead to tire failure. The right amount of air for your tires is specified by the vehicle manufacturer and is shown on the vehicle door edge, doorpost, glove box door or fuel door. It is also listed in the owner's manual.

1. When you check the air pressure, make sure the tires are cool — meaning they are not hot from driving even a mile.
2. Remove the cap from the valve on one tire.
3. Firmly press a tire gauge onto the valve.
4. Add air to achieve recommended air pressure.
5. If you overfill the tire, release air by pushing on the metal stem in the center of the valve with a fingernail or the tip of a pen. Then recheck the pressure with your tire gauge.

6. Replace the valve cap.
7. Repeat with each tire, including the spare. Some spare tires require higher inflation pressure.
8. Visually inspect the tires to make sure there are no nails or other objects embedded that could cause an air leak.
9. Check the sidewalls to make sure there are no gouges, cuts, bulges or other irregularities.

ALIGNMENT

Is your vehicle pulling to one side, or shaking? A bad jolt from hitting a curb or pothole can throw your front end out of alignment and damage your tires. Have a tire dealer check the alignment periodically to ensure that your car is properly aligned.

Misalignment of wheels in the front or rear can

cause uneven and rapid tread wear. Front-wheel-drive vehicles, and those with independent rear suspension, require alignment of all four wheels.

Also have your tire balance checked periodically. An unbalanced tire and wheel assembly may result in irregular wear.

ROTATION

Regularly rotating your vehicle's tires will help you achieve more uniform wear. Rotate tires approximately every 6,000 miles.

Sometimes irregular tire wear can be corrected by rotating your tires. Consult your vehicle's owner's manual, the tire manufacturer or your tire dealer for the appropriate rotation pattern. If your tires show uneven wear, ask your tire dealer to check for and correct any misalignment, imbalance or other mechanical problem involved, before rotation.

TREAD

Advanced and unusual wear can reduce the ability of tread to grip the road in adverse conditions. Visually check your tires for uneven wear, looking for high and low areas or unusually smooth areas. Also check for signs of damage.

Tires must be replaced when the tread is worn down to 1/16 of an inch in order to prevent skidding and hydroplaning. An easy test: place a penny into a tread groove. If part of Lincoln's head is covered by the tread, you're driving with the proper amount of tread. If you can see all of his head, you should buy a new tire.

Built-in tread wear indicators, or "wear bars," which look like narrow strips of smooth rubber across the tread will appear on the tire when the tread is worn down to one-sixteenth of an inch. When you see these "wear bars," the tire is worn out and should be replaced.

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GUARD YOUR HOME DURING VACATIONS

There are two reasons home burglaries are a big problem.

First, people have more and more valuable items in their homes, such as VCR's, DVD's, TV sets, computers, sports equipment, and jewelry.

The second reason is that people either have easily-opened door and window locks, or they don't lock the house at all.

More than 90 percent of home thefts could be foiled

by having proper locks on doors and windows, combined with using them once they are installed.

If you're going to be away from home for more than few days on vacation, you should take some additional precautions. Besides securely locking doors and windows:

➤ Turn off the phone ringer so a burglar standing at the door won't hear that it's unanswered. Forwarding your calls to someone else is even better. Then the phone will be answered if a thief calls to see if you're there.



➤ Put a light or two and a radio on timers so they go on and off at staggered hours.

➤ Hide small valuables instead of leaving them in dresser drawers. A sock in the bottom of the clothes

hamper, for example, is a good place for jewelry.

➤ Walk through the house before leaving and make sure windows and doors are locked. Lock the garage and any cars left inside.

➤ Have a trusted friend pick up newspapers or mail. Don't have all deliveries stopped.

➤ Ask a neighbor to park in your driveway occasionally, and to put a trash container in front of your home on pickup day.

➤ If you have an assigned parking spot at your apart-

ment, ask someone else to park there sometimes while you're gone.

➤ Have your yard taken care of if you will be gone more than a few days.

➤ Tell the local police department and a trusted neighbor that the house will be unoccupied, and ask them to watch it.

Every home and apartment should be equipped with dead-bolt locks. The key should not be hidden anywhere close by. Burglars are experts at figuring out where a key might be hidden.