

Crawford's AUTO CENTER, INC.

302 West Uwchlan Ave.
Downingtown, PA 19335

**Wintertime
Information Inside!**
Please take a minute, and read!

WINTER 2015

DO YOU KNOW IF YOUR VEHICLE HAS ANY RECALLS?

AIR BAGS AND OTHER SAFETY RELATED EQUIPMENT ARE BEING RECALLED IN TODAY'S VEHICLES. WHAT ABOUT YOURS?

KEEP YOU AND YOUR PASSENGERS SAFE AND CHECK HERE:

<http://www-odi.nhtsa.dot.gov/owners/SearchSafetyIssues>

Using this search tool, the National Highway Traffic Safety Administration's (NHTSA) databases can provide you an in-depth record of Safety Issues for Vehicles, Child Restraints, Tires, and Equipment. Safety Issues include all safety recalls for your vehicle as well as safety complaints other users have filed. You may also find any relevant service bulletins or NHTSA investigation documents.

Owners may not always know their recalled vehicle still needs to be repaired. NHTSA's new search tool lets you...

- ◆ Enter a Vehicle Identification Number (VIN) to quickly learn if a specific vehicle has not been repaired as part of a safety recall in the last 15 years.
- ◆ Directly access the recalls databases of major vehicle and motorcycle manufacturers.
- ◆ Get the relevant recall information so you can contact the manufacturer or dealer about the repair if it was part of a safety recall.



Member of The Pennsylvania Collision Trade Guild

A non-contracted, independent repair facility!



Crawford's Auto Center, Inc.

302 West Uwchlan Avenue
Downingtown, PA 19335

24/7 Emergency Line: 610-363-9111
Office Line: 610-269-1610

Drive ♦ Time

DRIVING IN SNOW AND ICE

WINTER 2015

More than 116,000 Americans are injured and over 1,300 are killed on snowy, slushy or icy roads every winter.

The best advice for driving in bad winter weather is to not drive at all, if you can avoid it. Don't go out until the snow plows and salt trucks have had a chance to do their work, and allow yourself extra time to reach your destination.

If you must drive in snowy conditions, make sure your car is prepared, and that you know how to handle road conditions. It's helpful to practice winter driving techniques in a snowy, open parking lot, so you're familiar with how your car handles. Consult your owner's manual for tips specific to your vehicle.

Driving safely on icy roads:

- ◆ Decrease your speed and leave yourself plenty of room to stop. You should leave at least three times more space than usual between you and the car in front of you.
- ◆ Brake gently to avoid skidding. If your wheels start to lock up, ease off of the brake.
- ◆ Turn on your lights to increase your visibility to other motorists.
- ◆ Keep your lights and windshield clean.
- ◆ Use low gears to keep traction, especially on hills.
- ◆ Don't use cruise control on icy roads.
- ◆ Be especially careful on bridges, overpasses and infrequently traveled roads, which will freeze first. Even at temperatures above freezing, if the conditions are wet, you might encounter ice in shady areas or on exposed roadways like bridges.
- ◆ Don't pass snow plows and salt trucks. The drivers have limited visibility, and you're likely to find the road in front of them worse than the road behind.
- ◆ Don't assume your vehicle can handle all conditions. Even four-wheel and front-wheel drive vehicles can encounter trouble on winter roads.



If your rear wheels skid:

- ◆ Take your foot off the accelerator.
- ◆ Steer in the direction you want the front wheels to go. If your rear wheels are sliding left, steer left. If they're sliding right, steer right.
- ◆ If your rear wheels start sliding the other way as you recover, ease the steering wheel toward that side. You might have to steer left and right a few times to get your vehicle completely under control.
- ◆ If you have standard brakes, pump them gently.
- ◆ If you have anti-lock brakes (ABS), do not pump the brakes. Apply steady pressure to the brakes. You will feel the brakes pulse -- this is normal.



If your front wheels skid:

- ◆ Take your foot off the gas and shift to neutral, but don't try to steer immediately.
- ◆ As the wheels skid sideways, they will slow the vehicle and traction will return. As it does, steer in the direction you want to go. Then put the transmission in "drive" or release the clutch, and accelerate gently.

If you get stuck:

- ◆ Do not spin your wheels. This will only dig you in deeper.
- ◆ Turn your wheels from side to side a few times to push snow out of the way.
- ◆ Use a light touch on the gas, to ease your car out.
- ◆ Use a shovel to clear snow away from the wheels and the underside of the car.
- ◆ Pour sand, kitty litter, gravel or salt in the path of the wheels, to help get traction.
- ◆ If you are still unsuccessful, call our 24/7 Emergency Line **610-363-9111** and we will assist you!

Information provided by: The National Safety Council
Statistic from: www.safewinterroads.org

Visit us at:
www.crawfordsac.com





SLOW DOWN AND MOVE OVER IT'S THE LAW!

Did you know that over 150 law enforcement officers have been killed since 1999 from being struck by a vehicle along America's highways? However, this doesn't include the amount of injuries that happen each year due to the same tragic accidents. 71% of Americans have not heard of the "Move Over" laws, but the laws have been passed in 43 states in America for almost 8 years. Learn about the "Steer Clear" law below, and make sure to *slow down and move over* the next time you drive up to an emergency scene; it could save a life.

Since being in effect in 2006, the "Steer Clear" law *requires all motorists to move over or slow down when they encounter an emergency scene, traffic stop, or disabled vehicle.* This means that motorists must move over to the lane that is not adjacent to the scene of an emergency response (ie: Police, tow trucks, and emer-

gency vehicles). If it is not currently possible to move over, then the motorist must reduce their speed at least 20 miles below the posted speed limit in that area.

This applies to any situation where an emergency vehicle has its lights flashing, or emergency personnel have lighted flares, posted signs, or any other means to warn motorists of the scene. FAILURE to move over or slow down can be a summary offense that carries a fine of up to \$250. IF YOU INJURE A WORKER due to disobeying this law, it may result in a 90-day license suspension. Even if there are no law enforcement personnel on scene, road workers or other emergency responders can report motorist violations of this law. Citations can be given based on their reports.

Go to the following URL to learn more:
<http://www.moveoveramerica.com/>



Crawford's Auto Center, Inc. 24/7 TOWING & RECOVERY #610-363-9111

Crawford's Auto Center, Inc. provides towing and recovery assistance to the areas surrounding Downingtown, Pa 24 hours a day, 7 days a week. When a customer calls our 24-hour number (610-363-9111) they will speak to a real Crawford's employee to assist them with their needs. Crawford's believes in interacting with their customers at any time of day, which is why we do not use answering services on nights and weekends. Over the last 40 years we have learned how important our customers are to us and we want to serve them the best way possible.

Crawford's provides:

- Emergency Recovery
- Light Duty Towing
- Heavy Duty Towing
- Flat Bed Towing
- Motorcycle Towing
- Wheel Lift
- Salvage
- Car Removal (Abandoned Vehicles)
- Winch & Recovery
- Lock-outs



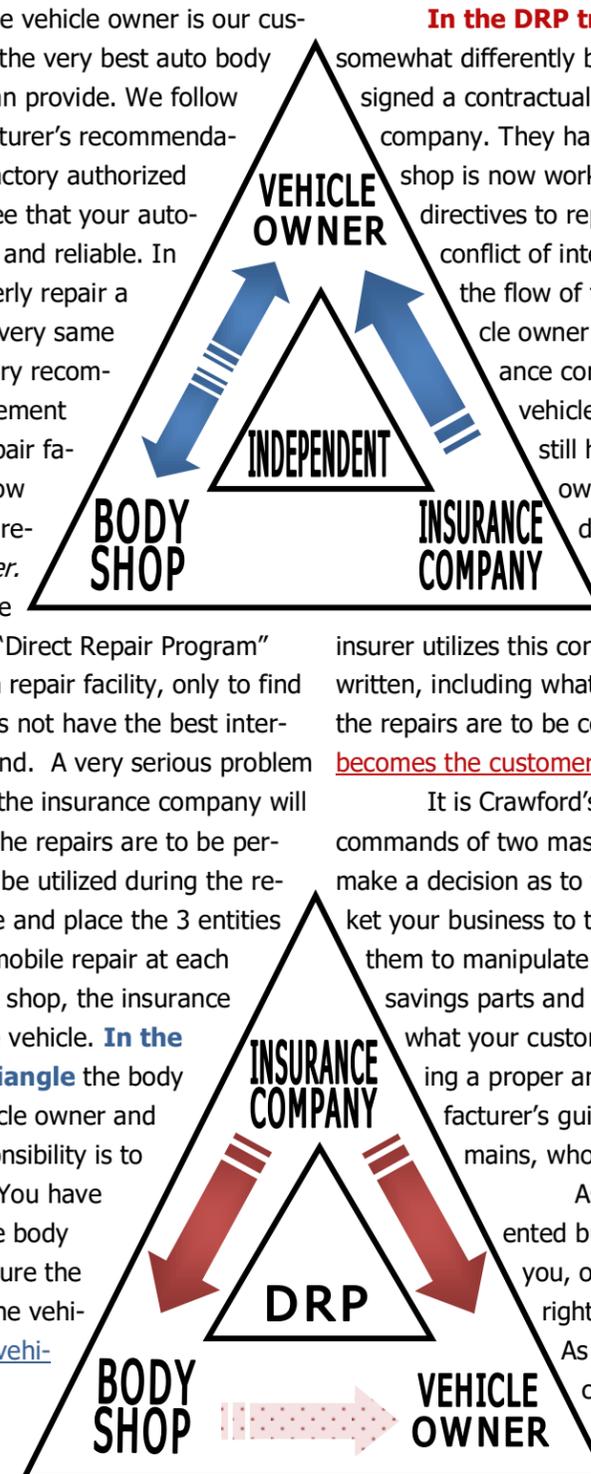
When a vehicle is towed to our facility it is locked and, if needed, covered or wrapped to protect the car from the environment. The belongings are never removed from the vehicle, unless by the vehicle owner or representative for the owner.



Why does Crawford's choose to be an Independent Repair Facility versus a Direct Repair Shop (DRP)?

Crawford's believes the vehicle owner is our customer and deserves the very best auto body collision repair we can provide. We follow the original manufacturer's recommendations and also utilize original factory authorized parts. Our commitment is to see that your automobile investment is kept safe and reliable. In our eyes the only way to properly repair a damaged vehicle is to use the very same parts and procedures the factory recommends. We can make this statement because as an independent repair facility our only authority over how your automobile investment is repaired is *you, the vehicle owner.*

Over the years we have tried the Insurance Industry's "Direct Repair Program" method of operating a collision repair facility, only to find that the insurance partner does not have the best interests of the vehicle owner in mind. A very serious problem in the DRP relationship is that the insurance company will dictate to the body shop how the repairs are to be performed, and what parts are to be utilized during the repairs. If you visualize a triangle and place the 3 entities involved in the damaged automobile repair at each corner, you will see: the repair shop, the insurance company and the owner of the vehicle. **In the independent repair shop triangle** the body shop is responsible to the vehicle owner and the insurance company's responsibility is to pay for the repairs necessary. You have both the vehicle owner and the body shop working in tandem to assure the repairs are performed as per the vehicle owner's expectations. The vehicle owner is the customer.



In the DRP triangle collision repairs are handled somewhat differently because the DRP body shop has signed a contractual agreement with the insurance company. They have become partners and the body shop is now working through the insurance partner's directives to repair your vehicle. There exists a conflict of interest in this arrangement affecting the flow of the triangle, which places the vehicle owner on the downside, with the insurance company controlling how the damaged vehicle will be repaired. The body shop still has an obligation to the vehicle owner, but that obligation has become diluted because their insurance company holds a binding agreement over the DRP repair shop. The insurer utilizes this contract to control how the estimate is written, including what type of parts are used and how the repairs are to be completed. The insurance company becomes the customer.

It is Crawford's belief that you cannot follow the commands of two masters. A collision repair shop has to make a decision as to who is the customer. Do you market your business to the insurance industry and allow them to manipulate the repair process with their cost savings parts and procedures? Or do you stay true to what your customer has entrusted in you by providing a proper and safe repair following the manufacturer's guidelines? Again, the question remains, who is the customer?

As a fourth-generation family oriented business, our choice is to work for you, our customer, and defend your rights for the repairs you are entitled to.

As an independent, non-contracted collision repair facility we consider the vehicle owner our only master.

"It's Your Car... It's Your Choice!"