

# Crawford's AUTO CENTER, INC.

302 West Uwchlan Avenue  
Downingtown, PA 19335

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INFORMATION  
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SPRING 2022

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An Independent, Consumer-Oriented, Auto Body Collision Repair Business!

# Crawford's Auto Center, Inc.

302 West Uwchlan Avenue  
Downingtown, PA 19335

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

## Quarterly Newsletter

VOLUME 026

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# POTHOLES, POTHOLE, POTHOLE.

If traffic congestion wasn't enough, we also have to deal with potholes.

Each Spring, our Pennsylvania driving experience becomes even more bizarre as the roadways begin to thaw. The abuse from snowplowing and lack of infrastructure funding shows up as potholes and areas where the roadway falls apart on the edges. For those unfortunate vehicle owners who fall into one of these abusive holes in the pavement, it can cause several hundred, or even several thousand, dollars to repair.

The typical pothole will wreck havoc on your vehicle's suspension. In the event you find yourself driving with a wobble or vibration in your steering wheel, or if the steering wheel favors you steering towards one direction versus the other, it's time to get the vehicle checked out as soon as possible.

We also recommend all drivers be vigilant in reporting these potholes to the local government agency in charge of maintenance. You can submit your report using the contact information below - if you have time, take a picture and send it along as well! This way we can make the roads safer for us all.

Call **1-800-FIX-ROAD** or visit [www.pendot.gov](http://www.pendot.gov) and clicking on the 'Submit Roadway Feedback' link.

## Spring Cleaning? Don't forget your car!

1. **Clean** your car fully on the inside and outside for that new-car feeling that we all love! **Remove trash, clean debris, and disinfect!** Depending on the upholstery in your car - use disinfectant wipes, sprays, or small amounts of soap and water. Focus on all commonly touched areas!
2. **As mentioned above, a critical step in preparing your car for warm weather is washing the undercarriage.** We may have not seen many snow storms in south-eastern Pennsylvania this year, but the roads were salted and brined a handful of times. These chemicals get caught in the underside of your vehicle and can lead to **RUST** and severe damage to the body of your car if not thoroughly cleaned.
3. **Monitor your vehicle's fluids** (engine oil, windshield washer fluid, brake fluid, power steering, coolant, etc.) - making sure that they are at the appropriate levels for a smooth ride!
4. **Fill your tires!** After cold weather, the pressure in your tires can decrease. Driving on less-than-optimal tire pressure is not good for



*If you ever think something may not be right with your vehicle, or need some help with the cleaning and maintenance process - give our crew a call today!*

When you have experienced a car accident, the last thing you want to worry about is whether or not you can trust your body shop. Although we repair all models of vehicles, we are **HONDA CERTIFIED!** Trust that our staff has the experience, skills, tools and equipment to repair your vehicle per the Original Equipment Manufacturer's Guidelines.



# DID YOU KNOW? WE ARE HONDA CERTIFIED!

HONDA AND ACURA OWNERS:

Visit us at:  
[www.crawfordsac.com](http://www.crawfordsac.com)

Member of The Pennsylvania Collision Trade Guild



## HOW CAN WE HELP YOU?



MECHANICAL



REFINISHING



AUTO BODY REPAIR



TOWING &amp; RECOVERY



**WE WORK FOR THE  
CONSUMER, NOT THE  
INSURANCE COMPANY**

Have you ever passed our tow-trucks on the road, or maybe even passed our office and wondered ... *What can Crawford's do for me?!* Let us tell you.

Although you may SEE us on the roads in the towing and recovery part of our business, we also have been providing **auto-body collision repair, mechanical repair, and refinishing for over 80 years.**

**Also, these last two items may not be on our services board, but we see it as a duty to our customers:**

1. *We advocate for you.*
2. *We educate you.*

When you are up against the insurance company and they say you have to accept repairs or go to a different shop against your wishes, we are here for YOU, our customer - and no insurance company can change that.

## SLOW DOWN, MOVE OVER FOR STOPPED EMERGENCY AND SERVICE VEHICLES

In March, two Pennsylvania State Troopers were struck and killed by a vehicle while on-duty. May they rest in peace and we will be ever grateful for their service to our communities. This is a tragic event that is completely preventable on the end of the automobile operator.

As towing and recovery operators, along with our friends in emergency services including police officers, firefighters, EMS personnel and more, we feel called upon to continue to spread awareness of the **Move Over Law** in Pennsylvania.

This law states that drivers MUST merge into a non-adjacent lane when approaching an emergency response area (when you see a police car, ambulance, tow truck, etc. on the side of the road ahead of you

with flashing lights or flares lit). If you cannot merge to another lane, you are REQUIRED to slow down to at least 20 MPH while passing the scene.

This law has been effective since April 2021. Fines can range from \$500 to \$10,000 depending on the injuries caused. This may also lead to a 90-day or up to a 6-month long license suspension.

**Please only operate a vehicle when fully alert and aware of your surroundings.  
It could save a life.**

You can read more about the PA Move Over Law on the Pennsylvania Department of Transportation's website: [www.penndot.gov](http://www.penndot.gov)



## Have you read your vehicle's OWNER'S MANUAL?

Lets review a real-life scenario experienced by a Crawford's customer. They gave us a call to inform us that their daughter's vehicle began smoking, possibly caught fire, and is now disabled and being dropped off by roadside assistance at our shop.

During our staff's inspection, we discovered that the engine overheated internally and, in Layman's terms, blew itself apart. The origin of this event was friction due to a lack of required lubrication inside the motor. Further discussion revealed that the **motor oil had not been checked recently**, and in fact, our customer was not familiar with how to check their oil to begin with. Honestly, this was not the first time, and will not be the last time that we did a tutorial on how to check your vehicle's oil with a customer. Even further, we discussed the importance of **reading your owner's manual.**



(DTCs), tell us when something is wrong. Still, not all vehicles do this, and this method clearly is not full-proof. If a light pops up... do you stop the car immediately or keep driving? Do you know what the light means, and if you don't ... do you check the manual?

Today's society often purchases a car, throws the provided manual in the glove department and forgets about it. Perhaps this has to do with having information readily available by a quick google search on your smart phone or laptop. However, knowing your vehicle from the point of view of its manufacturer will let you maintain your investment for the long-run. We recommend taking your owner's manual and reading through it. We do this, and often read a vehicle's owner's manuals during a repair as a key source of information.

An owner's manual is the operator's guide to understanding their vehicle. From the headlights to the taillights and everything in between—your owner's manual can tell you what a button does, what a light means, if you have a spare tire and where it is, how to open the hood and ... *where the oil dipstick is, how you read it, what it means and what to do if it's low.*

Sure, many vehicles these days will tell you when you need an oil change, air in your tires, or even when you need more windshield washer fluid. These little lights on the dashboard, professionally known as Diagnostic Trouble Codes

Reading your owner's manual teaches you how you can properly maintain your vehicle, and can prevent a large financial loss. Regarding our customer's situation, the insurance company deemed their ruined engine to be "**owner's negligence**," which was NOT covered by their insurance policy. In the end the cost to repair exceeded the value of the vehicle, meaning their car was non-repairable. The family lost their investment without any financial return, which could have been prevented simply by checking the oil on a regular basis. **Just a few minutes to open the manual and read about your vehicle's operations and required maintenance can save you a ton of money in the long run.**

## YOUR CAR, YOUR CHOICE!

Remember, it's YOUR choice who repairs YOUR car!