

# Crawford's AUTO CENTER, INC.

302 West Uwchlan Avenue  
Downingtown, PA 19335

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FALL 2022

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## HOW TO SUPPORT SMALL BUSINESS

An Independent, Consumer-Oriented, Automobile 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 027

FALL 2022

# HAZARDS OF THE HIGHWAY AUTUMN EDITION

If you read our newsletters often, you may notice that each season seems to bring its own risks on the road. We want to bring these to your attention because we want you to avoid a tragic experience such as a car accident. Now that summer is over, the concerns associated with heat begin to fade away, however, new hazards present themselves. Do you know what they are?

- Animals** - We have told you time and time again that deer-related collisions are at an all-time high in the fall in PA. Other animals are also put off by changes in sunlight and headlights, be vigilant and careful at all times (no texting and driving!).
  - If an animal causes a collision— remember this is a **COMPREHENSIVE** loss. (Questions? Give us a call.)
  - **In 2020, PennDot reported 5,581 deer-related collisions. This is greater than one thousand more than the prior year.**



- Students** - School has started once again and with that comes increased traffic in the morning and afternoon from school buses, student drivers, or parents carpooling. Stay alert with the increased number of vehicles on the road but also keep an eye out for the flashing lights of a school bus.
  - Remember, it is **illegal** to pass a school bus with its red lights flashing.
- Darkness** - It's the time of year that it becomes darker when we wake up and on our commute home. Make sure your head lights and tail lights are working properly for optimal visibility.
- Fog and Frost** - precipitation increases this time of year, this results in fog, dew, and frost in the morning. This can lead to icy windshields and roads. Make sure you defrost your windows fully prior to heading out.
- Slick Roads** - The drop in temperature and with the increase in condensation on the ground overnight make roads slick this time of year. Watch out for piles of leaves on the road, they reduce the traction of your tires and can make you lose control of your vehicle.
- Tire Pressure** - In addition to monitoring the tread of your tires due to slick roads, make sure you check your tire pressure often. With dropping temperature, your tire pressure can drop too. Without adequate pressure you are at high risk for limited traction or unnecessary wear on your tires.
- Glare** - Whether this be from the sun being lower in the sky during your commute or the bright head lights from oncoming vehicles, glare can completely alter your awareness of those around you. Make sure to have sunglasses available at all times and avoid looking directly at oncoming vehicles when it is dark.



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

Member of The Pennsylvania Collision Trade Guild





# OUR PROMISE TO YOU

IS TO RETURN YOUR DAMAGED VEHICLE TO THE SAME CONDITION IT WAS PRIOR TO YOUR ACCIDENT.

WE WILL DO THIS BY USING: ORIGINAL EQUIPMENT MANUFACTURER PARTS FOLLOWING THE ORIGINAL MANUFACTURER'S RECOMMENDED REPAIR GUIDELINES!

## BUYING A USED CAR?

What to do, and why you should always get a third-party inspection.

Many of our customers have purchased a pre-owned, or used vehicle. Overall, there is nothing wrong with that. This is often the most approachable way to get the vehicle of your dreams without the intimidating price point. Still, as an experienced auto repair facility, there are many steps to buying a used vehicle before you sign your name on the dotted line and jump in the drivers seat.



**Do your research.** Be familiar with the year and model of the car and look up recalls. You want to be sure you are purchasing a safe vehicle for yourself and your loved ones. If there are recalls, know the questions to ask about them. How was the recalled function/part remedied, repaired, or replaced?

**When doing a basic self-inspection, here's a few quick tips:**

- **See the vehicle in daylight on a sunny day.** Both rain and the bright lights at a dealership at night can hide cosmetic and body imperfections on a vehicle.
- **Smell:** Notice any off-putting odors when you open the car door. This can indicate a history of water damage, mold, or perhaps a previous owner was a cigarette smoker.
- **Test out all the bells and whistles:** Radio, Bluetooth connection, charging systems, heated seats, windshield wipers, sun roof operation — you name it, test it out.
- **Look under the hood:** Even if you have limited experience with cars, look for signs of wear such as cracked hoses or frayed belts. This is a sign something is not right.
- **Look under the car:** You may not be able to do a full inspection on a road, but at least see if there are puddles of fluid under the car— this may indicate a leak.
- **RUST:** Keep an eye out for rust everywhere and anywhere on the vehicle. Rust is near impossible to remove entirely and can continue to eat away at the metal of your car in the long run.

Done with your self-inspection and want to purchase? **NOT YET!**

**ALWAYS request a third-party inspection from your trusted mechanic.** The above tips are only scratching the surface of a vehicle inspection. Nothing beats the eyes of a well-trained, experienced professional doing a thorough inspection. They also aren't wearing the rose-colored glasses of a person excited to drive a new car. This helps to ensure you are making a cost-effective investment, not one that will cost you double in the future.

- Requested a third-party inspection and the seller isn't allowing it? This is a **RED FLAG**. If they have nothing to hide, they should not fear another mechanic inspecting the vehicle.
- Get a detailed report from your third-party inspection and use this in your negotiations if you are still interested in purchase.

**As always: If you have questions, give us a call or visit us in the office!**

# YOUR CAR, YOUR CHOICE.

A while back a long-time friend stopped in the office to visit. I have known this friend since high school, sharing interests and hobbies throughout the years. While chatting, catching up and sharing stories, he shared that his new Toyota Tacoma pick-up truck sustained damages in the door jam when he dropped a heavy object down on the top of it, creating a deep dent into the rocker panel. Since this was a new vehicle, he immediately contacted his insurance company. His insurance agent directed him to a body shop for repairs which had since been completed.

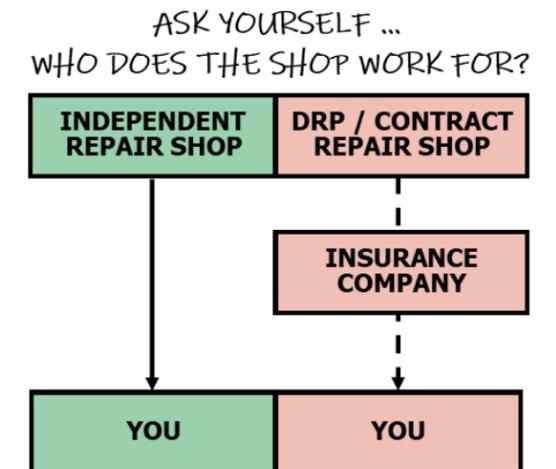
Knowing this friend for all this time, I bluntly asked him why he did not bring the damaged vehicle to Crawford's for repair. This was followed by a cold stare, signaling his confusion. He tried to recover from his statement stating that he had "no choice." We have heard this line before, give or take, "I went to my insurance agent, they directed me to go to their body shop and everything was handled, **I did not have a choice to go somewhere else.**" I educated my friend just as I educate customers daily ... insurance companies sell insurance; they do not repair vehicles. It is YOUR car, and YOUR choice where you have it repaired.

In Pennsylvania, an owner of a vehicle has **the legal right** to choose their auto body repair facility when they experience an accident. Nonetheless, insurance companies illegally direct, or **steer**, their policy holders to a shop they have a contractual relationship with. The contracted shops are called **Direct Repair Programs (DRPs)**, and they follow the Insurance Company's

guidelines versus the manufacturer's repair guidelines as well as their own procedures, rates and costs of repair.

After a thorough discussion regarding this topic, my friend tells me that if he had known this information, he would have called us to have the vehicle assessed and repaired at Crawford's. We are happy that he knows for the next time, but encouraged him to help us spread this information to his family and friends.

So, if you are in a automobile accident, and you call in your claim to the insurance company, and they say "Have your car sent to shop ABC for repairs." Recognize that this isn't a just a blind recommendation. Ask your friends and neighbors if they have experience with those facilities and look up reviews. Realize that YOU have the choice, and that company is not **LEGALLY** able to tell you where to go. If they are giving you push back, give us a call – we can help you sort it out!



While you're at it, don't forget to...

**READ YOUR INSURANCE POLICY!**