



We appreciate our Car Clinic/PreRepair® Customers...

Hello Customers!

Great News for you from the Center of the Automotive Universe:

- Here at Car Clinic Service/PreRepair®, we are still thrilled to be honored as "**Best of the Bay**" winners in two categories: **Best Automotive Service Shop & Best Oil Change.**



Call Julian or me, and we'll fill you in on all the details about why BoosterShot® and Royal Purple/ BoosterShot® won us the "Best Oil Change" honors. Here's the 5-second overview: BoosterShot® is a supercharged oil service with ultimate engine & fuel systems protection...that extends the interval between oil changes a *healthy* 2000 miles...comes with a national, transferable lifetime protection plan...and you'll enjoy free roadside assistance for things like lock-out service, tire change in case of a flat, etc.

- **NEW Sweepstakes: Get Your Gas N' Gear!** Free Gas! Free Gas! Free Gas! Fuel your carefree roadtrip plans 'cause Bobby's treating a lucky someone to \$500 worth of gas in Car Clinic's "Get your Gas 'n Gear!" Sweepstakes! Bobby will supply the GAS...our Partners will supply the GEAR...and you'd supply the FUN!



Car Clinic's "Get your Gas 'n Gear" Sweepstakes requires no purchases, 'cause for this contest, Bobby will just draw the winner's name from all the valid entries. Deadline for entry: 11:59:59p on December 6. New rules allow you to enter daily, increasing chances to win. Then the lucky winners will join Bobby on the national Car Clinic broadcast on Saturday, December 10 or 17.

- **MPG • TLC • YOU. More walking the talk from our Car Clinic**

- **Service/PreRepair[®] Customers:**

- Everyone was great! My father is a mechanic and he would be proud of how you run your business... I know I am! =) *Jenny J.*
- Bryan and Julian take good care of me and my vehicles. I feel well taken care of. *Daniel K.*
- I have been coming to your shop for 2 years and I always receive courteous service and my friend uses your service now on my recommendations. Thank you for the service you have provided me during this time and I look forward to bringing my car in the next time it is to be serviced. *Verna P.*
- Very professional! Bryan was on top of my problems immediately. As an out-of-towner from New Orleans, I had no idea who to use on the coast. A friend of the family referred me to Car Clinic. Only wish Car Clinic / PreRepair[®] was in NOLA. *David D.*
- As usual your Service dept. is top-of-the-line, 5 Star! Have been bringing our vans to your shop as of 2004. Thank You. *Ron M.*
- In the world of today, thank you Bobby for providing a service facility where quality, trust and customer service are still valued. Julian and Bryan and all the staff I encountered showed the utmost in professionalism and courtesy, and your facility itself is the best I have ever encountered. My service experience was, indeed, excellent from start to finish. *Duke B.*

- I feel like my transportation is now reliable again for a few thousand miles. That is a relief. The sounds are gone, the transmission shifts more smoothly, the brakes do not make a noise every time I used them. It gives me a lot of peace of mind. Thank you. *Kathleen B.*

Thank you, Customers!!

- **Did you know...** Per the Federal Highway Admin, Americans are driving less. Whew, that means we don't have to perform regularly scheduled services, right, since we're driving so much less? Uh, no. Read on. Though Americans logged 15.5 billion fewer miles during the first half of 2011, our collective odometer still read 1.45 TRILLION miles. When's the last time you had your vehicle serviced?
- **New CarClinicService.com Website coming soon!** We're working with our web-host partners to rev up the Bobby Likis Car Clinic / PreRepair® site to bring you even more features, including Bobby's How-To Videos, direct link to Customer Sat Survey, shop & team photos, "Refer a Friend" and more. The "rough cut" is up now, so you can still access your GLOBO (on-line GLOVe BOx) where your vehicles' service records are accessible 24/7. GLOBO provides the documentation for your vehicles to be "certified" at trade-in time or sales (which typically brings a higher value) and the on-line GLOBO makes it easy to substantiate services performed for warranty / protection plan. For now, you can click on the "Customer Tools" button to access your GLOBO. Soon, the button name will actually be named "GLOBO."
- **Car Clinic Minute (60 seconds of Watercooler Wow & Driving How-To)**

From the Bubba Gump school of cooking: Fried Chicken, Baked Chicken, Traffic Light Chicken. Traffic Light Chicken?! That's a recipe for disaster, so if a traffic light power outage has you "playing chicken" with oncoming traffic, remember the established pecking order for a 4-way stop...or feathers could really fly!

First rule is -- "First in, First out." Whoever arrives first to the intersection has the right of way. But if 2 vehicles approach at the same time, the driver on the left yields to the vehicle on the right. Remember, when it's your turn at the

intersection, cast an eagle eye in all directions or you'll be fair game for drivers who may not notice the light's out. Now you may not know why the chicken crossed the road, but you do know how she crossed it safely!

- **Bobby recently interviewed these industry insiders.** Access to all at www.BobbyLikisInterviews.com.

[Mark Reuss](#), President, General Motors-North America

[Peter Bukaty](#), Group Marketing Manager, Black Magic

[James Bell](#), Head of Consumer Affairs, General Motors

[Iain Gordon](#), Event Planner, 503 Motoring Block Party

[Lorrie Walker](#), Safe Kids USA

Remember, you can [Like Bobby on Facebook](#) ... [Follow Bobby on Twitter](#) ... and check out [Bobby's YouTubes](#) (including "Car Expert Bobby Likis: Shop & Studio", "Automotive Expert Bobby Likis: Acetone No-No" and "Bobby Likis: Danger / Heavy Metal in Rags").

Tune into Bobby Likis Car Clinic on WCOA, 1370 AM: Thursdays, 9a-10a; Saturdays, 9a-11a. Call Bobby on Thursdays at 478-3116 or on Saturdays at 888-Car-Clinic. He's answered over 100,000 car questions live on air, so call & ask yours!.

**We appreciate you...we're here for you...
and wish you a safe and happy Gulf Coast Autumn!**

All the best,
Bryan



Best of the Bay Award Winner

MPG • TLC • YOU

Bryan O'Neill

Service Director & Customer Care Provider

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Bobby Likis Tested: Products and services you can trust!

