



A Certified Green Business

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Stamp

Perhaps We Can Help
With Your 'Other' Car



BERKELEY

Do you know how to get your name in the hat for the monthly CHEZ PANISSE gift certificate worth \$150?

Get your free Ackerman's license plate frames at the shop (takes five minutes). Phone Bruce and ask him to enter you in the drawing before the 1st of the month. The number is: 510.549.9330. Email is okay, too: backerman@sbcglobal.net. Bruce always notifies winners by phone.

Congratulations 2012/13 Winners:

Jul-12 Alexandria & John Volk	Aug-12 Kristen Nielsen	Sep-12 Aaron Baggs
Oct-12 Delia Head	Nov-12 Dan Carrigan	Dec-12 Elise Allen
Jan-13 Julia Madore	Feb-13 Becky Waring	Mar-13 Claire Sherman
Apr-13 Sandra Roth	May-13 Pema Gellek	Jun-13 TBD

ACKERMAN'S

Note: Those who have won the Chez Panisse drawing during the fire renovation will enjoy their meal when the restaurant reopens.

Visit us online at: www.AckermanServicingVolvo.com



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shop news

510.549.9330

spring/summer, 2013

Featured Customer: Kristina Faul A Family's Three-Generation Love Affair with Volvo

In 1965 my dad bought his first Volvo, a brand new two-door, standard, four-cylinder, mustard yellow 122S. He was initially attracted to Volvos because they were fun to drive and got good gas mileage. Three years later, he married my mother, and had to sell the car -- she couldn't drive a standard! But he always missed that Volvo, so he bought another the year I was born. It was a 1971 four-door, standard, six-cylinder, green with camel leather interior Volvo 164. He said he sold it in 1975 because of "a hot-headed bad decision."

His third Volvo was a used 1963 two-door, four-speed, blue Volvo 544. He then had a long hiatus of no Volvos when, because



Kristina with her 240 wagon, her son Tomas, and a baby on the way -- the next generation of Volvo lovers

my parents had us three kids, they owned a minivan. But his love affair with Volvo had only just begun!

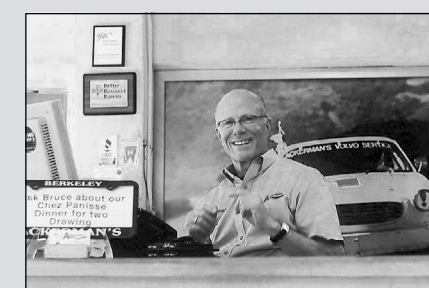
My family is from New England, where Volvos are great because of their Swedish cold weather safety characteristics -- heavy and stable in snowy and

icy conditions, with a heater that works even in sub-zero New England winters. So when the three of us kids started driving, my dad passed his love affair with Volvos on to the next generation!

My parents sent each of us three kids into the world with a Volvo. My sister drove a blue 1988 four-door Volvo 240 during high school. My brother drove a 1991 grey, four-door Volvo 240 when he moved to Texas, where he eventually settled. In 1994, I moved to California for graduate school at UC Santa Cruz, and my dad and I drove cross-country in his 1986 Volvo 240 grey wagon.

That trip was quite an adventure! We took a week to cross the country. The car was packed to the gills with all my earthy belongings. On the second

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You can help...

The single best thing a car owner can do is keep the tire pressures to specs. This dramatically affects the handling/traction/safety/ride of your car, and also has a small affect on gas mileage. Adam generally looks at the maximum rated tire pressure on the tire's side wall and sets it 2 lbs under.

Did You Know?

We can help...

Rental cars arranged through Ackerman's cost only \$27/day. Bruce is always watching out for the best parts prices for his customer's benefit

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Have You Heard That Ackerman's Will Donate 5% of Your Invoice to a School or Non-profit Upon Request?

Q. Bruce, how does this 5% donation program work?

A. Its simple. Customers just ask me to donate 5% of their pre-tax invoice to any school or charitable cause they want to support.

Q. Then what happens?

A. I write a check on the spot to the school or charitable concern and give it to the customer to pass on. I'll even mail the check myself if the customer provides the address.

Q. How much money did this program raise in 2012?

A. Factoring in minor services donated in support of school auctions, we gave more than \$10,500 to schools and non-profits last year. Through March of this year, we have already given over \$3,700 to these worthy organizations.

Q. How can I spread the word about these opportunities?

A. Just have someone who's in charge of development contact me at 510.549.9330 or backerman@sbcglobal.net. A full list of previous beneficiaries is available on our website at: www.ackermanservicingvolvo.com/Community/community.html

Q. Do you have a flier that a school official can distribute to their community?

A. Yes, and I can forward it to them for circulation to their supporters.

Proudly Supporting Our Community
 2013 Donations through March include:

- Ashby Village
- Berkeley Art Center
- Berkeley Food Pantry
- Caminar for Mental Health
- Children's Community Center
- East Bay School for Boys
- Ecole Bilingue de Berkeley
- Futures Without Violence
- Mentoring Academy
- Oakland Technical High School
- Pacific Boychoir Academy
- Piedmont Yoga Community
- S.F. Aids Foundation
- Stanford Advanced Medicine
- The Daily Californian Education Foundation
- Washington Elementary School

Something New in the Garage
 Ackerman's Now Services Subaru, too!



Trisno in diagnostic mode, under the hood of a 2001 Subaru Outback 3.0

The popularity of Subarus can not be denied, and Ackerman's is getting on board! These cars is getting on board! These cars provide the safety of all wheel drive, reliability and lower maintenance

costs. Many Volvo owners have already begun making the switch. You've probably noticed that there are less Volvos on the road these days, and there's a Subaru on practically every corner. So we are welcoming them into the shop, ready to serve this growing market of wagons, sedans, SUVs, and more.

The factory tool for diagnostics on the newer models will arrive at the shop any day, and our mechanics have all worked on Subarus in the past -- in fact Trisno and his wife Jaida own a Subaru (see below).



Rewards for Referrals

Do you know anyone with a Subaru in need of reliable, friendly service? Refer a friend to Ackerman's, and once they make an appointment you'll receive a \$50 gift certificate redeemable toward repairs on your Volvo or Subaru.

Featured Customer: Kristina Faul
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night out, in a motel room in Pennsylvania, I told my dad I was too scared to move all the way to California. I wasn't ready to start all over by myself. I wanted to go home. Fortunately, he talked me out of it.



Kristina's dad and son at the Volvo museum in Gothenburg, Sweden

We visited friends in Indiana and family in Colorado, and then we tackled the wide-open West. I remember one afternoon driving down the west side of the Wasatch Mountains on Interstate 80 and feeling like I was losing control of the car. My dad talked me through it, and everything was fine.

After we arrived in Santa Cruz, my dad took a plane home and left me with the car. You might see that

Volvo around Berkeley sometime because I sold it to a teenager in Santa Cruz who now attends UC Berkeley! As far as I know, it's still running.

I currently drive a 1993 blue-green 240 wagon, inherited from my parents. After a stint in the 1990s

selling Volvos and being a Volvo service writer, my dad bought a 1972 blue Volvo P1800 which he fixed up and drove for a while. He now drives a 1997 Volvo 850 GLT wagon.

My dad's and my love affair with Volvos has now been passed down to a third generation. Last summer, my husband and son and my parents and I took a trip of a lifetime to Sweden. We stayed with cousins in Stockholm, and took a side trip to Gothenburg to visit the Volvo Museum. My dad was in heaven, revisiting all his former cars! My son also had a great time and especially loved the Volvo trucks and airplanes.

Words from a Contented Subaru Owner

I learned how to drive on a Volvo and never expected to own any other kind of car until I moved to northern Wisconsin several years ago. I bought a 2002 Subaru Outback sedan because there weren't any Volvo mechanics around and I'd read how well Subarus handle difficult weather conditions. (I'd certainly never heard of snunder and snurricanes until I lived there!) I've since driven my Subaru across

the United States twice, confident it would keep me safe and not break down on the way. Since moving back to California, I have been taking my Subaru to Ackerman's for servicing. Last year, they successfully replaced the hoses, which had deteriorated from the salt on Wisconsin's winter roads. Knowing the expertise of Ackerman's mechanics, this is the only garage in the East Bay I would trust to maintain my car.



Jaida Samudra (wife of Ackerman's ASE-Certified Master Technician, Trisno Samudra) in her Subaru Outback



Present or mention this coupon at your next visit to Ackerman's and receive 10% off your invoice towards a repair or service of your Volvo or Subaru. (Not redeemable for cash, only one coupon per car)