

Ackerman's Servicing



**VOLVO &
SUBARU**

A Certified Green Business

2220 San Pablo Avenue
Berkeley, CA 94702

510.549.9330

www.AckermanServicingVolvo.com

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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 at 510.549.9330 and ask him to enter you in the drawing before the 1st of the month. Email (backerman@sbcglobal.net) is just fine, too, but Bruce always notifies winners by phone.

Congratulations 2013 Winners:

Jan-13 Julia Madore	Feb-13 Becky Waring	Mar-13 Claire Sherman
Apr-13 Sandra Roth	May-13 Pema Gellek	Jun-13 Rufus Turner
Jul-13 John Holland	Aug-13 Abbey Alkon	Sep-13 April Davis
Oct-13 Andrew Meyers	<i>We temporarily stopped this offer, but are starting up again in 2014!</i>	

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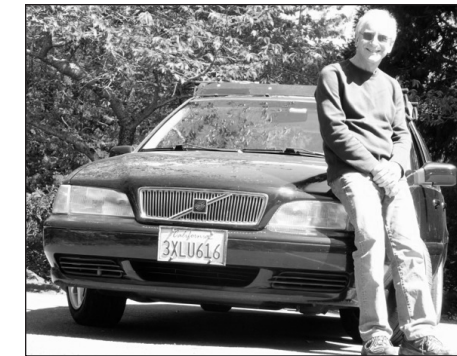
shop news

spring 2014

Featured Customer: Mark Goldman Making Connections That Enhance Our Community

Most of us have experienced everyday events that turned out to have long-term consequences. For me, two such events stand out. They involved a tow truck driver, my elderly neighbor, and, appropriately enough, my Volvo.

It all started about 12 years ago. My wife, Kathy, was leaving work on Friday evening and our 1998 S70 wouldn't start. The first challenge was how to get the car onto a flatbed truck inside a low overhang garage without ripping off the bike racks — *lower the tire pressure!* Once secured, they set off for a well-known Volvo repair shop that we had been using.



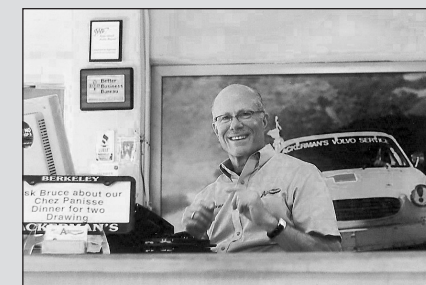
Mark and his 15-year-old mechanical thing, also known as his blue 1998 S70

We called ahead, but the shop couldn't work on our car until the next week and asked if we could we leave it. Nope, we were hoping to leave later that night for a weekend away. Luckily, the tow truck driver recommended Ackerman's and off we went.

Did You Know?

We can help...

Are your wiper blades leaving marks on your windows? Come on in and we'll replace them while you wait—you just pay for the blades and the labor is free!



You can help...

When you hear squeaks, rattles, pings, and other unusual sounds, don't procrastinate—bring your car in before it gets worse! Starting in April 2014, Ackerman's is extending its warranty period to a full two years, so the problem may even be covered!

So, while Kathy admired the aquarium, Bruce pulled out a new fuel pump from his well-stocked shelves and had us back in our S70 battling I-80 traffic within the hour.

Fast forward to 2012. I work from home, supporting web developers, so my schedule is flexible during the week. One day, watching me work in the garden, my neighbor, a member of Ashby Village, suggested that I'd make a perfect volunteer.

Based in Berkeley, Ashby Village is a nonprofit organization created by people in neighborhoods to take care of each other as they age. It basically allows the elderly to live in their own homes as long as possible. And who doesn't want that?

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Ackerman's Will Donate 5% of Your Invoice to the School or Non-profit of Your Choice!

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

A. It's 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 2013?

A. Factoring in \$100 gift certificates for minor services donated in support of school auctions, we gave more than \$10,500 to schools and non-profits last year.

Q. Do you have a flier that a school or non-profit representative can distribute to their community?

A. Yes, just have them contact me at 510.549.9330 or backerman@sbcglobal.net and I can forward it to them for circulation.

Proudly Supporting Our Community 2013 Donations:

- Affordable Housing Association
- Ashby Village
- Berkeley Ballet
- Berkeley Food Pantry
- Community Options for Families and Youth
- Futures without Violence
- Homeless Action Center
- Longfellow Middle School
- Maritime Radio Historical Society
- Milo Foundation
- Park Day School
- San Francisco AIDS Foundation
- The Center for Relationship Abuse Awareness

Featured Customer: Mark Goldman (continued from page I)

As a volunteer, I have done just about everything: trips to the doctors, plumbing, gardening, computer repair, food shopping, garage cleanups, social outings, whatever it takes. I've been with them for almost two years now, and not only has it fundamentally changed my views on aging, but it has provided many meaningful encounters that have deeply enriched my life. They are worth checking out: www.ashbyvillage.org.



“It's beautiful being part of a community in which giving and receiving go round and round!”



- Bob Davis
Ashby Village Member

As for my Volvo, I'm happy to say that I haven't had any life altering events with it. No rollovers or crashes. And thanks to Ackerman Volvo, the past 12 years and 140,000 miles have been steady and predictable. Regular maintenance does pay off. Like any 15-year-old mechanical thing, the car has issues and peculiarities.

When trouble does occur, I usually bide my time by turning up the volume on NPR. When that doesn't work and the check engine light refuses to go off, I

know that Bruce and his seasoned mechanics will make it all right in a timely, professional manner. And I especially like that he donates a percentage of the repair bill to a charity of your choice. Of course, I choose Ashby Village.

So, a tow truck driver introduced me to Ackerman's Volvo. And a neighbor introduced me to Ashby Village. And I introduced these organizations to each other through Ackerman's charitable giving. These connections are making a difference to a local independent garage and an organization trying to rethink how we age in America. These are the types of connections that enhance our community.

So how about you? What small, unrelated events occurred in your life that had far reaching consequences?

Creating a Cultivar Name Introducing Dendrobium capillipes 'Cascabel'

Master Technician Adam Anderson has the greenist thumb! In early March of this year, the San Francisco American Orchid Society awarded him a Certificate of Cultural Merit for his work with the Dendrobium capillipes orchid.



Adam's award-winning Dendrobium capillipes 'Cascabel'...the picture of health!

The award is given to an exhibitor of a well-flowered specimen plant of robust health. The Dendrobium capillipes was previously awarded in the late 1960s for blooming 73 flowers, but Adam's plant more than quadrupled that with over 300 flowers!

Adam regularly wins awards for the magic he performs with different species of orchid, but this honor includes the special opportunity to bestow a cultivar

name to the orchid to indicate its superiority and award potential. Adam's choice 'Cascabel' is his long-time partner's middle name.

Sadly, our small black and white photo doesn't do justice to this beautiful plant. But do a Google search for Dendrobium capillipes

when you get a chance. Its sunny yellow flowers are stunning. Adam hopes to enter another example from his amazing orchid collection at the Marin County Fair on the 4th of July – which one will depend on what's blooming at the time.



A Triumphant Return...

After a year off from racing his P1800, Bruce fired up a new engine and won two races at the SCCA Championship Series Double Regional Divisional runoffs in March. His goal is entry in the National Championship runoff at Laguna Seca in October.



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.



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)