

Ackerman's

SERVICING VOLVOS, INC.

510.549.9330

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SHOP NEWS

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PHOTO: SUSAN LIROFF

Introducing... Melo Cardoza!

Editor's Note: By now, most of you will have met Melo, who's been working as Shop Helper since last spring. However, he's never been "officially" introduced in *Shop News*, so read on and enjoy!

Hello, my name is Epigmenio Melo Cardoza iii. I was working as a manager of a pizza restaurant in Berkeley when I decided to start searching for another job. Kamilo, my son, and I would always get dinner after school from Pepito's Deli. One night I was talking with Maria from Pepito's about my search for an opening. She told me that the car shop down the street needed some help, that they're nice people, and that I should go by the place.

I remember walking into the shop to inquire about the position. Bruce was friendly from the introduction. We scheduled an interview, and I soon decided to join Ackerman's Servicing Volvos, Inc. My job is to assist in the process of repairing the Volvos, from washing cars, stocking parts, and maintaining a clean shop, to delivering people and figuring out the computers for Bruce.

I am very happy to be working at Ackerman's. Adam and Eric have showed me a lot about keeping Volvos in their peak condition. Bruce establishes an environment of growth, both professionally and personal. My conversations with the Volvo owners have always been interesting. With my son's school in the area, Ackerman's Servicing Volvos, Inc. is an ideal location for work. I'm looking forward to learning more from being a part of the team here.

See you soon,

Melo...

What's New at Ackerman's?

Eric has been with Ackerman's for ten years and Adam is close behind. ... Both mechanics have renewed their master technician status with the A.S.E. (the National Association for Automotive Service Excellence. On the web: www.ase.com.) ... Eric continues his hobby of flying model air planes, and Adam has taken up go carting.



Bruce and his racing Volvo recently won the Sports Car Club of America San Francisco Region Championship. ... Bruce attributes his success to Volvos' reliability and safety "Otherwise I wouldn't have the confidence to drive it as fast as I do!"



We're excited about the new Volvo SUV, the XC 90. (On the web: www.volvoc90.com.) It won Motor Trends' SUV of the year award as best of 14 tested. It sports fiber optic technology — there's always something to keep the job interesting!

PHOTO: SUSAN LIROFF



Bruce and Nancy gather around the hood of her Volvo to review her latest greeting card art.

Featured Customer Nancy Bien Souza

Of customer Nancy Bien Souza, Bruce says, "She's a very cool lady, a classical musician, an artist, and a great customer. I admire the way she deals with life — big time!" Newsletter editor Jessica Bucciarelli recently interviewed Nancy.

How did you become an Ackerman's customer?

My husband has a 1977 Volvo that just keeps chugging away. I was driving it about four years ago and the clutch went out. That was when I decided we needed to get a second car. A friend helped me find our "new" car — a 1987 Volvo that needed an engine

cooling system overhaul. I got an estimate from the mechanic we had been using, but my friend suggested I go Ackerman's. So I did, just before a trip to Lake Tahoe. Adam looked at the car and said I had to have the work done *now*, for safety's sake. We've brought both cars to Ackerman's ever since.

What do you like about Ackerman's?

I don't have to wonder if they're recommending something I don't really need. That's something people always worry about with mechanics, for good reason I think. I also appreciate Bruce because he's a real upstanding member of the community. He really puts himself out to make a difference. And I like to talk to Bruce about different things. He seems to really listen. I like talking to the mechanics too.

Bruce told me that one of the things he admires about you is your response to your son's cystic fibrosis diagnosis. Can you tell us a little about that?

The way that I manage being a mom of somebody with this is to take it one day at a time. To maintain our son's health, we spend about an hour and a half a day doing preventative health care. He's six and a half now, and when he's a teenager, it's likely he'll need periodic hospitalizations just to maintain his health. When you look at my son or anyone else with CF, they look fine. My son is really active. He just started karate, and he's always been a natural acrobat. Sometimes he'll cartwheel down the sidewalk instead of walking.

Between being a professional musician and an artist/entrepreneur and having three children, there's a lot I don't want to worry about. That's why I'm glad for my car and my mechanic. *Honesty and reliability* — those are things I appreciate in a Volvo and in Ackerman's!



"I want to make money for my family and I love doing art," explains Nancy Bien Souza, who has recently created a line of greeting cards from her original artwork. She adds, "Because of our son, we know how important CF research is. But we're not in a financial position to contribute to the Cystic Fibrosis Foundation. So I'm donating a percentage of sales to CFF"

Miniature black and white images of Nancy's greeting cards appear below (along with one of her nudes, which have not yet become cards). The actual color images look remarkably like original watercolors, and are mounted on a variety of vivid translucent papers.

Nancy credits the quality of the cards to her sister, a graphic designer in Phoenix. "That's why it's called *TwocanCard*," she explains. "The business is my responsibility, but I couldn't do it without my sister."

To contact Nancy about purchasing cards, call 510.287.8700 or email info@twocanCard.com. To learn about the Cystic Fibrosis Foundation, visit their website: www.cff.org.





Servicing Volvos ...Serving the Community

For the past four years, every Ackerman's customer has had the option of choosing a school or nonprofit organization to receive a check for 5% of your bill. In 2002, this program raised almost \$7000 for local organizations, independent schools, and public schools. Some schools received as little as \$4, while others received over \$400. *It all depends on the number of parents and friends who ask Bruce to put five percent of their bill directly back into the community.* The schools and organizations customers chose to support in 2002 are listed below. Those which recently received their first donation from the program are **bolded**.

- Albany Middle School
- Amelia Earhart Middle School
- Archway School
- Arrowsmith Academy
- Ashkenaz
- Athenian High School
- Aurora School
- **Bentley School**
- **Berkeley Boosters**
- **Berkeley Free Clinic**
- **Berkeley High Development Fund**
- **Berkeley High School Lacrosse**
- Berkeley Hills Nursery School
- **Berkeley Montessori**
- Berkeley Public Education Foundation
- Berkeley Richmond Jewish Community Center
- Berkeley Zen Center
- Berkwood Hedge School
- Black Pine Circle
- **Boadecia's Books**
- **Boy Scouts of America**
- **Cal State Music Department**
- **Cameron Intervention School**
- **Charlotte Maxwell Clinic**
- Children's Community Center
- **Community Alliance for Learning**
- **Computer Technologies Program**
- The Creative Playcenter
- **Disability Education and Defense Fund**
- **Discovery Center School**
- East Bay French American School
- East Bay Waldorf School
- **Educational Foundation of Orinda**
- **El Cerrito Parents Coop Pre School**
- Emerson School
- **Environ**
- **Friends of the Golden Gate Library**
- Hawthorne Year-Round School
- **Hillcrest School**
- **Homeless Action Center**
- Jefferson PTA
- **Jewish Community Services**
- Longfellow School
- **Malcolm X Elementary PTA**
- Marin Elementary School
- **Mustard Seed Preschool**
- **National Spasmodic Dysphonia Association**
- Nia House School
- **New School**
- Novus School
- **Oakland Hebrew Day School**
- Oceanview School
- One Step School
- Park Day School
- Piedmont Education Foundation
- Piedmont Unified School District
- Prospect Sierra School
- Redwood Day School
- **Redwood Heights School**
- Rosa Parks Academy
- **Shelton School**
- Snugery
- **S.P.I.R.**
- **St. John Missionary Church**
- Step One School
- Tehiyah Day School
- **Thousand Oaks School PTA**
- Valley View Elementary Parents Club
- Waldorf School
- **Warren Elementary School**
- **Willard Middle School**
- Windrush School

If you have any questions about the program or want help promoting it at your school or organization, call Ackerman's at 510.549.9330.

Thanks!



A Certified Green Business

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Bruce Ackerman, Owner

Jessica Bucciarelli, Newsletter Editor/Designer

New Technologies to Keep Your Volvo Safe, Reliable...

Ackerman's has always made it a priority to keep up with the newest and best technology. Our recent acquisitions include a fuel mixture analyzer that's much more precise. We also have a new charging system analyzer that almost performs magic. It gets in where we can't see. All this new equipment helps us provide the best diagnostic services possible! One final, low-tech piece of advice: Winterize your Volvo — *get your butt warmers fixed!*

...and Cozy!



In this issue...

An introduction to the artwork of Ackerman's customer Nancy Bien Souza, whose art and cards are now on display at the shop on San Pablo Ave., and on the website at www.AckermanServicingVolvo.com

Pictured: "pieinthesky," a new painting (acrylic, 3' x 4') that will soon be available as a greeting card, with partial proceeds to benefit the Cystic Fibrosis Foundation.