

# STEPHENS AUTOMOTIVE, INC.

## QUARTERLY TUNE-UP (847) 705-8770

www.stephens-automotive.com

Enjoy Our Premier Issue

## We Have Expanded

Stephens Automotive has expanded it's facility. We have spent the last two months knocking down walls and installing car lifts. This expansion has doubled the size of our facility bringing it up to 6000 square feet of space. We have filled it with the most sophisticated

equipment in the repair industry.

Expanding to the adjacent unit we have a new customer lounge and offices. We invite you to stop by and visit our new facility. (Pictured Below)

Your recommendations to friends and co-

workers is the reason for our expansion. We thank you for the continued trust you have placed with us to keep your car operating in a safe and reliable manner.

We appreciate your business and look forward to your continued confidence in our ability

to serve your automotive needs.

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# Great Savings

**4-WHEEL ALIGNMENT**  
INCLUDES:

- Precision computerized 4-wheel alignment
- Adjust caster, camber & toe-in (where applicable)
- Center steering wheel
- Inspect tires
- Computerized Printout

**\$79.95** + tax

Please present coupon when dropping off your car. Expires 2-28-02.

**TRANSMISSION FLUID EXCHANGE**  
INCLUDES:

- Completely flushes contaminated fluid from transmission, torque converter, transmission cooler & cooler lines.
- Cleans all internal transmission components

**\$99.95** + tax

Please present coupon when dropping off your car. Expires 2-28-02

**COOLANT SYSTEM POWER FLUSH**  
INCLUDES:

- Inspect & pressure test system for leaks
- Back Flush of System
- Install 1 gallon of anti-freeze/coolant
- Check hoses, clamps & belts

**\$89.95** + tax

Please present coupon when dropping off your car. Expires 2-28-02

## Charlie, Master Mechanic



Charlie's first interest in cars came from working on his parents' cars in high school, as well as learning from books and people. His interest progressed from a youth hobby into a career.

Working gas pumps at a Palatine service shop, he moved to head tech over

the course of 28 years.

Charlie's favorite car was a 1970 Dodge Charger which he bought new and experimented on. His cutting edge performance work on that Charger foreshadowed his role at Stephens Automotive, where he has been an asset

for the last 6 years. When a complex problem presents itself, we turn to Charlie for the solution.

In his free time he enjoys home improvement projects. He has a family with 4 children and has cruised many of the roads in the Midwest on one of his motorcycles.

## Horror Stories

**"... he asked if they could properly dispose of the waste oil. They said it would be no problem."**

In what we hope will be a staple in our newsletter we present, "Horror Stories". This issue involves a customer of ours and the events at a another repair facility. The names have been changed to protect the innocent.

Mr. Jones was going to take his car to have the oil changed. Recently he had changed the oil in his lawn

mower. He knew that pouring the waste mower oil down the drain was not the thing to do.

While on the phone setting his appointment he asked if they could properly dispose of the waste oil. They said it would be no problem.

Mr. Jones dropped off his car and his waste oil. Later he returned to pick up his

car, he went over the bill and inquired why there had been a charge for a filter but no oil. He was then told that they had used the oil he had dropped off with the car.

That's right, Mr. Jones car was now lubricated with old and dirty oil from his lawn mower.

Next Time...the mower gets a 4 wheel alignment.

## Under The Hood With Joe Stephens



One of the maintenance jobs for your car that is usually performed every 15,000 miles is a tune-up. Every repair shop seems to have a different idea of what a tune-up is. Shops advertising a tune-up for \$49 replace just the spark plugs and then after the car is in the shop you will receive a call telling you about the bad filters and other things wrong. We do things differently, a 15,000 mile service always in-

cludes spark plugs (platinum tipped are changed every 60,000 miles), air filter, PCV valve, change of oil, oil filter and fuel injection cleaner in your fuel tank. We set the ignition timing and idle, clean the throttle body, rotate the tires, adjust the tire pressure, clean the rear brakes and adjust them, lubricate all the door hinges, hood hinges, trunk latches and locks. We check the battery and elec-



trical system, using state of the art equipment. While vehicles are tuned up every 15,000 miles, at 30k, 60k,

and 90k fuel filters and engine coolant is added to the list. With every car that comes to our shop we do a complete check out. We tell you upfront what the car needs or doesn't need, what's new and old and what to expect in the future. This procedure helps you keep misinformation to a minimum. We don't like surprises and know our customers don't either. We strive for honesty and good communication with you and as always, I'm here to talk to you if there is a question or concerns about our work.



Our New Parallelogram Alignment Machine

You can write Joe at [joe@stephens-automotive.com](mailto:joe@stephens-automotive.com)

On The Web: [www.stephens-automotive.com](http://www.stephens-automotive.com)

## Bleau Cooper, Our General Manager

Ronald Bleau Cooper was born and raised in Winthrop Harbor, a town he moved back to in 1999 and now calls home. Bleau has been a traditional family name for the last 7 generations and it carries on to his children.

Bleau Cooper took an interest in cars in high school. At the age of 14, he bought his first car a, Nash Metropolitan for one hundred dollars. He would own 8 more Metropolitans over the years. Working on the Nash behind his house after school, even putting a V-8 engine in one of the tiny cars.

After high school Bleau went to the University of Mississippi or, "Ole Miss". He played football for the Rebels and is remembered in the Ole Miss Rebels athletic complex for intercepting a pass and scoring the only points in the game against Alabama in 1970. Bleau graduated from Ole

Miss with a Bachelors in Business Administration and later earned a Masters in Automotive Marketing from the Northwood Institute.

After college he worked at auto dealerships, quickly rising to managerial positions. During his free time he became Col. Bleau Cooper, the head of a 9 car racing team known as Col. Bleau's Army.

Bleau never was seriously injured in the race circuit but in 1986 had an accident in a warehouse that left him with a fractured vertebrae. He spent 5 months in traction and then six months after that learning to walk again.

Before coming to Stephens Automotive, he managed a number of local dealerships. Having met Joe years earlier working together at a Toyota dealership, he would send used cars to Joe



to fix at Stephens Automotive. In July of 2000, Joe asked Bleau to join him as the General Manager for Stephens Automotive, giving up the long hours of the dealership (for the long hours of the repair shop).

Bleau is also a master mechanic and auto body repair expert. He restores cars in his free time and recently finished restoring a 1966 Ford Mustang.



# STEPHENS AUTOMOTIVE, INC.

## Specialized Toyota Repair

Stephens Automotive, Inc.  
253 N. Eric Drive  
Palatine, Illinois 60067  
(847) 705-8770

## Bleau's Stories From The Past

Back in my college days at the University of Mississippi during football seasons players could not leave the campus on the weekends unless it was for an away game.

On the first Saturday we could leave campus, we did not realize it until noon. So we decided to pick up empty glass pop bottles for the return deposit.

After cleaning up the campus grounds we moved on to the local roads. I drove in my little Nash Metropolitan while one friend sat on the hood and one on the bumper, jumping off to collect bottles that they saw on the curbside. We collected a good amount and decided to

press on to the more rural areas around the school.

We filled the rumble seat to the brim with the bottles and made our way to a General Store to collect the money. We let them know of the small fortune we had amassed in the rear of my car. They offered to take the bottles for 2 cents each. We told them we could get 10 cents back in town and left the store.

9 miles from the General Store with over 20 left to go, the right front wheel came off the car. We pulled over and walked back to the General Store. I phoned a friend and told him to bring his car so we could transfer the bottles to his car and tow



mine later.

When we got back to where we left the car we found a gathering of people and a County Sheriff. The car had rolled off the road and down a steep embankment. A trail of broken glass led to the wrecked Metropolitan. We remarked someone may have been in the car and made our way down to it. We remove the license plates and left the scene.

Bleau's moral, don't be greedy and keep your car in good working order.

**We wish our good friend Mel Krezminski of Deer Park the best on his recovery and to the many years ahead.**