

R & R CUSTOMER CONNECTION

Auto Service

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Issue 6

Car care designed to fit your busy life

WE APPRECIATE your business, and we want to make you glad to have us as your auto service team. That means delivering the highest

quality of auto care with the best customer service you've ever received from an auto service company. During our 36 years in business, we have added a variety of services to

make auto maintenance easier for you, and we'd like to tell you about them. From free rides to free advice, our services are designed with you in mind. We hope you discover some helpful service you didn't know about in this issue. It's our goal to deliver car care that fits your busy life. •

Family Service makes auto care easier

OUR FAMILY SERVICE can make maintaining all the vehicles in your family easier for everyone. First, R&R can provide expert service for every vehicle your family drives—no matter what year or what make. Second, we can manage the scheduling of auto care for your family's greatest convenience. For example, if you want to schedule three cars concurrently, no problem! Or, you might prefer

to schedule your cars in tandem, picking one up to leave a second. We will do whatever it takes to make vehicle maintenance require a minimum of fuss and worry for you. •



SEE YOUR CAR?

We service it!

ACURA
AUDI
AUSTIN-HEALY
BMW
BUICK
CADILLAC
CHEVROLET
CHRYSLER
DODGE
FORD
GMC
HONDA
HYUNDAI
INFINITI
ISUZU
JAGUAR
JEEP
KIA
LAND ROVER
LEXUS
LINCOLN
MAZDA
MERCEDES-BENZ
MERCURY
MG
MITSUBISHI
MORRIS
NISSAN
OLDSMOBILE
PLYMOUTH
PONTIAC
ROVER
SAAB
SATURN
SUBARU
SUZUKI
TOYOTA
TRIUMPH
VOLKSWAGEN
VOLVO

NEED A RIDE?



Transportation while your vehicle is being serviced can be a major inconvenience. Let us help!

1 Free Ride.

We will happily give you a ride to and from the North Dulles Transit Center when we are servicing your vehicle.

2 Discount Rental Car Rates with

Transport Service. Rent a vehicle for as little as \$27.95 per day. Plus, you can arrange to pick up and drop off your rental car from R&R. •

Expert Advice & Great Prices

TIRES

With a daunting selection of tires available in a variety of price ranges, choosing new tires can be overwhelming. And paying more doesn't guarantee better quality. Let us take the worry out of choosing new tires. Your R&R team knows tires. We can direct you to the standouts in every price range, guaranteeing you not only the best tires for your vehicle, but at competitive prices. As an added bonus, combine tire installation with maintenance service, and suddenly life gets a little easier. •



R&R's comprehensive service includes FULL FACTORY MAINTENANCE for NEW CARS

IF YOU BUY A NEW CAR, remember that your R&R service team provides full, factory-recommended service for your new vehicle, including all the maintenance records

WHILE-YOU-WAIT SERVICE

WE CAN PROVIDE while-you-wait service for those times when you have a relatively small job and it would be more convenient not to leave your car at our facility. Just ask for while-you-wait service when you make your appointment, and we'll make sure a technician is ready and waiting for your arrival. •



needed to fulfill factory requirements.

THE COMPREHENSIVE maintenance and repair service available from your R&R team includes:

- General maintenance
- Drivability problems
- Traction control, brakes and anti-lock brake problems
- Check engine light services
- Exhaust system
- Starting and charging systems
- Cooling systems
- Steering and suspension
- Heating and air conditioning systems
- Seasonal check-ups
- Timing belts
- CV joints
- Lights and accessories



Records Department at your service

WE THINK OF YOUR CAR as our patient.

Like any good doctor, we want to understand your car and your concerns about it. We keep comprehensive records of its service history and mileage, including its unique quirks and personality. •

SPOTLIGHT ON YOUR R&R TEAM

IT SEEMED ONLY LOGICAL. What else does one do with a physics degree from Carnegie Mellon University and an overwhelming urge to disassemble, analyze and repair troubled British sports cars? Such was the genesis of R&R Auto Service in 1972 under the leadership of Rob Carter.

OVER THE YEARS, R&R has seen many changes, including expanding our service to both domestic and imported vehicles. Through it all, Rob's leadership has remained constant, as has his commitment to providing unparalleled quality of auto service work. Rob's philosophy is that customers will always appreciate and respond positively to a company that puts customer service at the top of its priority list.



ROB CARTER

FROM OUR FIRST conversation with Rob, the owner of R&R, my husband and I had an excellent feeling that we could expect R&R to be honest and fair. For years, R&R has kept our family's three cars in tip-top shape. They do excellent work, give us a general check up each time, but do no more work than needs to be done.

—Linda Butler
Herndon, Virginia

Rob's philosophy is that you'll appreciate a company whose first priority is serving you.

TODAY, working on his own British car takes a back seat to Rob's love for family, God, business, Boy Scouts, and good

friends, but you still can take a peek at his pet project—the black 1971 Jaguar XKE patiently awaiting his attention on our lobby floor. •

TRY OUR ADVICE LINE

SOMETIMES YOU JUST NEED A LITTLE ADVICE. If you need help with any question related to your vehicle's care and maintenance, just call your R&R team service manager, at 703-430-0770 during R&R hours. We keep your vehicle's service records at our fingertips, and our extensive knowledge about car care is always at your service. •

