

**Award  
Winning  
Service**  
for Japanese,  
European  
and American  
Cars, SUVs,  
Light Trucks  
and  
Hybrids

## Save The Date

Once again British American Auto Care will be participating in Howard County's GreenFest on Saturday, April 17th, 10:00am - 4:00pm. This year, because of the increased number of exhibitors, the event will be held in the Burrill Galleria and Duncan Hall at Howard Community College.

This year the event's theme is "Greener Choices, Greener World – One Person at a Time"

British American will have a booth demonstrating their commitment to the environment with a display of it's "Green" practices, including a special oil recycling program (designed and developed by British American) which in the past year has saved 220 quarts (55 gallons) of oil, 4705 bottles and recycled 588 pounds of plastic!



They will be providing information on special oil changes and ways to save gas and save money while helping the environment!

As part of daylong activities, workshops and lectures owner, **Brian England will be speaking on Green Car Care practices at 1:00 pm.**

"Green" themes that will also be featured at the festival include green buildings, green consumer products, green landscaping, wildlife and environmental education, and children's activities.

Mark your calendar and join British American Auto Care at "GreenFest" and find out what you can do to help the environment and help maintain our high living standard in Howard County.

Visit [www.hcgreenfest.org](http://www.hcgreenfest.org) for full details.

**4705 Plastic Bottles, 55 gallons  
of oil, 588 lbs of plastic recycled!**

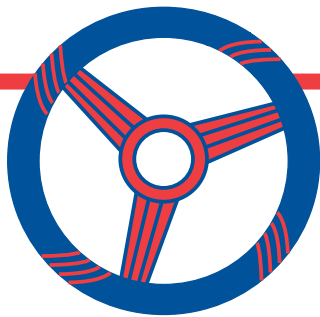
## Customer Appreciation Month

**Once again April is Customer Appreciation Month at British American. See page 3 for details and learn how you could win a British American gift certificate for \$150 or one of the numerous runner up prizes.**

No Purchase Necessary.



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# How to Stop a Speeding Toyota- or any other vehicle

## The Steering Column

By Brian England

Recently Toyota stopped selling and building eight models, saying there is a possibility that their accelerator pedals may get stuck in a partially depressed position or return slowly to the idle position.

Affected are certain models of the Camry, Corolla, RAV4, Highlander, Tundra, Avalon, Matrix and Sequoia. If you own one of these vehicles you should have been contacted by Toyota if your vehicle is one of the models being recalled. A call to the dealership will confirm if you have a recalled vehicle.

The odds of your accelerator sticking even in a recalled model are very small, but what should you do if your vehicle's accelerator sticks while driving?

### **Brake hard and try to shift to neutral**

Consumer Reports magazine's instructions are simple: First, brake hard. Then put the car in neutral. When you come to a stop, turn off the engine. While you are braking, and especially after you put the vehicle into neutral, the engine may keep revving loudly but, do not turn the engine off while still moving if you can avoid it.

Turning off the engine means you will lose power-assisted steering and brakes, and if you turn the key too far, you could lock the steering wheel. The high revving is not good for the engine, but that is not as important as bringing the vehicle to a stop. Once stopped turn off the engine immediately to avoid possible engine damage.

### **Brake firmly, steadily. Don't pump brakes.**

Toyota warns that pumping the brake pedal will deplete the vacuum assist, which boosts the braking force using power from the engine. If that is depleted, you'll need to put much stronger pressure on the brake pedal, and it still might not be enough force to stop safely.

You may have to jam your foot on the brake really hard.

### **If all else fails, turn off the engine**

If you can't put the vehicle in neutral, then turn the engine off. Turning off the vehicle – to the accessory position - will not cause loss of steering or braking control, but the power assist to these systems will be lost.

### **Toyota advises:**

If the vehicle is equipped with a conventional key ignition, turn the ignition key to the accessory (ACC) position, but don't remove the key from the ignition, because that will lock the steering wheel. – If you start your car by pressing a button instead of turning a key, push and hold the start-stop button for at least three seconds to turn off the engine. Do not tap the button.

The likelihood of you experiencing this problem is very remote, but if it does happen to you, the best solution is to stay calm, brake hard, move the gear selector to neutral and switch off the engine.

## Brake-Override System – An Added Safety

In 2011 Toyota will be adding a brake-override system to new models. A brake-override system overrides the accelerator, not the brakes. If a driver hits the brakes while a vehicle is accelerating, the vehicle's computer thinks the driver would rather stop than go. The brake-override

system cuts power to the engine, preventing the kind of runaway acceleration several Toyota drivers have complained about.

Some manufacturers have installed this system for years, while others it's very recent. Check with the manufacturer for your year vehicle.

### **Manufacturers without brake-override systems**

Acura	Mazda
AM General	Mitsubishi
Buick	Pontiac
GMC	Saab
Honda	Saturn
Hummer	Subaru
Jaguar	Volvo
Land Rover	

### **Without brake-override systems but plan to add them in 2011 models**

Ford	Mercury
Lexus	Scion
Lincoln	Toyota

### **Already have brake- override systems**

Audi	Mini
BMW	Mercedes-
Dodge	Benz
Ferrari	Nissan
Fiat	Porsche
Hyundai	Rolls Royce
Infiniti	Volkswagen
Jeep	Smart
Kia	

SOURCE: Edmunds.com

## New Staff

Tyler joined British American Auto Care as a service writer in September 2009. Prior to joining British American he worked for Firestone for five years as a service technician. Tyler was born in Washington D.C. but grew up in Boca Raton, FL. At 14, his family moved back to this area and he attended River Hill High School.

Tyler lives in Sykesville with his significant other, Kristin. He loves out-

### TYLER CHEN TURNER

doors activities and plans to join British American's softball team this spring.



Craig moved from Rhode Island to Elkridge to join British American as an auto technician in August 2009. He has been an auto technician for over 20 years and ran his own small owner/technician auto repair shop in Rhode Island. Craig has two grown children, loves hunting and fishing and riding his motorcycle.

(Search And Rescue Dogs Of Maryland). Once their training and certification is

### CRAIG ST JOHN

complete they will volunteer to work with search and recovery teams looking for drugs, bombs and on human recovery searches.



## Electronic Age

It has been about a year since we asked those interested to sign up for e-mail service reminders in place of mailed post-cards. Unfortunately it took us a little longer to get set-up than we hoped, but about two months ago we started using e-mail reminders. Are you getting yours? Make sure they are not going to your spam filter.

If you would like to sign up for electronic service reminders and/or Hotwire newsletters please fill out your name, and e-mail address below and mail or drop off at British American.

You can now follow us on Facebook under **British American Auto Care** and on Twitter follow Brian at **@briane2046**



## April is Customer Appreciation Month

Just fill out, cut out and mail, or drop this form off at British American to be entered into a free drawing. The winner will receive a gift certificate for \$150. Numerous runner up prizes will also be presented. No purchase necessary.

1. Which TV/Cable provider do you use?  Comcast  Verizon Fios  Dish Network  Other
2. What social networking sites do you use  Facebook  MySpace  Twitter  LinkedIn
3. Do you want to receive future copies of our HOTWIRE newsletter by e-mail?  Yes  No

If yes, please write your e-mail address below

Name \_\_\_\_\_

Phone number \_\_\_\_\_ E-mail: \_\_\_\_\_



## SANDI'S CORNER

# Dropping Your Car Off Early

### Why it is important to drop your car off early or the night before.

Ten years ago we used to be able to complete 90% of service/repair work on vehicles the same day. But, as vehicles have become more technically advanced and complicated, that percentage has declined. Today there are many more different types and model of vehicle and each vehicle has many more parts. In fact some individual manufacturers have 10 to 15 different models each with 3 to 5 different drive train options, as is the case for Toyota who, not long ago, consisted of only 5 models and 2 drive train options.

This means that it has become more difficult for us to stock all vehicle parts. Even dealerships now use regional warehouses rather than stocking parts.

So this brings us to the importance of dropping off your vehicle early or the night before your service day. This allows us to

get the car in early, check it out, evaluate your vehicle's needs with the technician, call you with an estimate and if we don't have the parts or the parts aren't available from the local dealership there is still time to pick up parts from a regional warehouse.

Our technicians begin work at 7:00 am, a half hour before we open to customers, with our first courtesy van run at 8:00 am. Our goal, is to have all the day's cars evaluated and estimated by noon (excluding mini and minor lubes) so we have time to get any necessary parts and have your car ready for you to pick up between 4:30-5:30 pm.

While we cannot guarantee to complete your vehicle's service/maintenance the same day, having your vehicle early in the day will greatly improve the probability of it being ready for you to pick up the same evening.

## Get Connected



**British American Auto Care, Inc**



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