

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

## British American Wins 2010 MD Green Registry Leadership Award

On July 6th British American Auto Care was in great company when they received a **“First Annual Maryland Green Registry Leadership Award.”**

Only five winning Green Registry organizations were chosen based on their demonstrated, strong commitment to sustainable practices, measurable results, continuous improvement and environmental results achieved.

Each of the winners completed a “Five Leaders...Five Questions” profile discussing the importance of these elements in their programs, posted online at: <http://www.mde.maryland.gov/MarylandGreen/awards.html>

The five winners were:

**British American Auto Care**  
**GM Baltimore Transmission**  
**NASA/Goddard Space Center**  
**St. Mary’s College of Maryland**  
**Union Hospital of Cecil County**

The Awards were presented at an event hosted by the Green Building Council in Jessup on July 6th. Maryland Department of Environment Secretary Shari T. Wilson, Business and Economic Development Deputy Secretary Dominick Murray, and Natural Resources Deputy Secretary Joe Gill presented the first-annual Maryland Green Registry Leadership Awards.

Governor O’Malley said: “Maryland has made enormous strides on so many fronts – working to restore the Chesapeake Bay and local waterways, to fight climate change and promote a clean energy future, to create green jobs,



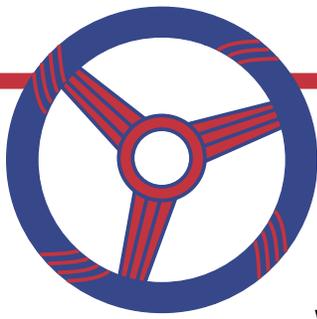
to make our air cleaner and our water safer, and to protect our land and farms for future generations. Our partners in this work, Green Registry members are leaders bringing good business and sustainable environmental practices together – to save money and to protect our resources.”

MDE Secretary Shari T. Wilson said, “A healthy environment and a healthy economy go hand-in-hand. I am proud to present these awards to organizations that have displayed outstanding leadership through their strong commitment to environmental protection. While they represent a variety of facility types and sizes, all have several key factors in common that contribute to their success: each organization has a green team, has organization-wide commitment to environmental performance, sets annual environmental goals, and measures their results.”

British American Auto Care, Inc., stood out from the others as the only small business to win an award!

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9577 BERGER ROAD  
COLUMBIA, MD 21046  
410-381-2700 • 301-596-2240  
[www.britishamericanauto.com](http://www.britishamericanauto.com)  
[www.gogreencarcare.com](http://www.gogreencarcare.com)



# Auto Tips and Tricks

## The Steering Column

By Brian England

A motor vehicle is probably the second most expensive purchase you will ever make. It is very important to perform regular maintenance to extend its life, and keep you safe on the highway.

In addition, if you are vigilant to small changes in your vehicles operation you can prevent some costly repairs and keep your vehicle running safely. Here are some simple tips and tricks that can keep you driving safely and save you some money!

**Wiper Blades** - Do your wiper blades skip or streak on the windshield? Perhaps they need replacing, but before you spend your money try cleaning them and your windshield! Use some warm water with dishwasher detergent and wash your windshield. This will remove any greasy film, then using the same solution on a soft cloth, wipe the

rubber of your wiper blades until no more dirt comes off. This simple cleaning can turn your wiper blades back to "as new".

**Turn Signals** - Are you sure yours are working correctly? Well, something simple to take notice of is if your turn signal dashboard light starts blinking faster. This (in most makes and model vehicle) means that a turn signal light is out! To check this, just park and put on your turn signals and check which is not working. Once you have located the faulty bulb, you can replace it yourself or have British American replace it. In either case, you keep your vehicle safe so everyone will know your turning intentions.

**Check Engine Light** - Your check engine light can come on for many different reasons, and when it comes on, it needs to be checked by your service center. In many cases you can still drive your vehicle safely, but if your check engine light is flashing on and off, stop driving or you could cause expensive damage.

**Emergency Brake** - Because owners of automatic transmission vehicles can put their vehicle in 'PARK', it is easy for them not to use the emergency brake. But, you should ALWAYS use the emergency brake as well. The use of the emergency brake maintains the adjustment of the vehicles rear brakes. Also, regular use of the emergency brake will prolong the life of your rear brakes and reduce the chance of your rear brakes not working correctly.

**Engine Oil** - With most of today's vehicles it is no longer necessary to change your oil every 3,000 miles. Your vehicle and the type of driving and the total miles you drive each year are factors that affect when you should change your oil. In some cases you could even go up to 25,000 miles between oil changes! For an evaluation of how often you should get your oil changed go to our



website [www.britishamericanauto.com](http://www.britishamericanauto.com) click on the "oil change" icon and we will provide you a free evaluation based on your answers to some simple questions. It may be possible for you to extend your oil change periods and help the environment by not using as much oil.

These are just a few tips and tricks that can help you save money and keep your vehicle running smoothly. But, remember there is no substitute to regular preventive maintenance services. Regardless of how many miles you drive a year; you should have your vehicle professionally serviced every six months whether you need an oil change or not. Preventive maintenance, which includes carefully checking safety items, should be performed every six months.

Safe Driving

**Fluid Leaks** - Have you noticed some drops of fluid on your driveway or garage floor? The color of the fluid can tell you what is leaking.

**Clear water is probably just condensation from the air-conditioner.**

**Engine oil is brown/black.**

**Reddish fluid comes from your automatic transmission or power steering unit.**

**Green/yellow fluid is antifreeze from the cooling system.**

**Lighter/clear brown fluid is from axles.**

# Family Addition

If you have been to British American Auto Care during the past two months you might have noticed that Sandi has been missing! Well, she has been out on maternity leave. On May 11th at 9:21 am Sandi, Brian and Jennifer

England's daughter, gave birth to a 6lb 10oz, 21 1/4" baby boy. Mother and baby (Lucas) and father (Jeff) are all doing well!



# Courtesy Van

**British American's free, courtesy van is used by many customers, but it wouldn't work at all if it weren't for their friendly drivers, Mike and Hugh.**

Mike had been a loyal British American Auto Care customer for over 20 years before he became a part-time British American driver in 2001. Mike has lived in Howard County for 45 years with his wife, Regina, a recently retired RN.

Before working at British American, Mike spent 32 years working for the Dept. of Defense. He likes to travel, read and is a coin collector.

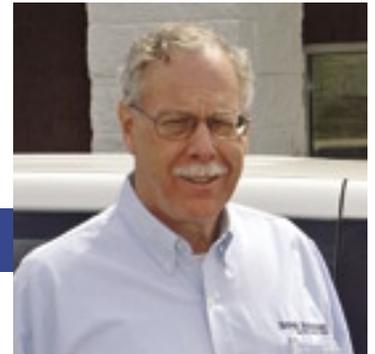
Hugh joined British American in 2008. He has traveled extensively and has lived in many different states throughout the USA. He moved to Columbia 11 years ago.

Since moving to Columbia, Hugh has taken an active interest in community rights and was inspired to run for the Columbia Council in 2009. His successful campaign resulted in him being elected to the Board of Directors, representing the Village of Town Center.

Do you have ideas on how British American can improve their service to you?

Share your thoughts while riding to work or home with Mike.

**MIKE SAGE**



Next time you use the courtesy van share your thoughts on how to improve the lifestyle, smooth running and growth of Columbia or British American Auto Care with Hugh!

**HUGH TOUSEY**



# Twitter (<https://twitter.com>)

A lot of people have heard about TWITTER but think it only applies to young people keeping in touch with each other, but there is another side of twitter. Twitter allows you to follow whomever you like. You can select people, news organizations, business associations or what or whomever interests you. Then, you will receive short one-line tweets keeping you up to date on what interests you.

Tweets are quick and easy to read and then you can open those that interest you. This is much better than e-mails and



much better than having to look on the Internet. I tweet under this name **brianecaradvice** so, if you have a question, tweet me and I will answer you. Or, you can follow me and receive my tweets, which focus on new "green car" innovations.

You can use TWITTER for business or personal use, either way it is an efficient way to stay informed on things that matter the most to you.

You can also stay in touch with British American on FACEBOOK – **British American Auto Care, Inc.**



## THE TRUNK

### April Winners!

Winners of our April Customer Appreciation Month drawing were:

**Jennifer Derise  
of Columbia -  
who received a \$150  
gift certificate**

**Runners-up -  
Brenda and Allen Shouse  
of Laurel**

**Steve and Mary Ellen  
McLaughlin of Columbia  
Susan Ensor of Columbia**

**Margery and Dennis  
Rapport of Columbia  
all received \$50 off  
their next service  
or a free Mini Lube.**

# British American Wins 2010 MD Green Registry Leadership Award

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Secretary, Shari T. Wilson stated that during the past year British American Auto Care had:

Developed an innovative method of draining oil bottles allowing them to save over 55 gallons of oil and 588 pounds of plastic.

Converted more than half of their landscaping into a natural area that does not require mowing and converted an area to garden plots for employees.

Installed more efficient lighting systems throughout their facility, allowing them to cut their energy use in half.

The Department of the Environment also announced collective results that were self-reported by participating

organizations. The more than 200 Green Registry members, over a single year, reported the following annual results: 1.6 million pounds of hazardous waste reduced, 4.7 million pounds of non-hazardous solid waste reduced, 2 billion pounds on non-hazardous solid waste recycled, 2.8 million gallons of wastewater reduced, 3.8 million gallons of fuel conserved, 1.6 million miles vehicle miles traveled reduced, 3.6 million MW electricity reduced, 53 million gallons of water conserved, 1.5 million metric tons carbon equivalent greenhouse gas emissions reduced (including 420 million pounds of carbon dioxide reductions), and \$24 million saved.

**British American**  
.....AUTO CARE, INC.

9577 BERGER ROAD • COLUMBIA, MD 21046

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