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**CARSTAR.COM**  
**402-475-8441**

### Newsflash:

## You Don't Need Three Estimates

### AND... You can choose your own body shop

**Y**ou've wrecked your car and had it towed to a body shop. Your insurance company asks for three estimates. Do you have to have the car towed to two other places... then possibly back to a shop they choose? No! No law says you have to get three estimates, and no laws require you to use a shop the insurance company chooses.

In "the old days," when insurance companies didn't have on-staff adjusters, it made sense to ask three shops for estimates. The competitive totals assured both you and the insurance company that the price was fair.

These days, most insurance companies have on-staff adjusters. They can see for

themselves that an estimate is fair, so they only need one.

Insurance companies might ask for three estimates to get shops to underbid each other, which saves the company money, but could lead to a lower-quality repair. Some insurance companies ask for three bids to buy time before they have to pay out the benefit. Other times, the agent just doesn't realize the company no longer needs three bids.

**"This is America, and you can get your car fixed wherever you want."**

--Glenn Hillhouse,  
Founder of Glenn's  
CARSTAR Body Shop

*continues on page three...*

## Top 10 Stupid Winter Weather Ideas

**S**ometimes common sense goes out the window when it comes to winter weather. We've known real people who have tried the following crazy things to cope with winter. Don't let it happen to you. Check with friends and family before you do anything out of the ordinary. If we can help, please call Glenn's CARSTAR any time.

- ★ **Snowmower.** A lawnmower does NOT work like a snow blower. The snow clogs up the blades, then the mower dies. Don't ask how we know.
- ★ **Glass Cracker.** Pouring boiling water on a windshield may melt the ice, but it's also likely to crack the glass.
- ★ **Grease Monkey.** You can put Crisco<sup>®</sup> on the windshield to make it waterproof, but—you guessed it—you won't be able to see.
- ★ **Sled Head.** Do not...repeat, do **not** sled behind a car as if you were water skiing. Pavement is not as soft as water.
- ★ **Chip Chopper.** It's tempting to chop windshield ice with the corner of your ice scraper, but if the ice is that thick and hard, you are likely to also chip or crack your windshield.
- ★ **Credit Card Crunch.** Scraping windshields with a credit card works with thin layers of ice, but you risk snapping the card in two. You'll miss it next time you go shopping. ★



**A word from Glenn's  
general manager**

## **Allan's Two- Cents'-Worth**

### **Your Warranty is Good at Any CARSTAR**

"It's a global economy." That phrase refers to connections between people, businesses and governments all over the world. Thinking about a global economy means realizing what we do here in the United States affects people as far away as Africa, Ireland and Iceland.

I like this idea of connections and working together to create something constructive.

In much the same way that countries are responsible for one another in a global economy, Glenn's CARSTAR is connected with other CARSTAR franchisees across the U.S. through our warranty program. What we do in Lincoln, Nebraska, is backed up by any CARSTAR franchise from coast to coast.

Let's say you have your car fixed in Lincoln, then you move to Kansas City. The repair included a new hood. You open and close the hood for the first time since your accident, and discover it's slightly crooked. You don't have to bring the car back to Lincoln to be adjusted. You can take it to any CARSTAR in Kansas City, and they'll honor the warranty.

It works the other way around, too. If you have an accident while out of town, and you decide to have your car fixed at a CARSTAR Body Shop where you are located, we'll honor the warranty when you return home.

It's all part of CARSTAR's effort to provide real solutions for very real problems associated with car accidents.

Let's hope you don't need us this winter...but if you do find you need help fixing your car after an accident on slick winter roads, we hope you'll call CARSTAR, in part because you know your CARSTAR repair is good anywhere!

**Allan Hillhouse**

General Manager, Glenn's CARSTAR Body Shop

**Avoid injury or death by  
following these simple guidelines**

## **The Right Way to Get Out of a Snowbank or Ditch**

**N**o matter how hard you try to avoid it, your car could someday end up in a snowbank or ditch. It sounds simple to do a little digging, add wood chips or sand under the tire and, if that doesn't work, hook a toe strap to the axle if it's available and pull out the car with another vehicle.

Each of those possibilities, however, includes hazards that could end in serious injury—even death—not to mention the possibility of causing car damage. To avoid disaster, follow these guidelines:

- ★ **Clear the exhaust pipe.** If the engine is running as you work, make sure no snow or debris is blocking the end of the pipe. Do this before you do anything else.
- ★ **Carry a sand bag.** This not only assists traction by making your car heavier (even front wheel drive cars), you can break it open and put sand under the tires.
- ★ **Stand back.** When you spin the tires, any sand, wood chips or other material under the tires can fly out with great force and become a deadly projectile. Think ahead and stand back!
- ★ **Use a stretchy strap instead of a chain.** Chains are more likely to break and fly into people, windshields and sheet metal. "Every link makes a mark," says Allan Hillhouse, Glenn's CARSTAR general manager. "Back windows are famous for breaking this way." To keep a strap or chain from flying too far if it breaks, hang a towel over it between the cars as you pull.

★ **Hook to something solid.** Older cars have steel bumpers, and you can sometimes hook to them to pull a car out, but most newer cars have plastic bumpers, which aren't strong enough for pulling. (If a bumper is painted the same color as the car, it's probably plastic.) It's best to hook a strap to the frame. Someone we know pulled a car with a rope tied around the fuel tube, which tore a hole in the gas tank and ripped the bumper off.

★ **Watch for all potential damage.** A tight strap, rope or chain puts pressure on anything in its way as it pulls up. If it presses against cold and brittle plastic, for example, the plastic will break. Again, plan ahead, visualizing where the strap will end up when you pull it tight.

If you are unsure of your ability to pull your car out of a snowbank or ditch yourself, or if you try and it's not working, don't take any chances—call for help. If you've been in an accident, call 1-800-CARSTAR. ★



## What Leads to High-Quality Repairs?

Quality auto body repair at Glenn's CARSTAR Body Shop goes deep, with state-of-the-art technology, highly skilled technicians and well-thought-out processes. We've taken quality yet another step forward with two new programs that assure all of Glenn's processes are working together at a level that surpasses the norm.

1. A new check-off program requires technicians in each service area to methodically review a list of quality points required in that shop area before sending the vehicle on to the next stage of repair. At the end of the process, a manager reviews the entire repair once again using a comprehensive check-off list. This assures customers that their repairs don't just look pretty, but are technically and structurally as sound as possible.
2. We know rewards help employees press ahead for impeccable quality in their work, so we launched a new rewards program that compensates employees for work of the highest technical integrity. The result? Auto body repair that makes excellent the new average! ★

## Three Estimates *(continued from page one)*

What should you do if an insurance company asks for three bids? "If the paying company is your own insurer, remember they work for you," says Allan Hillhouse, Glenn's CARSTAR general manager. "The premiums you pay cover their overhead and salaries. Remind them there is not a law requiring you to get three bids, and ask them to make do with one estimate from the shop you choose after they do their appraisal. If something was missed by the insurance company and the shop discovers it during repair, the shop will renegotiate the additional parts and labor with the insurance company."

## New Waiting Room... Across the Street!

A brand new U-Stop across the street from Glenn's CARSTAR includes an in-house McDonald's® restaurant. It's a handy option for our customers. Stop by for a snack in their dining room while your estimate is being written, or bring a gourmet coffee back to Glenn's. Enjoy! ★

**"I will tell everyone how great Glenn's CARSTAR is! My car never looked so wonderful. Thank you so very much, you guys at Glenn's. The best service I've ever received."**

— Mary W, Glenn's CARSTAR Customer

**"Great staff. The office manager was excellent. I also spoke with the repair tech, whose talent and helpfulness exceeded my expectations."**

— Adam P, Glenn's CARSTAR Customer

**See coupon on back for BIG body shop savings!**

If the damage will be paid for by another person's insurance company, that company will have to examine your car and evaluate the damage. Call the company's claims department—even if the agent has asked for the three estimates—to make arrangements for them to see the car. While the claims adjuster examines the car, let them know where you would like to have the car fixed, then ask the shop if they can work with the adjuster's estimate—or negotiate a different price with the company. Let us know how Glenn's CARSTAR can help! ★

## CUSTOMER PROFILE:

### Business on a handshake

## Jack Wagner of Car Park

Almost 40 years ago, Jack Wagner and his family owned and operated the famous Car Park public parking garage in Lincoln, across from the Cornhusker Hotel. It was a valet operation, which means customers would drive cars into the garage, hand keys to an attendant in exchange for a claim check, then go about their business. The attendant would drive the car into a spot on one of several garage floors, then bring the car back when the customer was ready.

The Car Park had 600 parking spots and on game days would handle as many as a thousand cars. It was inevitable some cars would end up with minor damage. "When you have that many cars, you going to ding 'em once in awhile," Jack laughs. The garage would pay to get the cars fixed as a normal part of doing business.

A hunting buddy suggested Jack try Glenn's Body Shop. It was the beginning of a long and fruitful association with both Glenn Hillhouse and his son Allan who is now the shop's general manager.

"I could send a customer down to Glenn and tell them to just put it on my account," Jack remembers. "I didn't even ask for an estimate. What Glenn charged was always fair."

The Car Park was sold to new owners years ago, but Jack and other members of his family still take their cars to Glenn's when they need fixing. "Why take it anywhere else?" he asks.

**CARSTAR.com**

**402-475-8441**

*Relax, We'll Take It From Here.®*

 **CARSTAR®**  
Quality Collision Service

• **COUPON** •

**Get up to  
\$100 back**



**on your next repair!\***

*\*Customers receive different refund amounts, depending on total repair costs.*

**Step One:** Present this offer with estimate OR ask insurance agent to call with your name before requesting estimate.

**Step Two:** When repair is paid, you'll receive a Visa® Gift Card to use anywhere Visa is accepted.

*\*Offer expires May 15th, 2010. Not good with any other offer. Repair total for each refund level must be reached before taxes. Void where prohibited. Valid only at Glenn's CARSTAR Body Shop, Lincoln, NE. CARSTAR employees and families are not eligible.*

**Car Wreck HOTLINE for Anyone**

**1-800-CARSTAR**

When you experience a car accident, it's tough to deal with all the details. CARSTAR can help, even if you haven't been a customer. Call us from the road or from home. We can send a tow truck, make car rental arrangements, call a friend or family, and notify your insurance agent. CARSTAR watches out for you, even after your car leaves our shop.



**Glenn's CARSTAR Body Shop**  
21st & K Streets  
Lincoln, NE 68510



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LINCOLN, NE

**"Very smooth process! Thank you for making my first accident an easy one!"**

— Erin E, Glenn's CARSTAR Customer

## **New Assistant Manager Hits the Ground Running!**

As we work our way into a busy winter at Glenn's CARSTAR, we are thrilled to have the support of a new assistant manager: Shane Fleharty.

A long-time associate of general manager Allan Hillhouse and the Hillhouse family, Shane is well-versed in Glenn's CARSTAR culture and commitment to our customers.

Welcome to the team, Shane, and to the hubbub of the winter season at Glenn's!

## **Make-A-Wish Foundation to benefit from 2010 tour Super'Stang Gets a Baby Sister**

**You can register to win a stunning 2007 Mustang!**

Last month's issue of Glenn's CARSTAR Insider included a profile of the famous CARSTAR Super'Stang, a reproduction 1967 Mustang that toured the country last year raising funds for the Make-A-Wish Foundation. Recently, CARSTAR announced the Super'Stang will continue touring in 2010,

so fans in more cities can see the amazing muscle car.

Fans also were thrilled to find out Super'Stang's new "little sister" will join the tour. She's a beautiful 2007 High Performance Mustang sponsored by CARSTAR and Hertz.

The cars will tour from coast to coast, participating in events such as golf tournaments, car shows and car cruises. Proceeds will help grant wishes of seriously ill children through the Make-A-Wish program.

For tour schedule, car specs and stunning photos, visit [www.carstar.com](http://www.carstar.com). At the end of the tour, the Sister'Stang will be given away in a nationwide drawing. Watch the site for more information about registering to win.



**You DO NOT need 3 accident estimates! Read why inside.**

