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January/February 2010 Care Care Newsletter

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The Staff at Findlay Toyota Would Like To Wish Each & Every One of Our Customers a Very Happy New Year!!!

Toyota Floor Mats Update

Nothing New Yet But Stay Tuned!

There is no more official news from Toyota since their press release on November 25, 2009 that was printed in our last edition of Findlay Toyota Car Care Newsletter. However, we do know that there will be new information coming in the weeks ahead!

The models involved are: 2007 to 2010 MY (model year) Camry, 2005 to 2010 MY Avalon, 2004 to 2009 MY Prius, 2005 to 2010 MY Tacoma, 2007 to 2010 MY Tundra, 2007 to 2010 MY ES350, 2006 to 2010 MY IS250, and 2006 to 2010 MY IS 350.

In the meantime, owners of the involved vehicles are asked to take out any removable driver's floor mat and not replace it with any other floor mat until they are notified of the vehicle-based remedy, as notified in the consumer safety advisory and the interim notice.

To get the most up-to-date information about the Toyota Safety Campaign please visit www.MyToyotaService.com and click on the "News Alert" bar near the top of the page. This will link you to the latest Toyota information about this issue!! You may also contact Toyota at their Customer Experience Center at (800) 331-4331.

Remember that at www.MyToyotaService.com We Are Always Open!!!

Car Care Corner



Another month of great questions!!! Thank You! Here is this months winning question:





Question:

I have a 2008 Toyota Camry and I have been told I need to replace my cabin air filter. I know that I have replaced it before but I am not really sure what it is or what it does. Can you explain what it does and why this is the first car I have ever owned that had one?

Answer:

That is a very good question and I will do my best to answer it. Most newer model Toyotas now have cabin air filters. These filters work very similar to the filters you have in your home air conditioning and heating systems. Indoor environments can contain extremely polluted air. In the compact environment of your vehicle's interior cabin, there may exist a high concentration of pollutants such as dust, pollen, and other unwelcome air particles. These particles can aggravate allergies and adversely affect the comfort and health of you and your passengers. Cabin Air Filters are designed to promote a healthier, more comfortable breathing environment by capturing unwanted particles before they enter the passenger compartment. These filters get plugged up with dirt and dust and can reduce the efficiency of your air conditioning or heating systems. When you bring your vehicle in to Findlay Toyota for any of the mileage services, our technicians will check your cabin air filter and let you know when it is time to change it. Here in Southern Nevada we find that most people need their cabin filter changed once a year on average. You can also click on the link below to see a short video on how the system works!

[Click Here to View Animation](#)

I hope that answered your question! Keep the great questions coming and we will be back next month with another great question from one of our great customers. This month's winner received a FREE Oil & Filter change. You could be next! [Click Here](#) to "Ask A Tech" and get your chance to win!

Service Advisor Spotlight



Approved
Auto Repair



WE SUPPORT
VOLUNTARY TECHNICIAN
CERTIFICATION THROUGH

National Institute for
**AUTOMOTIVE
SERVICE
EXCELLENCE**



Oscar Madrid - Assistant Service Manager

Oscar came to the Findlay Toyota Service Team in 2007 with almost 20 years of experience with Lexus & Toyota as a Master trained technician as well as a Certified Service Advisor. With the ability to speak English, Spanish and Italian he has become an invaluable piece to our service team. Customers seem to be very comfortable around Oscar and that is why he has so many fond and loyal customers! Stop in and say Hi to Oscar. If he isn't on his cell phone or on his 2 hour lunch I am sure he would be more than happy to talk to you!!

You can contact Oscar directly at 702-566-2571 or email him at OMadrid@FindlayAuto.com

AAA Helps Drivers Prepare for Repairs



Our Monthly Addition From The Automobile Association of America!!

AAA Offers Tips For Improving Your Auto Repair Experience

For some motorists, a trip to the dealership service department can feel like visiting a foreign country. It's a strange environment that makes them uneasy. But talking to your service advisor doesn't have to be stressful if you follow some simple advice from AAA Nevada.

"AAA wants drivers to know that a visit to a dealer service department can be much easier, and less stressful, than they might initially think," said AAA Nevada spokesperson Matt Skryja. When communicating with a service advisor, AAA offers the following advice:

- **Write down notes.** Before taking the vehicle to a repair facility, write down notes on the vehicle's symptoms and performance so important information is not overlooked or forgotten. Include any observations, even if they seem silly or irrelevant.
- **Describe the symptoms.** Don't suggest a solution. Instead, explain what has been seen, smelled, heard and felt while driving the vehicle. For example, does it vibrate or pull to the left? Explain under what type of driving conditions the problems takes place and how long ago it started.
- **Be precise.** For example, explain that a rattle under the hood starts at 40 mph or an issue occurs only on cold days after the engine has been running for 10 minutes.
- **Say driver's side or passenger's side.** When describing symptoms, don't say they're on the left or right side of the vehicle. Instead, say driver's or passenger's side to avoid confusion.
- **Bring copies of recent repair orders.** This can help explain a vehicle's problems.

AAA recommends that motorists ask questions if a service advisor uses jargon they don't understand. Also, be sure to read over repair orders before signing them and insist that descriptions of parts, not just the serial numbers, appear on the bill. Before authorizing a repair, be sure to get a written description of any warranty the shop provides.

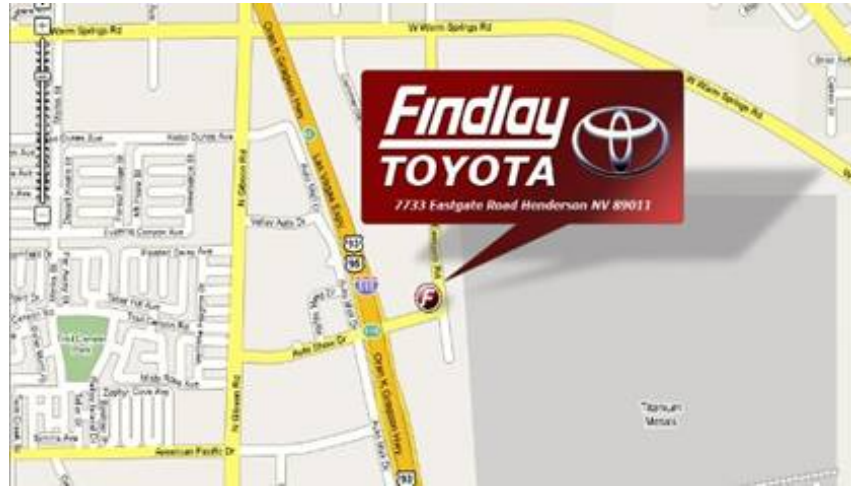
Tire Specials & Rebates



Findlay Toyota strives to be your One Stop location for all of your Vehicle Maintenance and Vehicle Repair needs. Please contact us for our latest specials on tires.

Find Our New Location!

Click The Map Below For Directions To The New Findlay Toyota!!



Thank you for reading this edition of the Findlay Toyota Car Care Newsletter.

If you found this newsletter informative then please pass it to friends and family. Encourage them to go to www.MyToyotaService.com and sign up for there very own copy!