



Riverfront Collision Center YOUR ONE-STOP FULL-SERVICE SHOP



Welcome to our 3rd Edition of our Riverfront Collision Center's (RFCC) Quarterly Newsletter. It is intended to provide our customers with upcoming vehicle tips, savings and special events that are being hosted by or advertised by RFCC. If you have a topic for the next edition of the newsletter, let us know! You can e-mail me at dgardner@riverfrontcollisioncenter.com.

Customer service is our speciality at RFCC and we know that the best way to serve you is to offer a broad range of services at the highest level of care. We have a complete collision repair shop and mechanical repair shop under the same roof.

Not only is our one-stop, service shop convenient for customers but it also closes the door on a lot of bad situations that are routine in other facilities. By having a completely separate collision shop and mechanical shop we can keep our certified technicians working in their areas of expertise.

A good example of using this expertise would be if we had a collision job on one of our frame racks that required engine and transmission removal for proper repair access to the frame. A certified collision technician would remove all damaged outer panels and a certified auto technician would remove the engine and transmission. The vehicle would then go back to the collision technician for frame repair and then back again to the auto technician for engine and transmission installation. The vehicle would then undergo the paint process with certified paint technicians and final assembled by a collision technician.

We are aware of the problems that can arise from sending a vehicle to multiple repair shops. This is why our one-stop, service shop is available if you have the need.

A one stop shop, professional, courteous and the best warranty in the business.

Sincerely,

Denny Gardner
Riverfront Collision Center

You Can Choose Your Repair Shop

Question: I recently informed my insurance agent that I had collision damage on my vehicle and it was in need of repair. My agent informed me that I needed to take my vehicle to my insurance company's recommended repair shop or they would not guarantee the repairs to my vehicle for life. Do I have to take my vehicle to their shop and who guarantees the collision repairs: the shop or my insurance company?

Answer: No you do not have to have your vehicle repaired at your insurance company's "Pro Shop" or DRP, "Direct Repair Facility". Georgia law protects all consumers from this kind of practice. In the collision industry, trying to direct a consumer to a certain shop this is called steering the customer and it is definitely a form of manipulation. Georgia law reads as follows:

Pursuant to Georgia insurance law, an insurance company may not require that repairs be made to a motor vehicle by a particular person or repair shop.

Furthermore, you can simply have your vehicle repaired by any shop that you choose, "Your Car Your Choice". Ultimately the repair shop is responsible for the guarantee of repairs not the insurance company. Here at RFCC we warranty our paint and bodywork for life and we put it in writing. Your vehicle is an investment; don't let substandard workmanship diminish its value. If your vehicle is in need of repairs, simply hand us the keys and let us do the rest. Professionalism, unparalleled craftsmanship and timely repairs are what all of our satisfied customers have come to expect

Wax or Sealer to protect my car's finish?

Both types will protect your paint against moisture, ozone and ultraviolet. Sealers, which are typically petroleum based and contain silicones, usually last longer than ordinary wax. The difference between the two products is blurring because many waxes now contain silicone and other ingredients designed to extend protection.

A wax or sealer that is applied by rubbing it on your car's finish will always give you better protection than a product that's sprayed on at a car wash. Car wash waxes give a nice temporary shine, but don't provide lasting protection.

When choosing a wax or sealer, choose one that's "right" for your vehicle's finish. Most newer cars and trucks have what's called a "base coat, clear coat" finish. Over the base color coat of paint is a layer of clear paint to provide added shine and protection. Some car makes say it isn't really necessary to wax or seal a base coat, clear coat paint job. But it certainly isn't going to hurt anything -- provided you use a product that is designed for this type of finish.

CAUTION: Wax or sealer for a base coat, clear coat finish should contain no abrasives or polish. Abrasives are often added to wax to remove the oxidized layer from the surface of the paint. When the wax is applied, it has a polishing effect that helps shines up dull, faded paint. It works great on solid color finishes, but not clear coated finishes because it scratches and dulls the clear coat.

APPLYING WAX & SEALER

- Always follow the instructions that come with the product.
- Wash and dry your vehicle before you wax it.
- Don't wax it in the direct sun during the heat of the day. Wax in the shade, or early in the morning or late in the day when the sun isn't so hot.
- Use a clean, soft, damp rag or sponge to apply the wax or sealer.
- Avoid getting wax or sealer on the glass or on matte black finished moldings or paint, or on a vinyl roof.
- Apply wax to a small area (a door, fender, half the hood, etc.), then let it dry before wiping and buffing. Then move on to the next area and repeat until the job is done. If you try to do the whole car or too large an area, the wax or sealer may have too much drying time and be difficult to wipe or buff off.
- Elbow grease works best. Power buffers are faster, but require skill to do a really nice job.
CAUTION: If using a wax or polish that contains an abrasive, excessive force on a power buffer may buff right through the finish!

You shouldn't have to repeat the job until water no longer beads up on the finish when your vehicle is wet.

May Recipe

Peanut Butter and Chocolate Cheesecake Swirl Brownies

This fun take on cream cheese brownies is all the more crowd-pleasing. **Ingredients**



Ingredients

Brownie layer

Nonstick vegetable oil spray
8 oz bittersweet chocolate, finely chopped
1/2 cup (1 stick) unsalted butter, diced

1/2 cup sugar
2 large eggs
1 teaspoon vanilla extract
1/2 cup all purpose flour
1/4 teaspoon salt

Cheese Cake Layer

1 8-ounce package cream cheese, room temperature
1/3 cup creamy (smooth) natural peanut butter (made with only peanuts and salt)*
1 teaspoon vanilla extract
1/2 cup sugar
2 large eggs
2 tablespoons heavy whipping cream
2 tablespoons all purpose flour
2 oz bittersweet chocolate, chopped

Preparation Brownie Layer

Position rack in center of oven and preheat to 325°F. Spray 9-inch square metal baking pan with 2-inch-high sides with nonstick spray; line bottom with parchment paper.

Stir chocolate and butter in medium saucepan over low heat until smooth; cool 10 minutes. Using electric mixer, beat sugar, eggs, and vanilla in medium bowl until very fluffy, about 3 minutes. Beat in chocolate mixture on low speed, then beat in flour and salt. Spread batter in pan.

Cheesecake layer

Using electric mixer, beat cream cheese, peanut butter, and vanilla in medium bowl until smooth. Gradually add sugar, beating until fluffy. Beat in eggs 1 at a time. Beat in cream, then flour. Transfer 1/3 cup cheesecake batter to small bowl and reserve. Spread remaining cheesecake batter over brownie layer. Place chocolate in small microwave-safe bowl. Microwave on low power in 10-second intervals until chocolate begins to melt, then stir until smooth. Mix chocolate into reserved 1/3 cup cheesecake batter. Drop chocolate batter by heaping teaspoonfuls atop cheesecake layer. Using chopstick or wooden skewer, swirl chocolate batter in figure-eight pattern through white cheesecake layer.

Bake brownies until edges of cheesecake layer are puffed and center is set, about 36 minutes. Cool brownies in pan on rack. Cover; chill at least 1 hour.

Cut brownies into 25 squares. Using narrow spatula, transfer brownies to platter. Serve cold.

*which peanut butter to use - For these recipes, we used creamy (smooth) all-natural peanut butter. To make sure you're buying the right stuff, check the label. There should be only two ingredients: peanuts and salt. This style of peanut butter may have a layer of oil (from the peanuts) on top. If it does, chill the jar for a few hours, then slowly mix until smooth. Don't use freshly ground peanut butter: It can have inconsistent flavor and texture.

Enjoy!

RFCC

Joke of the Month

Jock, the painter, often would thin his paint so it would go further. So when the Church decided to do some deferred maintenance, Jock was able to put in the low bid, and got the job. As always, he thinned his paint way down with turpentine. One day while he was up on the scaffolding -- the job almost finished -- he heard a horrendous clap of thunder, and the sky opened. The downpour washed the thinned paint off the church and knocked Jock off his scaffold and onto the lawn among the gravestones and puddles of thinned and worthless paint.

Jock knew this was a warning from the Almighty, so he got on his knees and cried: "Oh, God! Forgive me! What should I do?" And from the thunder, a mighty voice: "REPAINT! REPAINT! AND THIN NO MORE!"

Health Tip

Make it a daily challenge to find ways to move your body. Climb stairs if given a choice between that and escalators or elevators. Walk your dog; chase your kids; toss balls with friends, mow the lawn. Anything that moves your limbs is not only a fitness tool, it's a stress buster. Think 'move' in small increments of time. It doesn't have to be an hour in the gym or a 45-minute aerobic dance class or tai chi or kickboxing. But that's great when you're up to it. Meanwhile, move more. Thought for the day: Cha, Cha, Cha.... Then do it!

Always remember, you have the right to go to the repair shop of your choice. Your insurance company cannot require you to go to a particular shop.

"YOUR CAR, YOUR CHOICE"

Sincerely,

Denny Gardner
Riverfront Collision Center