



Lehman's Garage Update

Auto Body Repair • PDR • Service & Maintenance • Auto Glass

Bloomington • Chaska • Downtown • Eagan • Savage • South Minneapolis

Online at lehmansgarage.com

Car Being Repaired for Family in Need Lehman's working with Hennepin Technical College

Lehman's Garage worked with an insurance company to donate a car to Hennepin Technical College (HTC) for auto body students to repair. The car is a very nice 2004 Chevrolet Impala with rear damage. The repairs are being done at Lehman's Garage in Chaska by HTC students supervised by Lehman's technicians, including current and past students of HTC.

Lehman's also arranged for donations for the vehicle's repairs including parts from AAA Auto Salvage, emblems from Suburban Chevrolet, shop supplies from 3M and paint from DuPont.

This is a great opportunity for all involved, especially the HTC students who receive hands on experience while doing something good for the community. Once completed, the vehicle will be donated to an organization that provides cars to families in need.



2004 Chevrolet Impala before repair work begins



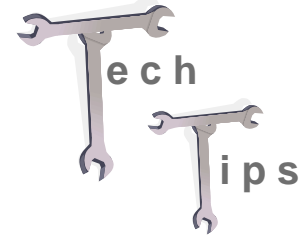
HTC students working on the vehicle

Better Business Bureau Integrity Awards

This year, Lehman's Garage participated in the Better Business Bureau (BBB) Integrity Awards. Companies were nominated, and then submitted entries on how they display ethics and integrity towards their customers, vendors, employees and community. From these entries, finalists were chosen from four different categories based on number of employees. Lehman's Garage was an integrity award finalist in its category along with Garlock-French Corporation, Certes

Financial Pros, and Standard Heating & Air Conditioning.

While we did not win the award this year, we were pleased to be recognized as an organization with high standards of integrity. The process reaffirmed to us that we have a rich history and interesting story to tell. We were moved during the entry process by all the letters of recommendation we received. We are thankful for the relationships we have with many incredible individuals and businesses.



By Mark Johnson, Bloomington Service Mgr.

With winter fast approaching, now is the time to have your battery and belts checked, along with your anti-freeze and hoses.

A strong battery is essential for those cold morning starts. Did you know that cracked or glazed belts can affect the way your alternator charges your battery? Have your belts checked to avoid a dead battery. Also, consider flushing your vehicle's fuel injection system to help in quick starting.

Everybody's first thought going into winter is, "How good is my anti-freeze?" Now is the time to have it tested and flushed if needed. Dirty anti-freeze not only affects its temperature protection level, but can also affect how well your heater and engine work. The radiator hoses should also be checked because it is cheaper to change them now, than to have them leak or blow out on a dark winter road.

Remember, good preventive maintenance is the key to safe winter driving and Lehman's Garage is here to help you through the long winter. We not only help with your mechanical needs, we also have your auto body, pdr (paintless dent removal) and glass needs covered.

Happy Holidays! We are collecting toys for Toys for Tots at all 6 Lehman's locations.

Automotive Service Repair Week Special Edition

Every year, Lehman's sends a few employees to the largest global event for the collision repair industry, the International Autobody Congress & Exposition (NACE) held in Las Vegas the first week in November. Once again this year, NACE co-located with the Congress of Automotive Repair & Service (CARS) to form Automotive Service Repair Week (ASRW). The event is an opportunity to see the latest industry trends and new technology, listen to speakers, attend learning sessions, hear what others are doing and meet new people.

Lehman's President Honored at NACE

Lehman's Garage President Darrell Amberson was honored at NACE with two industry awards. At the Collision Industry Achievement Award ceremony he was given the 2009 ABRN Industry Leadership Award. This award is presented by *Automotive Body Repair News*, the leading collision industry publication.

Later in the ceremony, he was also presented with the Hall of Eagles award for everything he has done for the collision industry. The Hall of Eagles recognition is given to those who go above and beyond for the good of the collision industry. It is similar to a hall of fame honor.

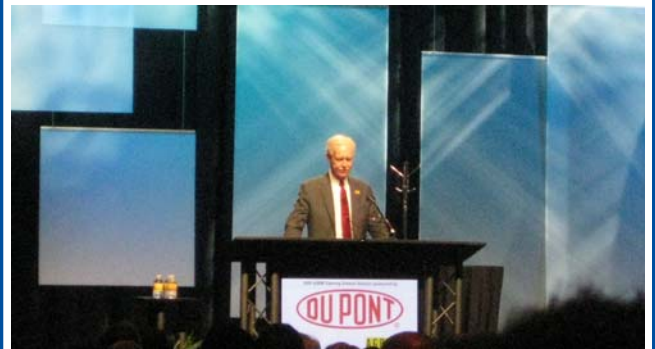
NACE/CARS Attendee Reactions

By John Fugate, Estimator at Lehman's in Savage

I came away from NACE with a little more pride in the auto industry. You realize just how many people are dedicated to making positive change. The event was well attended by industry professionals from all over the country. Where else can you network with parts and service providers, insurance companies, and other shop owners all at the same time? Talking about overcoming challenges and sharing shop stories are a few of the topics discussed in the halls between classes. There are a lot of very intelligent people all over the country working to make our industry better.

By Bob Crook, Service Manager at Lehman's in S. Minneapolis

What I liked best about my visit to NACE in Las Vegas this year was the opportunity to talk with other owners and managers from other parts of the country, and at times, other parts of the world. We talked about vendors and mechanical repairs, but most of all, we talked about the way in which we all treat customers as if they are guests in our own home. We want your visit to our stores to be as comfortable as possible. It really comes down to the fact that customer service is key—with a smile.



Top: Captain Chesley "Sully" Sullenberger, pilot who heroically landed US Airways Flight 1549 in the Hudson River, speaks at the Opening General Session; Jeff Gordon; the exhibitor floor.

All photos courtesy of John Fugate

Employee Costume Contest Winner

To celebrate Halloween and have some fun, Lehman's had an employee costume contest on Friday, October 30. Employees were allowed to wear a costume to work. The winning costume was Kevin Williams in the Glass Department as Mr. Rogers, complete with dyed grey hair and eyebrows. Thank you to everyone who participated.



Lehman's News Briefs

• September Food Drive

During the month of September, Lehman's collected 95 pounds of food to be donated to local food shelves by VEAP. Thank you to everyone who donated!

• Lights on for Safety

On Saturday, October 3, Lehman's employees were at Dunwoody College of Technology for the 15th annual Lights on for Safety event. Forty-five cars went through, collecting \$237 and 122 pounds of food for local food shelves.

• Continuing Education (CE) Class

Lehman's held a CE class for insurance agents in September in the Bloomington Conference room. Thirty agents attended.