



*"Since 1996 you can get it straight from Twisted Wrench"*

Newsletter #1 for 2013

1/12/2013

***"Technology and Communication Upgrade for Twisted Wrench!"***

Smiling faces greet you when you walk into Twisted Wrench, and friendly voices answer the phone. What you see and experience at our shop is very important, a comfortable atmosphere makes it easier to make important decisions about your car. Vehicles are complicated and require a lot of attention to be diagnosed and repaired properly. So to help make the most of your visit to Twisted Wrench we like to let our computers keep track of the details. The computers behind the scenes allow us to focus on customer care. We have used a very good operating system for the last twelve years, but we have outgrown it. The time has come to upgrade our system so we can do more for you with less time and effort. Our new program will keep even better track of the details. The details are what set Twisted Wrench apart from other Burlington auto repair shops. Understanding the details is why many shops will recommend Twisted Wrench to resolve complicated problems when they can't!

The Technology and communication ability of the new software allows it to track maintenance and mileage to email you when you are due for your recommended services. The necessary information needs to be collected and entered. We will be making an extra effort this year to collect customer's emails. We want your email to be able to inform you of your vehicle's needs, such as oil changes, Vermont state inspection, and mileage interval services. Your email will only be used by Twisted Wrench; we will NOT sell your email address. We will use your email responsibly and efficiently, we don't like getting unnecessary emails either! The new system that Twisted Wrench will be using in 2013 is sure to improve your auto car experience. We will now be able to help more people and at the same time handle all of the information more efficiently.

A lot of new activity will be happening at Twisted Wrench. The immediate difference you will notice is our new invoices. The new paperwork you will receive for receipts and estimates will look different, but be more informative. We have been looking forward to these changes for a long time, and we are excited to be able to offer an even more enjoyable experience for our customers.

Let Twisted Wrench help, schedule your next appoint online at [www.twistedwrenchvt.com](http://www.twistedwrenchvt.com) or email us [twistedwrenchvt@gmail.com](mailto:twistedwrenchvt@gmail.com) our office number is (802) 660-0838 or (888) 9 WRENCH! Please also look for us on FaceBook.

**“Creating more time to serve you!”**



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