



# Oren's Auto News

101 North Swift Street, Edgerton, WI 53534 Phone: 608-884-8923

**Family Owned & Operated Since 1976**

## Message From The Shop - April 2014



Happy Spring! It's been a LONG time coming, but I think it's finally safe to say it is here. The frigid cold temperatures and frequent snow falls were the everyday buzz and brought a lot of long days and faces to "Wisconsinites". The warmer temps the last few days have brought about many smiles as we see friends go in and out of the post office across the street.

We had an extremely busy winter in the shop. The frequent little snow falls caused quite a few fender benders. We have heard from many of our vendors that January and February 2014 were record months in part sales throughout Wisconsin.

I have been working on training Doug (you "met" him in our October 2013 newsletter) how to write estimates, order parts and manage the shop floor. As you remember, Doug joined Oren's with a great deal of experience in the auto collision industry. So if you stop by and need an estimate or have a questions about parts and I am not available, ask for Doug. I know he will take good care of all our customers too. With Levi, Doug and myself, we can handle all your collision or body repair/refinish needs.

And that brings up an interesting point. Hiring, training and retaining qualified technicians has become an enormous problem in our industry in recent years. Today, when shops need to add qualified staff, it is a very difficult task. With enrollment in technical college collision courses down, Oren's Auto Body is dedicated to try and help. We plan to be here for years to come to serve our customers and will always

need an exceptional staff. With that being said, be sure to read about our exciting announcement on page 3, Oren's Auto Body Offers \$500 in Scholarships. We are excited to be able to offer these to graduating seniors that will be attending a two year technical college in the automotive field.

With the spring weather here, give us a call to get your vehicle interior detailed and get rid of the sand and salt. Jump on our website at [orensauto-body.com](http://orensauto-body.com) to see what package will be best for your vehicle. Also, remember Mother's Day and Father's Day are coming soon. Stop in and get a gift card and give the gift of a nice clean vehicle.

As always, drive safely!

Shane Oren, Owner

### Inside This Issue

Do I Need More Than One Estimate?	Pg 2
Susan's Chicken Pie	Pg 2
Oren's Auto Body Offers Scholarships	Pg 3
Rust Repairs Needed?	Pg 3
Contact Info for Oren's Auto Body	Pg 4
Vehicle Detailing Savings Coupon	Pg 4
Collision Repair Savings Coupon	Pg 4

### Shop Hours

Monday - Friday  
8 AM - 5 PM

After Hour Appointments Available Upon Request

---

### Car Wash Hours

Monday - Saturday  
8 AM - 5 PM

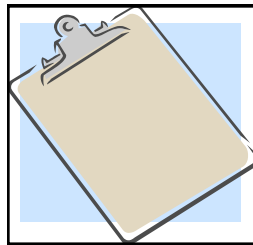
Weather Permitting

## Do I Need More Than One Estimate?

This question is asked quite often. For many years insurance companies would send customers to get 2 or 3 estimates. Almost always, the shop with the lowest estimate would receive the work and this led to vehicles not necessarily being fixed properly or safely. Another problem that came about was what is known as "low balling". Some estimates would be written low to get the job and then the insurance company would get billed for additional damages. As time progressed, insurance companies saw that customer satisfaction of repairs was declining and the cost of repairs increasing.

The solution: Let the customer choose the shop they want to repair the vehicle. Insurance companies found that customer satisfac-

tion rates were higher when the customer was able to choose the shop of their choice. With the design of newer cars, it is almost impossible to assess 100% of the damage to a vehicle until a complete teardown and inspection of the damaged area is done. Most insurance companies now ask where you want your vehicle repaired. In rare cases, someone may still be asked to get 2 estimates.



If you are unsure of which shop to choose, ask your insurance agent for a recommendation. Bottom line, you are not required to get 2 estimates.

There is no law stating you have to. A good rule of thumb to remember is you own your vehicle, you own your policy and you have the right to choose where your repairs will be completed. The best method is to choose your shop and let them be in contact with your insurance company. The right shop will usually make the claim a simple and painless process.

Oren's Auto Body has been working with all insurance companies since 1976, that's over 38 years! We handle claims from start to finish and strive to make the results of an accident as stress free as possible. Quality You Expect...Service You Deserve!

## Susan's Chicken Pie - (Submitted by Judy Scharfenberg)

Many of you know our staff LOVES homemade treats and food. Several times a month, we will find our break room counter filled with homemade cookies, bars, a pan of lasagna or a crock pot full of soup! Thank you to all of our wonderful customers that share these goodies with us. A cool day last spring, Judy came through the door with a big smile and a pie plate that smelled delicious. The shop stopped and all noses were in the air like dogs. This was the recipe she shared with us and gave all compliments to her daughter, Susan. Hope you enjoy this as much as we do. Thanks, Judy!

1 roasted chicken (make it easy, use one from Piggly Wiggly already cooked. Take off all the skin and bones and chop or shred. Use 1/2 of the chicken for the recipe. The other 1/2 can be frozen for the next time).

2 cans of cream of potato soup

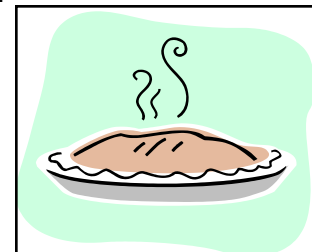
1/2 bag of frozen mixed veges

1 box pie crusts (2 crusts in box)

Place one of the crusts in the bottom of pie plate. Mix together 1/2 of the chicken, two cans of the potato soup and 1/2 bag of veges and put in pie shell. Salt and pep-

per to taste. Cover the ingredients with the other pie shell and cut slits in top for the escape of steam. Bake at 400 degrees for 50 minutes or until warm and bubbly.

This really warms your house and stomach on a cool spring night. Easy to make ahead and pop in the oven when you get home from work.



## Oren's Auto Body Offers Scholarships



Do you know a soon to be high school graduate? It's almost that time of year again, thousands of young graduates will be participating in their high school commencement ceremony and realize it's time to make a decision. What do I want to do with my life? Many may have that "plan" already made, subject to possible changes, others may still be researching the options available.

We strongly believe in the future of qualified auto repair technicians and are very excited to announce that Oren's Auto Body will be offering two \$250 scholarships to

graduates that plan on attending a two year technical college in the automotive field. Automotive field could be auto mechanics, welding, and, of course, auto collision repair and refinishing. Stronger consideration will be given to candidates interested in the auto collision/auto body repair and refinishing fields.

If you know a young person that is artistic, interested in vehicles, details and a challenge and planning to attend a two year technical college in the automotive field, encourage them to apply for one of these two scholarships available. At Oren's Auto Body we hire employees that believe in quality repairs and outstanding service. We also believe that young people need to their further education and learn the proper skills to keep our industry strong.

APPLICATION DEADLINE IS FRIDAY, MAY 16, 2014 - 5 pm.

### HOW TO APPLY:

Go to [orensautobody.com](http://orensautobody.com). At the bottom of the home page, click on Apply for Scholarship. Simply fill out the application and complete the essay questions in less than 100 words and submit via email to [wendy@orensautobody.com](mailto:wendy@orensautobody.com).

Scholarships recipients will be notified by Friday, May 23, 2014. Good luck!



## Need Rust Repairs? - Oren's Auto Body Can Help!



Let's hope the brutal Wisconsin winter didn't leave your vehicle looking like this for spring, ha! However, if you notice a few more rust or trouble spots on your vehicle after all

the sand and salt we had on our roads the past five months, stop by and let Shane or Doug take a look at those spots and give you an estimate on the repairs to help prevent it from getting bigger or deeper. Many body shops do not do rust work. At Oren's we'll tackle anything that makes value sense. Most shops don't do rust work because they are very time consuming jobs that can get quite expensive. If the

repair doesn't exceed the value of the vehicle and it's in good shape otherwise, the repairs will be less expensive than buying new. Unlike collision repairs, we cannot provide a Lifetime Written Warranty on rust repair work.

Spring and summer are the perfect time to get those rust repairs done. When next winter hits and brings all the salt and sand again it will only make the already trouble spots larger.



101 N. Swift Street  
Edgerton, WI 53534

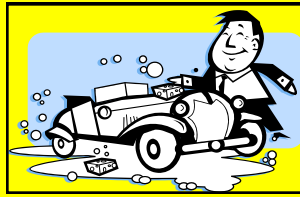
Phone: 608-884-8923

Fax: 608-884-7083

On the web [OrensAutoBody.com](http://OrensAutoBody.com)



Quality You Expect...  
Service You Deserve



**SPRING INTO A  
CLEAN VEHICLE!**

**SAVE \$10.00**

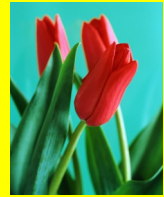
on any detail over \$50.

**Oren's Auto Body**

**608-884-8923**

\*Not valid with any other offer.

Expires 5/31/14



**SPRING  
INTO  
OREN'S &  
GET THE WINTER**

**MISHAPS FIXED**

**SAVE \$50.00**

on any paint or collision repair  
over \$100.

**Oren's Auto Body**

**608-884-8923**

\*Not valid with any other offer.



101 N. Swift Street  
Edgerton, WI 53534