



V&F was the FIRST
AAA Approved
Auto Repair Facility
in the Pioneer Valley



V&F AUTO-SERVICE

Value and Friendly service is in our name!

(413) 789-2181

HOLIDAY 2009

www.vfauto.com

443 SPRINGFIELD STREET
AGAWAM, MA 01001

The holiday season offers us a special opportunity to extend our personal thanks to our customers. It is people like you who make being in business such a pleasure all year long. Our business is a source of pride to us and with customers like you we find going to work each day very rewarding.

This year has been a struggle for many due to the economy but each New Year brings hope for new beginnings. May this Christmas season be filled with joy, love and happiness for you and your loved ones.

We wish you success, prosperity and good health in the New Year and we look forward to doing business with you in 2010!

Merry Christmas and
Happy New Year!

*The Palange
Family*

WHAT'S NEW AT



V & F AutoService has

LIFETIME PROTECTION

for your vehicle!
Follow our shop-
recommended
service intervals to
protect your vehicle
for its lifetime.

For details visit us at
www.vfauto.com

...call us at
789-2181

...or ask about it next
time you are in
for service!

Frank U. Palange



The MASSACHUSETTS MOTOR VEHICLE INSPECTION *keeps us all safe*

DOING OUR PART TO HELP

As you know, we have the privilege of being a Massachusetts Motor Vehicle Inspection Station. It is a privilege we take very seriously and one that we have trained for in order to be a licensed station. The purpose of the inspection is to keep the air we breathe clean by reducing smog-forming pollution and to make sure each vehicle is mechanically sound. In 2009 alone, repairing vehicles that fail the emissions test is expected to reduce pollutants by 28 tons per day!

CLEAN SCANNING RESULTS

The "next generation" Massachusetts Vehicle Check program, which began on October 1, 2008, enables MassDEP and RMV to better detect fraudulent emissions inspections and to quickly take the appropriate enforcement action. The fraudulent stations found "clean scanning" cars are being fined heavily and have their licenses suspended or permanently revoked, depending on the situation.

WHAT WE INSPECT ON A PASSENGER VEHICLE

- VIN Number/Registration/License Plates
- Windshield
- Wipers/Windshield Washer
- Headlights/Headlight Aim
- Turn Signals/4-Way Flashers
- Tail Lamps/Brake Lights/Backup Lights/Other Lighting Devices
- Rear View Mirrors
- Horn
- Exhaust System
- Tires
- Body Panels/Fuel Tank
- Frame/Unibody
- Service Brake
- Parking/Emergency Brake
- Seat Belts/Air Bag Operation
- Ball Joints/Steering/Suspension
- Visible Smoke



A MAINTAINED VEHICLE SAVES YOU MONEY!

Preventive car care, like preventive health care, is good medicine. It can save time, money and even lives. Remember the old adage: a small investment in time and money can pay big dividends in the end? Periodic vehicle inspection can definitely do the same!



STAY CALM

If for some reason your vehicle doesn't pass inspection, DON'T PANIC! It's not the end of the world! It is important to note that the purpose of the state inspection program is to ensure public safety, which includes YOU. With nearly 5,000,000 registered vehicles in Massachusetts, common sense dictates that roadway safety requires safely operating vehicles. We hope we can count on your cooperation, and want you to know that you can always contact the state to discuss any concerns you have. They are there to help if you need it. They are just a phone call away. There are two categories of inspection failures: If the problem is a safety related issue, such as brakes, horn, tires, etc., you must have the problem fixed immediately. You are not allowed to drive the vehicle until the safety issue(s) are resolved. We are required to provide you with an Emissions Failure Brochure. These brochures are available free of charge at all Official Massachusetts Inspection Stations.



FAQ's: Massachusetts has a frequently asked question page on their website at <http://www.mass.gov/rmv/faq/inspection.htm>. You can also call the Auto Safety Hotline with any concerns at 888-327-4236. If you have concerns about the inspection/inspector you can call the Vehicle Safety and Compliance Services Department in Quincy at 617-351-9345.

ENFORCEMENT STATISTICS

OCTOBER 1, 2008 - DECEMBER 31, 2008

Violations Issued to Inspectors	100
Violations Issued to Stations	131
Inspectors Privileges Revoked	3
Inspectors Required to Retrain	1
Inspectors Suspended	10
Penalties Assessed	\$244,000

Every job is a self-portrait of the person who does it. Autograph your work with excellence.
-Author Unknown

Together WE CAN MAKE A DIFFERENCE

We promise to inspect your vehicle with accuracy. If it needs to be repaired, we will repair it with accuracy. We are proud of our work and our commitment to our customers.

Together, we can make a difference to our environment and highway safety and save you money and time in the long run!



From the
Recipe Box:

*Festive Deep Red Velvet
Christmas Cupcakes*

- 1 (18 1/4 oz) package yellow cake mix
- 2 tbsp unsweetened baking cocoa
- 5 large eggs
- 1/2 cup vegetable oil
- 1 cup buttermilk
- 1 (1/4 oz) bottle decorating paste red food coloring
- 1/2 cup butter (room temperature)
- 1 (8 oz) package cream cheese (room temperature)
- 2 tsp vanilla
- 3 tbsp heavy whipping cream
- 3 c confectioner's powdered sugar
- 1 tsp decorating paste green food coloring
- 6 tbsp each red & white sanding sugar



Preheat oven to 350°. Line a 12 count muffin pan & a 6 count muffin pan with foil liners. In a large mixing bowl, beat cake mix, cocoa, eggs, oil, buttermilk and red decorating paste for about 4 min. Pour batter evenly between the cupcakes until about two-thirds full. Bake 19-24 minutes or until toothpick comes up clean from center. Cool for 15 min. Transfer to wire rack and cool completely.

Beat cream cheese, butter, vanilla & whipping cream until fluffy. Add confectioner's sugar and beat until desired consistency is reached. Frost 9 cupcakes with 1/2 of this white frosting. Sprinkle white frosted cupcakes with red sanding sugar. In the remaining 1/2 frosting, add green decorating paste and beat until blended. Frost the remaining 9 cupcakes with green frosting. Sprinkle green frosted cupcakes with white sanding sugar. Makes 18 cupcakes.

*The best of all gifts around any Christmas tree:
The presence of a happy family all wrapped up in each other.*

- Burton Hills



Winterize your Vehicle with a
Multiple Point Inspection!

\$49.95 (upgrade to a **BG Premium Service** for an additional \$9.95)

- Oil Change (up to 5 quarts) • Check Tires • Inspect Belts & Hoses
- Check & Top Off Antifreeze & All Fluids • Road Test • Check Brakes
- Test Battery & Charging System • Inspect Exhaust System
- Inspect Steering & Suspension • Alignment Check

Pickles Bread Pastas Pan Desserts

RECIPES

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