



1900 W. IH10 Seguin, Texas 78155

It's Time for WINTER SERVICE

&

FREE

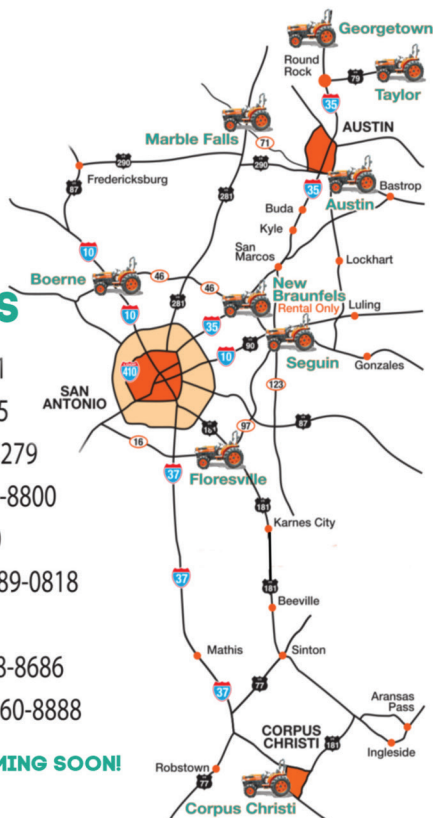
42-point Inspection

www.EwaldKubota.com

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NINE LOCATIONS SERVING SOUTH TEXAS

Seguin - 830-379-4591
Boerne - 830-755-5305
Floresville - 830-216-7279
Marble Falls - 830-798-8800
Austin - 512-385-2800
Corpus Christi - 361-289-0818
Taylor - 512-352-5548
Georgetown - 512-868-8686
New Braunfels - 830-660-8888
(Rental Only)
FREDERICKSBURG COMING SOON!



Valued Customer,

With the opening of our Georgetown store in October of 2018 we were exceptionally busy with new employees and handling additional inventory needs brought by this new location. Also, we had an unusually cool and wet Spring and early Summer adding to the strain with increased business for our service and parts departments. Despite this, I am proud of how we did this year and our ability to handle the increased workload.

For those of you who were with us under similar conditions in 2015, you may remember we had excessive backlogs in our service departments sometimes reaching three weeks or more. Our parts departments also felt the strain with short inventories and staffing unable to keep up with the demand. This year, however, was different.

With a few exceptions, our service departments increased the number of hours worked by our technicians and handled the extra load very well and without too many delays or hiccups. Our parts departments also managed the increased demand with better staffing and management of our inventory. In some cases where parts were unavailable or backordered, we provided loaners or rental units to commercial customers who needed their equipment immediately. Overall, we were able to keep wait times in our service departments to a minimum and our customers happy.

We are always striving to improve our business and I am pleased to see we are making progress. Our employees truly care for our customers and want to help them solve their equipment problems. If you see an area where you feel we need improvement, please let us know so we can provide better service to you and other customers.

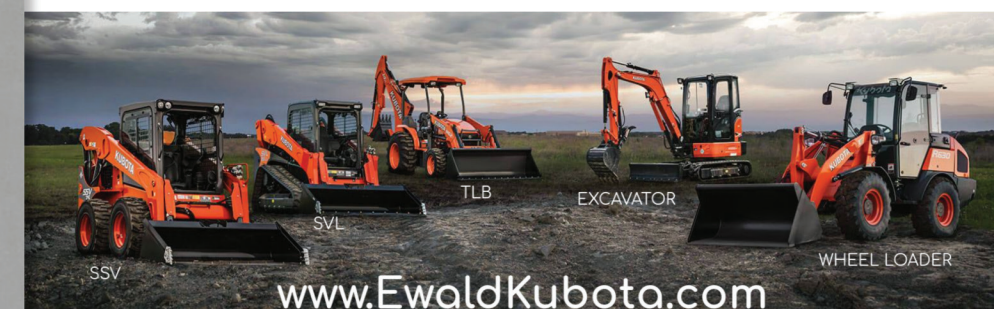
Thank you for your business.

Sincerely,
John Ewald



EWALD KUBOTA RECEIVES ELITE AWARD OF EXCELLENCE

Ewald Kubota achieved the Kubota Elite Award of Excellence for 2018. This award "...recognizes Kubota Dealerships who excel and display a commitment to continuous improvement in the areas of brand representation, business operations performance and customer satisfaction." To achieve this award, many goals must be met through sales, service, parts, overall growth and many other metrics. Says Ewald Kubota sales manager, Austin Gay, "We are pleased with our performance and success in achieving this award. Our team is committed to excellence throughout the business and we will continue to strive to be the best dealership in the U.S."



www.EwaldKubota.com

Follow us!    

WINTER SERVICE

By now you have probably accumulated many hours on your Kubota equipment and, as stated in the operator's manual, there are several maintenance items needing to be addressed. Of course, changing the engine oil is one of the most important. Even if you don't put many hours on your Kubota in a year, engine oil breaks down due to condensation and separation, reducing the protection your equipment needs for long engine life.

Now is the time to have your Kubota serviced at a great low price, plus along with our Winter Service, you will receive our complete 42-point inspection as a bonus. No need to bring your Kubota to us; let our technicians come to you. Travel is included in the price of our Winter Service Program. * There is no better way to ensure your equipment is ready for next season. Please give us a call at any of our eight locations to schedule the Winter Service on your Kubota equipment.

2019/'20 KUBOTA WINTER SERVICE PROGRAM

COMPLETE 42-POINT INSPECTION FREE!

The winter service includes the following:

- ✓ Replace Engine Oil Filter
- ✓ Replace Fuel Filter
- ✓ Replace Hydraulic Filter(s)
- ✓ Change Engine Oil
- ✓ Lubricate Wear Points
- ✓ Check Clutch Adjustment
- ✓ Service Air Filter
- ✓ Adjust Fan Belt



CONSIDER FIELD SERVICE

If you have a business where equipment down-time means lost revenue, consider calling one of our field service technicians for your repairs.

Occasionally when our service departments are busy it can take several days before we have an opening in our shop. Our expert field service technicians can be on site often the same day to get your equipment back running. Keep your project on schedule with less equipment down-time by keeping our phone number handy.



*Travel is included within 30 miles of an Ewald Kubota location. Beyond 30 miles, travel is charged at our standard rate. This offer expires January 31st, 2020. Call for a quote for this service on other brands of equipment.



Please note our winter hours:
7:30 to 5:00 Monday through Friday
8:00 to 12:00 on Saturdays
(November through February)

RTV Utility Vehicles	\$349
RTV Diesel Vehicles	\$379
Zero-Turn Gas Mowers	\$279
Zero-Turn Diesel Mowers	\$329
BX and B Series	\$349
L Series	\$399
M Series	\$449
M Series with Cab	\$499
Construction Equipment	CALL



From the Sales Department

WARRANTY - WE'RE ON YOUR SIDE

Every so often we in the Service Department find ourselves caught between a customer and a manufacturer regarding warranty reimbursement. Often, a customer feels that a broken or malfunctioning item on his or her piece of equipment should be covered by warranty only to find the manufacturer denies the claim. Please know when this happens, we're on your side. We would rather see your equipment covered by warranty just like you. However, decisions on warranty claims of all the manufacturers we represent are not ours to make.

On other occasions a customer may have a non-essential item such as a malfunctioning horn or broken headlight that he or she only wishes to fix if it will be covered by warranty. In cases like this it is sometimes prudent to ask for "warranty pre-approval". By doing this it gives the customer the option of paying for the repair only if he is prepared to do so. So, if you find yourself with broken equipment and not sure it will be covered under the manufacturer's warranty, please ask us to give it a try. We are your advocate and we'll be happy to submit a claim on your behalf. After all, we're in this business to keep our customers happy.

~ Bob McCallister, Warranty Administrator

MORE ON WARRANTIES

Extended warranties are like Lubbock, Texas. You either love them or hate them. While I can see both sides, I think there is a place for extended warranties depending on the situation. If you are financing a piece of equipment with monthly payments, it might make sense to buy the extended warranty. Consider, if you finance your equipment and purchase insurance and an extended warranty, then feasibly, the only out-of-pocket expenses you would have will be for just maintenance. As equipment grows more and more complex due to emission controls, an extended warranty can sometimes pay off in a big way. If you're in the market for a new piece of equipment, consider purchasing the extended warranty. It could be money well spent.

~ Austin Gay, Sales Manager



From the Service Department

BAD FUEL IS THE PROBLEM

Every month we in the service department see many fuel-related problems with our customers' engines, and the number of these problems seems to be growing. We believe much of this is related to the quality of the fuel available today and the reduced shelf-life of the fuel we buy. Some of this life-span reduction is due to the increased amount of ethanol in both gasoline and diesel. This ethanol causes water molecules already in the fuel mixture to chain together and settle to the bottom of the tank. The water is a bad enough problem, but if left in a tank too long, algae grow between the diesel and water causing even more problems. The solutions to these problems are easy but require more input than what many people are accustomed. For instance, since the shelf-life of modern-day gasoline is less than 30 days; it is best not to leave gasoline in the carburetor of any small engine-powered equipment for more than a few weeks. It is also wise to empty the fuel tank before long-term storage. Also, for both gas and diesel engines, check for water in the clear glass or plastic fuel bowl found on the side of your engine. If you have water there, chances are you have water in your tank as well. Finally, if you store fuel in a bulk storage tank, empty and flush the tank at least once a year to remove water and debris. By doing a little preventive maintenance and practicing care with your engines, you can reduce the likelihood of having to come to us in the service department. While we love seeing our customers, we would much rather see you happy with a healthy engine.

~ Jason Dodgen, Corporate Service Manager

Bring in this Card to Receive 10% off ALL Kubota Toys!

IT MAY BE COMPACT, BUT ITS REACH IS WORLDWIDE.

Step into a Kubota excavator and it's easy to see why it earned the title of #1 selling compact excavator in the world. Six heating and cooling vents and an easy-open front window provide the kind of comfort that keeps operators in the cab and getting the work done. Minimum fuel usage, industry-leading bucket breakout force and an optional quick coupler are just some of the additional features that give the Kubota compact excavator such a huge reputation.

\$0 DOWN 0% APR FOR UP TO 60 MONTHS**

**See dealer for details. Financing for up to 60 months on purchases of select new Kubota U-Series and K-Series equipment from participating dealers. In-stock inventory is available to qualified purchasers through Kubota Credit Corporation, U.S.A. subject to credit approval. Some restrictions apply. Example: 60 monthly payments of \$16.87 per \$1,000 financed. Offer expires 12/31/19. For complete warranty, safety and product information see dealer or KubotaUSA.com.

Kubota