

PROMOTIONAL FEATURE

At Kensington Auto, it's all about the customers

By **PATRICE FISHER**
STAFF WRITER

BERLIN — “Discuss your automotive needs over a cup of coffee,” is not just an expression but a mantra for Kensington Auto Service Ltd., located at 89 Harding St.

“It’s all about customer service,

educating our customers and getting down to the root cause of their car issues,” said Owner Lenny Tubbs.

From simple maintenance such as tires and oil changes to larger repairs such as transmissions, exhausts and cooling systems, Kensington Auto has its customer’s back and serves New Britain, Southington and Newington residents with a 12-month or 12,000-mile warranty for all repairs and tires.

“We support and help our customers by helping them keep their cars longer on the road without spending a ridiculous amount of money. We advise and allow them to decide for themselves what their next steps are,” Tubbs explained.

Currently, the company has five technicians on staff with three of them being ASE certified master technicians, meaning that all are voluntarily certified under the Automotive Service of Excellence and tested to be able to diagnose and repair “today’s car,” according to Tubbs. The company also has three technicians state OBDII and EDGE certified for Connecticut Emission Program.

Kensington Auto also offers a tire service on their website that finds the right tire for each vehicle as well as comparing prices of other competitors in the area. However, Tubbs said “it’s a service not used much because our customers will usually call us because they want to talk to someone.”



Wesley Bunnell | Staff

Kensington Auto Service.

Added to its tire service, “we can get any tire and we have relationships with 10 different tire distributors in New York, Massachusetts and Pennsylvania to get tire you need,” Tubbs said.

Through the Kensington Auto website, customers can also use the diagnostic center, which Tubbs states is “a diagnostic tool that asks you a series of questions pertaining to your vehicle’s issue, such as a strange smell or noise and provides a general list of common causes. It’s not a tool that is often used, however.”

The company also offers customers national rebates on things such as alignment, tires and other repairs and updates these rebates on a monthly basis.

Along with the rebates, Kensington Auto Service, Ltd. provides a 12 month or 12,000-mile warranty for all repairs and tires and routinely updates its website to provide its customers with the most up-to-date information.

Looking ahead, the company hopes that by staying knowledgeable and keeping their customers informed about the technology of cars today that customers will understand the importance of regular car maintenance for automotive longevity.

“As long as we keep our customers informed and help them to understand the importance of regular car maintenance, the more inclined they are to do it and less likely to have major car issues later

down the road. It’s about being cost-effective,” Tubbs said.

For more information on Kensington Auto or repair services, call 860-829-7377 or visit the website at kensingtonautoserviceld.com. The shop is open Monday to Friday 8 a.m. to 5:30 p.m. and Saturday 8 a.m. to 1 p.m.

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