



FOR IMMEDIATE RELEASE

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Palmer Auto Service Marks 17 Years of Serving Chelsea, On and Off the Road

CHELSEA, MI — Palmer Auto Service will celebrate its 17th anniversary on October 12, recognizing years of helping neighbors care for their vehicles while supporting the community it calls home.

Since opening in 2009, the family-owned business at 222 South Main Street has paired experienced automotive service with personal attention. Today, second-generation owners Ryan Mock, Sales & Marketing Manager, and Bryan Flaws, Service Manager, are managing the business, building on the foundation established by Robert “Bob” Mock Jr. A Chelsea native, Bob began his automotive career in 1983 and joined Palmer Ford-Mercury in 1997 before opening Palmer Auto Service in 2009.



Photo courtesy of D&B Strategic Marketing: Bryan Flaws, Bob Mock, Ryan Mock

Palmer's community involvement has taken many forms. Its 2021 Random Acts of Kindness initiative included a \$210 gift card giveaway supporting downtown Chelsea businesses. During the COVID-19 pandemic, Palmer donated \$1,000 in gift cards from Zou Zou's and Smokehouse 52 to staff at what was then St. Joseph Mercy Chelsea Hospital. The gesture thanked frontline hospital employees while supporting local restaurants. The team also checked in on customers, especially older or isolated people, to see how they were doing and offer help.

That spirit continues through Palmer's support of the Chelsea Fair Livestock Auction and the longstanding Toys for Tots and Teens drive, which collects toys and gift cards for distribution through Faith in Action to local children and teens. Car shows and customer appreciation gatherings have also brought neighbors together around a shared interest in cars and community.

Inside the service bays, Palmer's **ASE-certified technicians bring more than 100 years of combined experience** to maintenance, diagnostics, and repairs. Ongoing training and diagnostic technology support the team's focus on timely, quality service and helping customers maintain their vehicles for the long term. Multi-point inspections and digital communication help customers see and understand recommended repairs and stay informed throughout the service process.

Customer satisfaction is central to that approach. Palmer holds a **4.7-star Google rating**. Positive customer feedback highlights clear estimates, friendly service, and confidence in the team's work.

"Customers want to know their vehicle is in capable hands and that they're getting clear, honest information," said Ryan Mock. "We work to earn that confidence every day. After 17 years, we're grateful for the relationships we've built and the opportunity to give back to the community that supports us."

Palmer also offers complimentary rides, vehicle pickup and drop-off, and free loaner cars with repair services. These practical accommodations reflect a service philosophy built around keeping people moving and treating them with care.

For more information, visit palmerautoservice.net.