

Life In Poetry

A Brief Glimpse At Domestic Diplomacy

BY TED KOOSER
U.S. Poet Laureate

Though most of us are not formally known as diplomats, many of us learn to be experts at domestic diplomacy, and the sorts of complex negotiations we find ourselves in can require a lot of patience. Here's Dan Gerber, who lives in California, showing us some of that patience.

MARRIAGE

When you are angry it's your gentle self I love until that's who you are. In any case, I can't love this anger any more than I can warm my heart with ice. I go on loving your smile till it finds its way back to your face.

American Life in Poetry is made possible by The Poetry Foundation (www.poetryfoundation.org), publisher of Poetry magazine. It is also supported by the Department of English at the University of Nebraska-Lincoln. Poem copyright © 2011 by Dan Gerber. In 2012, Copper Canyon Press will publish Dan Gerber's "Sailing Through Cassiopeia." Poem reprinted by permission of Dan Gerber. Introduction copyright © 2012 by The Poetry Foundation. The introduction's author, Ted Kooser, served as United States Poet Laureate Consultant in Poetry to the Library of Congress from 2004-2006. We do not accept unsolicited manuscripts.

Dealer Was Sneaky With Offer

BY TOM AND RAY MAGLIOZZI
King Features Syndicate, Inc.

Dear Tom and Ray:
My wife and I just purchased a brand-new 2012 Nissan Juke SL, with a CVT transmission and the 1.6-liter "turbo" engine. It came with a bonus of "lifetime FREE oil changes." Now that we have driven roughly 1,000 miles, we scheduled an appointment with our dealer's service department, and dropped the car off without any fanfare. Later, they called my wife at home to tell her that the free oil isn't really free. They say that because our model is a turbo (all Jukes have a turbo), it requires synthetic oil, and the free oil change offer includes only "standard — SAE" engine oils. They told us the upgrade to synthetic will be \$60 more per oil change. My wife said, "No thank you," and asked them to put in the standard oil. The owner's manual, which calls for only standard, 5W-30 SAE-grade oil, makes no mention of requiring synthetic oil. Did we do the right thing? And wasn't the dealer being a bit slippery? — Craig

TOM: A bit? Yes, and I'm making notes so we can use this trick on our customers in the future!

RAY: Our contact at Nissan confirmed that the Juke requires only standard, SAE 5W-30 oil, and not synthetic oil.

TOM: This is a case where a little disclosure would have gone a long way. If the salesman had said to you, "We offer free oil changes for the life of the car, but that's only for stan-



CAR TALK

Tom and Ray Magliozzi

standard oil, and we RECOMMEND synthetic oil for this car, which will cost you an extra \$60 per oil change," you would at least have been informed that the "free oil change" offer was not really a free oil change offer.

RAY: Right. At least you would have known that going in, and you wouldn't have felt like you got the bait-and-switch.

TOM: So here's what I'd do. Meet with the dealership's general manager, explain what happened and propose this solution: Since synthetic oil costs twice as much, but needs to be changed only half as often as standard oil, ask if they'll give you half as many free oil changes during the life of the car and substitute synthetic oil. If they normally offer a free

standard oil change every 7,500 miles, ask them to give you a synthetic change every 15,000 miles instead.

RAY: If you get turned down, then you're free to — and should — make use of the follow-up customer-service surveys and online ratings sites to let other potential customers know that you felt misled. But give the dealer a chance to resolve it amicably first.

TOM: And by the way, synthetic oil is great stuff, for various reasons. It lasts longer, lubricates better, decreases our dependence on foreign oil and leaves less used oil that then needs to be recycled or disposed of. So we don't disagree with the recommendation of synthetic oil. We just disagree with the sneaky way the dealership handled it. Good luck, Craig.

Auto repairs can be costly! Save money by ordering Tom and Ray's pamphlet "Ten Ways You May Be Ruining Your Car Without Even Knowing It!" Send \$4.75 (check or money order) to Ruin, P.O. Box 536475, Orlando, FL 32853-6475.

Get more Click and Clack in their new book, "Ask Click and Clack: Answers from Car Talk." Got a question about cars? Write to Click and Clack in care of this newspaper, or e-mail them by visiting the Car Talk Web site at www.cartalk.com.

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SCHOLASTICS

YANKTON MIDDLE SCHOOL
4th Quarter 2011-12
8th GRADE ROLL
OF EXCELLENCE

Abd Al Kreem, Bashir
Adam, Grace
Andersen, Ellen
Becker, Ashli
Benjamin, Brianna
Benson, Colby
Bilbrey, Ashley
Binder, Landon
Bockholt, Hannah
Cammock, Grant
Chu, Alina
Clark, Natasha
Cronin, Ramzie
Darcy, Robert
Davenport, Micah
Doering, Amy
Drotzmann, Sophie
Duncan, Kylee
Dykstra, Tanner
Elle, Skylar
Fedders, Ellison
Ferris, Natalie
Flores, Javier
Folkers, Brock
Frick, Rachel
Frick, Rebecca
Frick, Tanner
Friedenbach, Laurel
Gant, Sheldon
Gillis, Danielle
Goble, Jeryka
Golden, McKenna
Golden, Paige
Golden, Ryan
Gravholt, Amanda
Greaver, Talitha
Gregoire, Alicia
Gusso, Samuel
Guthmiller, Trevor
Haas, Christopher
Hagen, Allyssa
Huber, Chase
Jeffcoat, Olivia
Kelly, Joseph
Kleinsasser, Keeley
Koenigs, Jenna
Koller, Jeffrey
Kulhavy, Ciara
LaBarge, Emilee
Lacey, Ashley
Layne, Joseph
List, Nathan
Luken, Erin
Marsh, Noah
May, Kirsten
Megard, Lincoln
Miller, Darian
Muehlbeier, Jessica
Murphy, Kaisee
Oien, Abby
Ordaz, Ana
Pardy, Brett
Pasco, Presley
Peitz, Andrew
Pierce, Payton
Rafferty, Jared
Sasse, Alikah
Savey, Blake
Sawatzke, Reid
Schantz, Ethan
Schild, Allen
Schild, Haley
Schmidt, Levi
Schrempf, Kacie
Schweitzer, Ashley
Sejnoha, Alexis
Shepherd, Jacqueline
Simek, Amber
Soto, Juliana
Terca, Rayden
Trenhaile, Mikayla
Valadez, Manny
VanMeeteren, Ashley
Vetter, Noah
Weinandt, Katelynn
Wenzlaff, Samantha
Williams, Hannah
Withrow, Alexander
Wood, Rachel

7th GRADE ROLL
OF EXCELLENCE

Anderberg, Jacey
Ballard, Mason
Bertsch, Zoey
Binde, Jace
Bradwisch, Britney
Bratberg, Kaitlyn
Braxton, Jeremiah
Cowman, Linze
Diede, Haleigh
Emmerich, Ethan
Eskins, Ashley
Fedde, Lilyanna
Frank, Turner

Goeden, Brock
Janda, Chance
Jerke, Austin
Johnson, Isyck
Keller, Austin
Kinsley, Christopher
Kokesh, Katrianna
Kotalik, Alex
LaFave, Matthew
Lammers, Lucas
Larson, Kade
Lippert, Hunter
McKee, Sophie
Mines-Alver, Devon
Moser, Rebecca
Munyer, Travis
Nooney, Madeline
Perk, Lauryn
Rehurek, Abbigale
Russell, Brietta
Rust, Benjamin
Sangster, Nathan
Sasse, Allurah
Sayler, Josie
Schaeffer, Katina
Schulz, Isaac
Skillingstad, Brady
Slate, Treyson
Steffen, Mason
Tessier, Madason
Tramp, Dilyn
Westerman, Kelsey

6th GRADE ROLL
OF EXCELLENCE

Ahlers, Austin
Albrecht, Kristyn
Becker, Brenna
Bowker, Kobe
Braxton, Tecla
Brinkerhoff, Lucas
Brummer, Cole
DeLozier, Makenzie
Duncan, Wyatt
Fejfar, Destiney
Flores, Ethel
Folkers, Tessa
Franzen, Kellen
Gale, Taten
Galvan-Hofer, Joshua
Goble, Jakoby
Haak, Lance
Haas, Amanda
Hamilton, Taylor
Harris, Emma
Harris, Nicholas
Hawkins, Amanda
Herrlein, Danielle
Hohbach, Devan
Hussein, Khalid
Keiser, Gabrielle
Knight, Ryan
Knouse, Emily
Kotalik, Hannah
Kraft, Ryan
Krejci, Cameron
Krejci, Casey
Kruiger, McKenzi
LaBarge, Andrew
Lammers, Lily
Lammers, Victoria
Lane, Lanna
Langdon, Nicole
Lange, Adam
Larson, Haley
Lopez, Javier
Magana, Heriberto
Maldonado, Brooklyn
McClure, Madison
Megard, Kendall
Mikkelsen, Piper
Monteith, Kiara
Nockels, Sky
O'Hara, Tate
Oswald, Emily
Palmer, Oakley
Papstein, Aurora

Pesek, Destiny
Peterka, Alix
Purzol, Lillian
Rhoades, Eleanor
Rodig, Kylie
Ryken, Addison
Savey, Anna
Schild, Lauren
Schmidt, Mary
Schramm, Robyn
Schwarz, Ashlynn
Scoblic, Guthrie
Sejnoha, Bailey
Smurthwaite, Aaron
Somsen, Jackson
Van Osdel, Abigail
Vetter, Hannah
Wagner, Kaylyn
Weinandt, Cassidy
Wermers, Raymond
Wittrock, Katrina
Wold, Benjamin
Wootton, Austin
Zimmerman, Levi
Zimmerman, Riley
Zoeller, Joseph

8th GRADE HONOR ROLL

Ament, Austin
Anders, Ted
Arendt, Jacob
Boots, Sydney
Bouza, Michael
Boyd, Abby
Brandt, Garner
Brausey, Ethan
Busskohl, Savannah
Christensen, Kourtney
Cook, Devin
Corkery, Cole
Coulson, Kylie
Dannenbring, Gabriel
Eilers, Christopher
Gallinger, Paul
Garvey-Muth, Colin
Gladden, Morgan
Grate, Kylie
Guthmiller, Tyler
Haak, Logan
Hanzlik, Zachary
Hatch, Alexandra
Headley, Miranda
Heumiller, Samantha
Hill, Thomas
Huntley, Aedan
James, Coleton
Janssen, Zachary
Jefferson, Roland
Jensen, Bryce
Jensen, Matthew
Johnson, Hannah
Kellen, Wyatt
Klimisch, Dylan
LaCroix, Ciara
Lane, Lanae
Langeland, Mason
List, Cody
Mace, Dylan
Magana, Kevin
Mahowald, Katheryn
Maldonado, Michael
Mammola, Anthony
Marlette, Kaytlynn
Mooney, Benjamin
Nowak, Daniel
O'Donnell, Denver
Odom, Sarah
Olson, Chandler
Oster, Logan
Pearman, Rebecca
Petersen, Alexis
Plath, Isabelle
Ractliffe, Emily
Riibe, Mitchell
Schaefer, Erica
Schaffer, Kierra

Schick, Skyler
Schmidt, Tyler
Sealey, Alyssa
Shortbull, Brandon
Smith, Jacob
Sorensen, Jenna
Sorensen, Bradey
Stemper, Zachary
Stewart, Samuel
Straatmeyer, Samantha
Taggart, Brady
Thompson, Shianna
Ugofsky, Alleysia
Van Winkle, McKenna
Vogt, Riley
Watts, Tanner
Winters, Amber
Woods, Savannah
7th GRADE HONOR ROLL
Adam, Haden
Aguirre, Austin
Andrzejek, M'aleigh
Auch, Zoey
Bak, Jordan
Bertrand, Christina
Bohy-Duhachek, Kylie
Borstad, Zachary
Brausey, Adrian
Bruckner, Shaelyn
Cooper, Matthew
Cornemann, Kami
Crisman, Cheyanne
Dangel, Lincoln
Eilers, Nichole
Erickson, Chase
Fernandez, Albert
Fisher, Selena
Frazier, Nicholas
Friedenbach, Camille
Guthmiller, Kaitlin
Hale, Lindsey
Hauger, Jessica
Heinemeyer, Haylee
Henrickson, Madelynn
Hento, Allyson
Hill, Shanna
Hiltunen, Elle
Hudson, Kelsey
Jansen, Samuel
Ketter, Alexander
Kleinschmit, Kyle
Knox, Nikole
Kuipers, Jordan
Lacey, Victor
Lewno, Cole
Lynde, Dylan
Mahowald, Makayla
Marlow, Robert
Mason, Morgan

McCorkell, Lexie
McGhee, Shayla
Miller, Merlye
Nelson, Nathan
Novak, Mason
Olson, Erin
Pinkelman, Shaun
Privett, Wesley
Radack, Shelby
Rausch, Dylan
Sanders, Desirae
Santiago, Mathew
Sawtell, Dalton
Schaa, Karly
Schindler, Cameron
Schlaefli, Cole
Schmidt, Kyle
Simonsen, Samantha
Stanga, Riley
Steffen, Savannah
Stewart, Emma
Stone, Gabriel
Strahl, Tyler
Styles, Madison
Swensen, Kalie
Sylvester, Lyndsay
Thomas, Casey
Townsend, Mason
Tramp, Darian
Turner, Carly
Vaillancourt, Hailey
Wagner, Hailey
Wenzlaff, Gabriel
White, Jesse
Wick, Gavin
6th GRADE HONOR ROLL
Anderson, Reese
Bakke, Treyton
Bos, Eli
Bouska, James
Brown, Kayla
Carr, Joshua
Cutler, Alexander
Diedrichsen, Cole
Dykstra, Gerrit
Eide, Ethan
Eide, Hanna
Erickson, Jaxson
Evans, Hannah
Gandee, Morgan
Garcia, Sean
Gundersen, Jazmyn
Gusso, Dustin
Haag, Noah
Henning, Tori
Jaquith, Brady
Jurrens, Benjamin
Kotschegarow, Taylor
Kuchta, Cooper

Kuipers, Abby
Larson, Olivia
Marsh, Calvin
Martian, Kayla
McCloud, Sadie
McKinney, Tanner
McNatt, Alexa
Moderegger, Ryan
Morkve, Amelia
Muhammad, Laila
Nelson, Jacob
Nilson, Garrett
Novak, Garet
O'Donnell, Tyler
Odens, Tyler
Olson, Karley
Ordaz, Sara
Padron, Carmen
Paulsen, Emily
Peterka, Bailey
Pinkelman, Darin
Randall, Kironee
Roberts, Devin
Rowe, Khyle
Roy, Grace
Russell, Rylan
Sasek, Jack
Schwartz, Corissa
Slowey, Samuel
Smith, Becker
Smith, Jenna
Stange, Caitlin
Strub, Caige
Thomas, Katrina
Thornton, Charles
Trenhaile, Allyson
Upton, Peter
Vik, Lauren
Wagner, Sylvester
Williamson, Robert
Woods, Isiah
Yasat, Gavin
Zoss, Tess

UNIVERSITY OF SIOUX FALLS

SIOUX FALLS — Bridget Healy, Jodi Blackinton, RiAnna Rothenberger, Kayla Tronvold, Mark Vig, and Sara Watt of Yankton were named to the Dean's List at the University of Sioux Falls for the 2012 spring semester. To qualify for the Dean's List, a student must achieve a semester grade point average of 3.5 or greater on a 4.0 scale.

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