

# The TAMAROFF

## Automotive Group

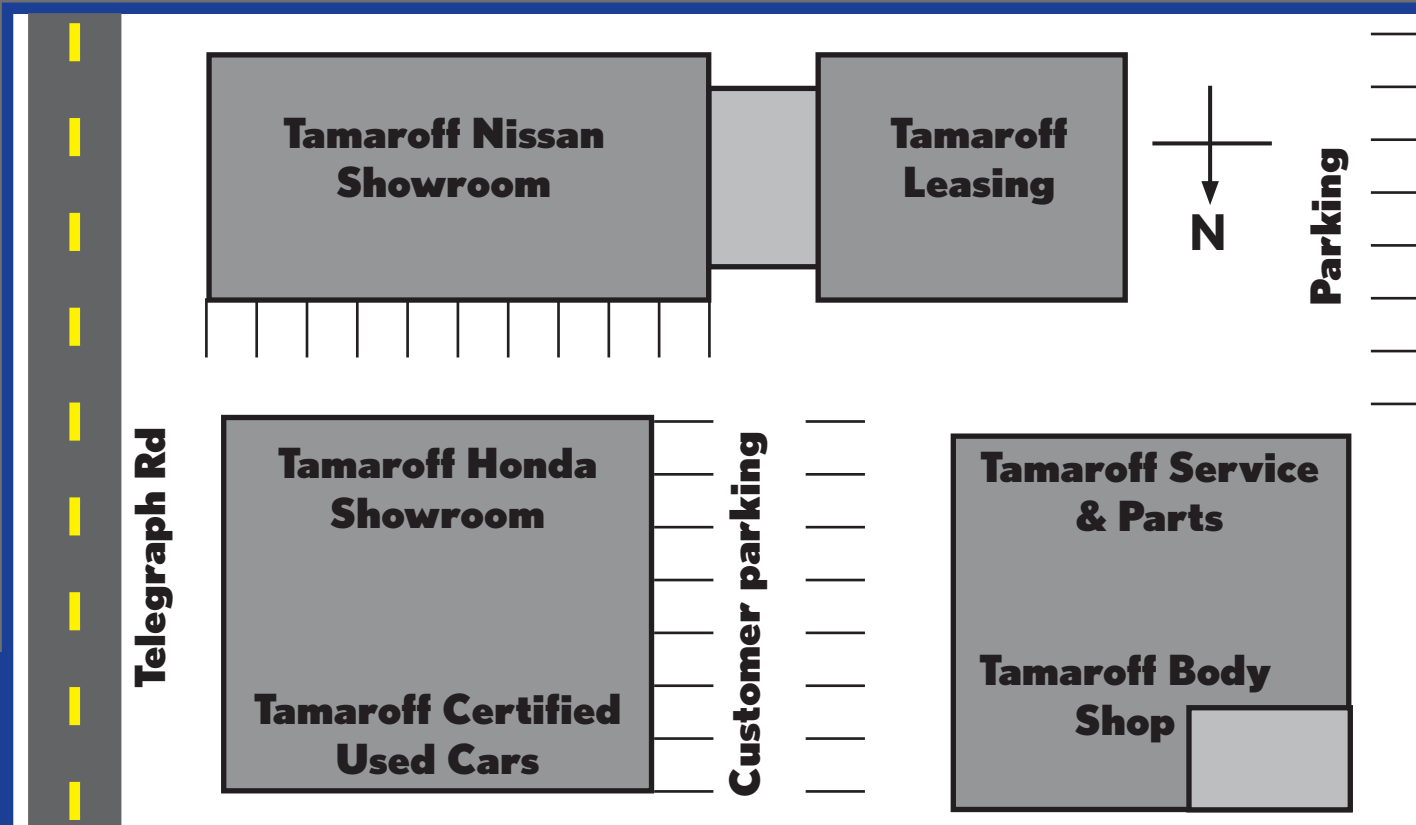
28585 TELEGRAPH ROAD • SOUTHFIELD, MI 48034

Direct Line 248-353-1300

New & Used Vehicle Sales 248-353-1300

Body Shop 248-223-8422

[www.tamaroff.com](http://www.tamaroff.com)



### Telephone Directory

For your convenience we have established direct dial telephone extensions in order to reduce "On-hold Waiting" time.

New & Used Vehicle Sales		586-296-1300	
Honda Service Reception	248-223-8360	Nissan Service Reception	248-223-8360
Honda Parts Department	248-223-8424	Nissan Parts Department	248-223-8424
Body Shop	248-223-8422		
New & Used Vehicle Sales	248-353-1300		
24-Hour Towing Service	248-356-6011		



### Tamaroff Honda

Service 248-223-8360  
Parts 248-223-8424



### Tamaroff Nissan

Service 248-223-8360  
Parts 248-223-8424



### Sales & Finance Hours

Monday & Thursday: 9am - 9pm  
Tuesday, Wednesday & Friday: 9am - 6pm  
Saturday: 10am - 3pm  
Closed Sunday



### Parts & Service Hours

Monday & Thursday: 7am - 7pm  
Tuesday, Wednesday & Friday: 7am - 6pm  
Saturday: 8am - 3pm  
Closed Sunday

# The TAMAROFF Automotive Group

# At **TAMAROFF** Automotive Group every customer is given **“The Power of Ten”**

# 1

## Vehicle Selection

1. Over 400 Nissan, Honda & late-model pre-owned vehicles available.
2. We inventory hard-to-find vehicles in all trim levels.
3. Express delivery available on most models.

# 2

## Price Protection Guarantee

Our “Price Protection Guarantee” allows you to purchase with the confidence that you will receive the best price on the vehicle you select.

The **TAMAROFF**  
Automotive Group

### Price Protection Guarantee\*\*

Tamaroff Automotive Group guarantees that we will pay 110% of the difference in the price if you purchase the same year, make and model vehicle with identical equipment and options, for less, including trade, from any other Nissan or Honda dealer. The vehicle must be in dealer stock and ready for delivery at the time of purchase. The vehicle must also be available for purchase by Tamaroff Nissan or Honda.

Simply bring us a signed, authorized buyer’s order showing the M.S.R.P., serial number, plus the actual purchase price of the vehicle and we will pay you 110% of the difference in price within 48 hours of your purchase.

*\*\*Price Protection Guarantee does not apply to changes in factory incentive programs or vehicle pricing changes made by the manufacturer.*

# 6

## Award-Winning Service

*We service all makes & models!*

**“World Class” customer satisfaction index.**  
**“State-of-the-art” modern service facilities.**

1. Customer lounge with “High Speed” Internet Access
  - \* Complimentary coffee
  - \* Courtesy telephone
  - \* Clean rest rooms
  - \* Vending machines
  - \* Digital Cable Televisions
2. Dedicated factory-trained/state-certified technicians, parts & service personnel
3. Online service appointment scheduling & “29 Minute Express Lube” service available
4. Competitive menu-priced maintenance service
5. Computerized service histories maintained
6. “Dealer Voice” audio time/mileage-based customized service reminders
7. Quarterly service coupon mailings
8. Shuttle service/Hertz car rentals are available
9. 24-hour towing service
10. Night-Owl Drop Off Service available
11. Complimentary RYKO “Foam Brite” Brushless Car Wash & Vacuum Service
12. Most major credit & debit cards accepted
13. Express Check-Out service available

# 8

## One Million Dollar Parts Inventory

1. 8 dedicated factory-certified parts professionals
2. Dedicated parts inventories
3. Five full-time parts trucks
4. Two computerized online parts locators
5. State-of-the-art parts cataloging
6. “Parts Mart” for do-it-yourself mechanics
7. Special order parts notification system
8. “Lifetime Parts and Labor Guarantee” on parts when installed by our service personnel
9. Urgent overnight parts delivery available
10. Direct telephone lines into the parts department. NO WAITING!

# 3

## Factory-Certified Salaried Sales Associates

*Our Sales Associates are not paid a commission.*

### BENEFITS:

1. A friendly, relaxed atmosphere
2. Professional treatment
3. No high-pressure sales tactics
4. Courteous assistance in selecting the right vehicle for your needs
5. Knowledgeable features/benefits presentations
6. Straight-forward vehicle pricing

# 4

## Professional Trade-In Evaluation Process

Unlike many new vehicle dealerships, we *want* your trade-in!!! Our buyers know the used vehicle market. We utilize used vehicle guides, as well as up-to-the-minute online auction reports from the nation’s largest auctions to secure you “top dollar” for your vehicle.

In addition, our used car evaluation guides and auction reports are available to our customers.

*What other dealer offers this?*

# 5

## Affordable Financing for Everyone

Our business managers are certified members of the “Association of Finance and Insurance Professionals.” We maintain lending & leasing relationships with over 20 financial institutions.

### BENEFITS:

1. Prompt credit approvals
2. Competitive interest rates
3. First-time buyer’s programs
4. College graduate programs
5. We protect your confidential information
6. Specialized financing for those with credit difficulties

# 7

## State of the Art Paint & Body Restoration Center

*Our recently enlarged & modernized Paint & Body Restoration Center Offers:*

1. Direct repair agreements with most major insurance companies
2. Three modern “down draft” paint booths
3. Dupont “Quality Assurance” dealer
4. Dupont “Chromocolor” computerized paint mixing system
5. Hein-Werner “Shark” sonar frame & body measuring & alignment system
6. Eight dedicated frame alignment racks
7. Factory-trained/state-certified paint & body technicians
8. Lifetime warranty against defects & workmanship on OEM parts
9. Customer reception & lounge area with complimentary coffee & vending machines
10. Shuttle service/Hertz car rentals on site
11. 24-hour towing service
12. We repair all makes & models

# 9

## www.Tamaroff.com

Our interactive website allows our customers to have access to our “virtual” dealership 24-hours a day, seven days a week via their computer or smartphone. Visitors to the site can configure a new vehicle or view our entire used vehicle inventory. Customers have the ability to apply for credit, make a service appointment, order a part, or leave us an email message. Visitors also have the ability to print Parts and Service coupons! We also publish monthly digital newsletters and web ads with current incentives.

Our site is updated on a daily basis and was designed with you, the customer, in mind!

# 10

## Management Open Door Policy

**OUR GOAL IS 100% CUSTOMER SATISFACTION**

If for any reason you are not 100% completely satisfied with your sales or service experience....We want to know about it!

Our management team is committed to ensuring a pleasant, professional, hassle-free purchase, delivery and service experience. Our managers are empowered to resolve any customer concern.

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