

Auto Works of Brandon

Dear Fleet Manager,

At Auto Works of Brandon, we realize that your fleet is an important part of your business. When your vehicles are down, they are not producing for you. We understand the special needs of our business fleet customers. By having your fleet routinely maintained, their life span is enhanced and unnecessary breakdowns can be prevented. We know that you have many choices when selecting a service provider for your fleet. We appreciate your consideration of Auto Works of Brandon for all your fleet service needs.

Fleet managers face great difficulty when tracking the service history of all their vehicles and performing the needed repairs within a budget that is often tight. We also have convenient scheduling to reduce downtime. Some of the benefits we have to offer are listed below and in the following pages.

- Priority service for minimal downtime
- Competent Automotive Service Excellence (ASE) Certified Technicians
- State-of-the-art tools and equipment
- Computer tracking of vehicle maintenance history
- 12 month/12,000 Mile Nationwide Limited Warranty
- Computerized technical support including Internet access to manufacturer's websites

We look forward to working with you to help you meet your fleet maintenance needs.

Thank you,

Michael Rubio
President/Owner
Auto Works of Brandon

This package includes these topics:

- Mission Statement
- Business Philosophy
- Environmental Statement
- Professional Technicians & Guaranteed Customer Satisfaction
- Business Description
- Industry Affiliations
- Total Fleet Service Program
- Our Fleet Care Program: Keeping Your Vehicles Productive
- Getting Started

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Mission Statement

We at Auto Works of Brandon are committed to offering you, our customer, the highest professional automotive service and repairs available in the industry. We strive to provide you with quality service in a timely manner and at a competitive price.

Auto Works of Brandon is here to offer the community a convenient, professional, ethical auto service center that is driven by a dedication to uncompromising personalized customer service. Our commitment to continuous improvement of both service and product will be the road map to our future success.

Business Philosophy

We at Auto Works of Brandon believe it is our responsibility as professionals in the automotive industry to support and uphold our standards and to surpass industry standards. We are committed to maintaining a highly ethical and sound business practice in order to meet and exceed our customer's automotive needs.

We do this every day through the use of:

- Quality replacement parts that meet or exceed your vehicle manufacturer's standards and also keep your warranty in force.
- Certified technicians who perform quality repairs in a timely manner.
- Up-to-date training and equipment to service today's vehicles and stay current with industry standards.
- Electronic vehicle service history to give you better customer service.
- The latest in electronic and online information and diagnostic systems to repair and maintain your vehicles.
- A proper diagnostic procedure to service today's vehicles.
- The use of factory maintenance schedules and customized preventive maintenance based on your past vehicle performance.

We believe it is our responsibility to offer our customers all of the results found during any vehicle inspections, vehicle services, or repairs. This way you, the customer, have all the information to make an informed decision about maintaining and repairing your vehicle. We will be happy to prioritize any items we found to assist you even further with your decisions.

Realizing the investment you have in your vehicle - safety, longevity and proper performance are our main concerns. At Auto Works of Brandon we combine old-fashioned customer service with state-of-the-art diagnostic equipment, modern facilities, highly-trained Service Advisors and ASE Certified Technicians.

Many of our long-term customers have come to us because a friend or relative told them about us and how we choose to do business. Some were looking for a shop that would care for them better. Some came because they needed a place that they could trust. They stayed because they found both. Long-

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term or not, the service our customers receive is second to none which makes our professional, modern shop the best in the Hillsborough County area.

Every day at our shop we focus our attentions to our customers. Every customer is important, every job is important - no matter how big or small the service might be. We believe that it's the little things we do for our customers that make a big difference and add quality to our services. Our customers have often told us that we take care of their vehicles like they are our own. When customers come to our shop looking for quality people and service, rest-assured we'll go the extra mile to prove to you that our modest shop can provide BIG service.

Environmental Statement

We will actively work as a professional automotive repair business to reduce our impact on the environment. This can be accomplished by using the current recycling methods available and continuing to educate ourselves as well as our customers in this matter. This responsibility falls on all of us and should not be taken lightly.

Satisfaction Statement

Our goal is to make you and your family our customers for life. We intend to reach this goal by offering you the best automotive service and repairs available. If you are not completely satisfied with our service or have any suggestions please feel free to let us know.

About Our Business

Auto Works of Brandon is a family-owned business serving the Hillsborough County public with a combined average experience of over 50 years. We offer a full range of vehicle services, preventative maintenance and repairs on most vehicle makes and models. Our courteous and professional staff is committed to offering you the best automotive service possible.

We know how much you depend on your vehicle. Our expert technicians, service advisors and management staff strive to offer the kind of service you deserve for all of your automotive needs. Our ASE Certified Technicians are trained and certified to perform diagnosis, repair & service on all systems of your automobile. They attend continuous, updated training throughout the year.

We offer:

- Conveniently open Monday – Friday, 8:00 am – 5:00 pm, and Saturday, 8:00 am – 1:00 pm.
- Free local shuttle service
- One-stop service facility able to take care of all your fleet vehicles' needs.
- Clean customer waiting area, should you decide to wait.
- Night key drop box.
- We accept Visa, Master Card, American Express, Car Care One, and Discover credit cards.


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- Approved local checks, check cards and cash.
- Our Highly Exceptional "Peace of Mind" 12 Month/12,000 Mile Nationwide Limited Warranty.
- Friendly, courteous service-Our Fleet Clients receive priority service.
- Professionally trained staff – ASE Certified Technicians.
- Clean, state-of-the-art equipped shop.
- Our facility contains the latest service and diagnostic equipment available today. To meet our customer's needs, we offer timely, professional service and repairs. We strive to accomplish this through great customer service and ethical, sound business practices while maintaining or exceeding professional industry standards.


We keep our tradition of customer-focused outcomes and service by hiring only the best ASE Certified Technicians, and highly-trained Service Advisors. We procure the best parts available and continuously train to make sure the job is done right the first time. We service most makes and models of vehicles and provide all repairs and maintenance services needed for today's modern automotive service customers.

Industry Affiliations

1. **Member – Automotive Service Association:** The Automotive Service Association is a group of quality auto repair shops that adhere to a strict code of conduct. The Automotive Service Association advances professionalism and excellence in the automotive repair industry through education, representation, and member services.

2.  **Achievement – ASE Blue Seal of Excellence:** Awarded by the National Institute for Automotive Service Excellence. We are proud to qualify as a Blue Seal establishment. Out of the thousands of Auto Repair Businesses and Dealerships in the State of Florida, only 25 have qualified to earn this designation. We are proud to be one of the 25. To qualify a repair business must meet the following criteria: At least 75% of technicians must be ASE-certified. At least one technician must be ASE-certified in each area of service offered by the business. To ensure that professional certification credentials remain current, ASE reviews the status of each establishment annually.

3. **Member – International Automotive Technicians' Network:** The largest network of automotive technicians in the world. The International Automotive Technicians' Network is a group of nearly 50,000 professional automotive technicians. The automotive professionals of this group exchange technical knowledge, experiences, and problem solving information with other members from around the globe, sharing over 1,000,000 years of experience. This is a tremendous resource when faced with some tougher challenges.

4.  **Member – Better Business Bureau of West Florida**

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5. Member – Brandon Chamber of Commerce



6. BUMPER TO BUMPER Certified Service Center

7. Member – National Federation of Independent Business (NFIB): The leading advocacy organization representing small and independent businesses.

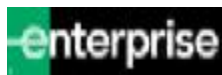


8. Member – Business Network International (BNI): The largest business networking organization in the world.

Experience the Auto Works Difference

Auto Works of Brandon is a national account provider of the leasing management companies listed below. If you do not see your provider listed, please contact us so we can set up an account to service your needs.

1. Enterprise Fleet Services
2. Donlen Fleet Management Services
3. ARI Automotive Resources International



Total Fleet Service Program

Auto Works of Brandon offers complete services on all vehicles including: cars, vans, light and medium duty trucks. We employ competent ASE certified technicians who specialize in all areas of Service including the following:

- Electrical Services
- Computerized Testing
- Quality Maintenance Tune-Ups
- Minor & Major Engine Repair
- Air Conditioning & Heating
- Steering and Suspension
- On-Board Computer Systems
- Brake Repairs including Anti-Lock Brake Systems

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- Cooling Systems
- Transmission Services
- Preventive Maintenance Services

All repairs include our Highly Exceptional "Peace of Mind" 12 Month/12,000 Mile Nationwide Limited Warranty. We also perform the required maintenance on your newer vehicles to maintain the factory warranty. Please request a copy of our written warranty policy.

In addition, for our fleet customers we provide:

- Local Shuttle Service
- Computerized Billing
- Discount Towing
- Priority Scheduling
- Computerized Vehicle History
- Low Cost Rental Vehicles

Our commitment to you, our valued customer, is to provide the highest quality service at a reasonable price by a Friendly, Honest, Quality team of professionals.

Our Fleet Care Program – Keeping Your Vehicles Productive

Running a successful fleet takes a lot of planning, time, and effort. The need for maintenance services is never-ending. Preventive maintenance is critical in maintaining fleet efficiency and in reducing cost per mile. Costs must be monitored and controlled to make your fleet cost-effective.

We understand the responsibility you have in managing your fleet. We also understand the hassles. That's why our Fleet Care Program has been designed to:

- Take the concern out of preventive maintenance.
- Reduce your fleet downtime.
- Lower your cost per mile.
- Increase your fleet's value – a well-maintained fleet pays off in the long run.

Our Fleet Care Program uses quality people and systems to assist you in meeting your fleet needs. The key elements of our program are:

- Your fleet vehicles are maintained on a customized preventative maintenance schedule.
- Your vehicles are monitored on a mileage and time basis.
- Each vehicle receives a comprehensive bumper-to-bumper inspection with every service – free of charge.
- We use modern diagnostic equipment, the same equipment in the dealer's bays.
- ASE Certified Technicians service your fleet.

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These valuable components, combined with our commitment to customer satisfaction and service, will reduce your cost per mile.

Getting Started

Getting started is the easy part. We will need some basic information. We have listed some suggestions below. Once we have enough information from you we will schedule an appointment to address the needed service or repairs. Items number 5 and 6 below are optional, but have proven to be very helpful.

While the vehicle is in the shop we will perform a complimentary vehicle inspection and report to your fleet manager our findings. This will give you the general condition of your vehicle and help you in the planning of future services and repairs that may be needed. This will also give our staff the ability to get to know your vehicle and how it is used in your business. This way we will have the ability to make recommendations to keep your fleet performing at its best.

We realize many fleets may have specific needs. Our staff will be happy to assist in this manner if possible.

Basic Information Needed:

1. A list of vehicles that are on the plan. Including tag numbers and unit numbers or an ID number you may use. A list of drivers if needed.
2. The billing address and any special instructions on how billing needs to be handled. (Such as P.O. numbers, marked attention, etc.)
3. How billing is to be paid – company credit card; company check; or if your company wishes to set up a 30 – day charge account, a completed credit application with prior approval will be needed.
4. A Contact person and phone number for us to report to and obtain authorizations for repair estimates from.
5. Most helpful if possible would be a copy of past service and repair history for each vehicle. If you don't have one, we can analyze previous repair bills and create one for you.
6. Just a brief summary of how each vehicle is used, such as: Driven 800 miles per week – mostly highway mileage; or, driven to local job sites; stays parked at sites 60% of the day. This will help our staff service your fleet better and make recommendations for the future.

Our staff is always looking for ways to better serve our clients. If you have any questions or suggestions, please contact us. We may be reached by email autoworks@fdn.com ;or by phone at (813) 657-4399.

Thank You,

Michael Rubio
President/Owner
Auto Works of Brandon

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