

The Jeffrey Automotive Group

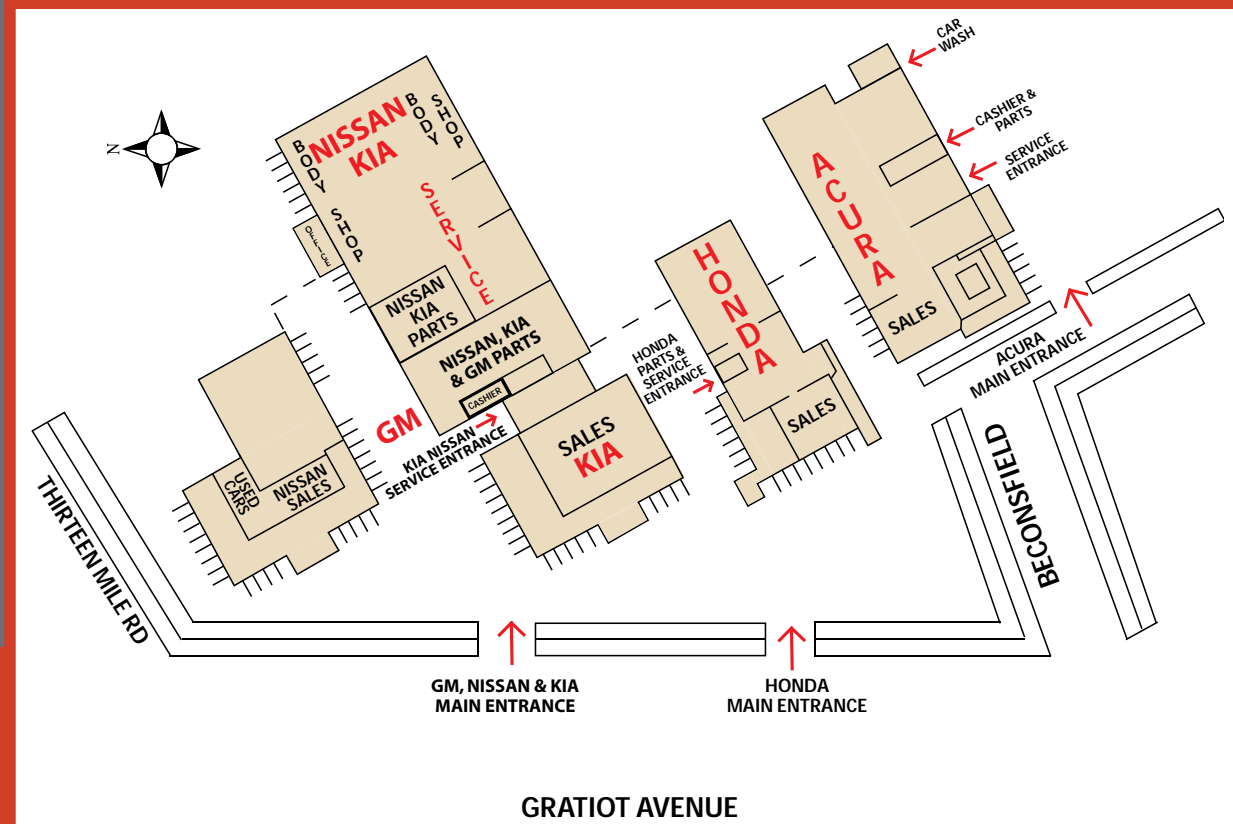
30800 GRATIOT AVENUE • ROSEVILLE, MI 48066

Direct Line 586-296-1300

24-Hour Towing 586-775-5500

Body Shop 800-689-1226

www.jeffreyauto.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	800-890-0868	GM & Nissan Service Reception	800-834-0201
Honda Parts Department	800-949-4795	GM & Nissan Parts Department	800-920-8791
Acura Service Reception	800-917-5843	Kia Service Reception	800-856-2140
Acura Parts Department	800-951-5315	Kia Parts Department	800-920-8791
24-Hour Towing Service		586-775-5500	
Body Shop		800-689-1226	

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

Jeffrey Honda
 Service 800-890-0868
 Parts 800-949-4795

Jeffrey Acura
 Service 800-917-5843
 Parts 800-951-5315

Jeffrey Nissan
 Service 800-834-0201
 Parts 800-920-8791

Jeffrey Kia
 Service 800-856-2140
 Parts 800-920-8791

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

1

Vehicle Selection

1. Over 600 Nissan, Acura, Honda, Kia & 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 Jeffrey Automotive Group

Price Protection Guarantee**

Jeffrey 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, Acura, Honda or KIA 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 Jeffrey Nissan, Acura, Honda or KIA.

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.*

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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

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One Million Dollar Parts Inventory

1. 15 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

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www.jeffreyauto.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!

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

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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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