



Scott Sherman Auto Care Fleet Services

Dear Fleet Manager,

At Scott Sherman Auto Care, 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 Scott Sherman Auto Care for all your fleet service needs.

Fleet managers face great difficulty when tracking the service history of all their vehicles and performing needed repairs within an often tight budget. 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
- 24 month/24,000 mile Nationwide Limited Warranty
- Computerized technical support including Internet access to manufacturer's websites

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

Thank you,

Jeremy Barrie
President
Scott Sherman Auto Care

This presentation package includes:

- Mission Statement
- Business Philosophy
- Environmental Statement
- Business Description
- Industry Affiliations
- Our Services
- Our Fleet Care Program: Keeping Your Vehicles Productive
- Getting Started

Mission Statement

Scott Sherman Auto Care is dedicated to providing the most professional, complete and personal automotive care in the Pacific Northwest. We are committed to achieving the highest level of service and workmanship to satisfy all of our customers' automotive needs.

Business Philosophy

At Scott Sherman Auto Care, we believe it is our responsibility as professionals in the automotive industry to support and uphold our standards to meet or exceed industry standards. We are committed to maintain a highly ethical and sound business practice to meet and exceed our customer's automotive needs.

Through the use of:

- Quality replacement parts that meet or exceed OEM standards.
- Certified technicians to 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 history for better customer service.
- The latest in electronic and online information and diagnostic systems to repair and maintain your vehicle.
- A proper diagnostic procedure to service today's vehicles.
- The use of factory maintenance schedules and preventive maintenance based on past vehicle performance.

We feel it is our responsibility to offer the customer all of the results found during any vehicle inspections, vehicle service or repair. This way you, the customer, have the information to make an informed decision in maintaining and repairing your vehicle. With the investment you have in your vehicle, safety, longevity and proper performance are our main concerns. At Scott Sherman Auto Care we combine old-fashioned customer service with state-of-the-art diagnostic equipment, modern facilities, highly-trained Service Advisors and ASE Certified Technicians.

Environmental Statement

Scott Sherman Auto Care continues to 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.

Business Description

We believe in providing excellent service to all who come through our doors. We offer a full range of vehicle services, preventive 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 and service on all systems of your automobile. They attend continuous, updated training throughout the year to keep their professional skills sharp and stay as current as possible with the rapid changes in the automotive industry.

We Offer:

- Convenient hours: Open Monday – Friday, 8:00 am – 6:00 pm and Saturdays 9:00 am 0 4:00 pm.
- Two convenient locations to serve you – one in Seattle near the Ballard Bridge and one in Shoreline
- We are a one-stop service facility able to take care of all your fleet vehicles’ needs.
- Night key drop box.
- We accept Visa, Master Card, American Express, and Discover credit cards.
- Approved local checks, check cards and cash.
- Our Highly Exceptional “Peace of Mind” 24 Month/24,000 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, with 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 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 repair and maintenance services needed for today's modern automotive service customers.

Industry Affiliations

1. **Member – Automotive Service Association (ASA):** T he (ASA) is a group of quality auto repair shops that adhere to a strict code of conduct. The ASA advances professionalism and excellence in the automotive repair industry through education, representation, and member services.
2. **Member – Automotive Service Excellence (ASE):** To qualify as a Blue Seal establishment, a repair business must meet rigid criteria and standards as set by the ASE. To ensure that professional certification credentials remain current, the ASE reviews the status of each establishment annually.
3. **Member – AAA Approved Auto Repair**
4. **Member – International Automotive Technicians’ Network (IATN):** IATN is a group of nearly 50,000 professional automotive technicians who exchange technical knowledge and information with other members from around the globe, sharing over 1,000,000 years of experience.

Our Services

Scott Sherman Auto Care offers complete services on all vehicles including: cars, vans, light and medium duty trucks. Our ASE Certified Technicians are specialized in all areas of service including the following:

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

All repairs include our Highly Exceptional “Peace of Mind” 24 Month/24,000 Mile Nationwide Limited Warranty. We also perform the required maintenance on your newer vehicles to maintain the factory warranty.

In addition, for our fleet customers we provide:

- Local Shuttle Service
- Computerized Billing
- Towing Available
- Priority Scheduling
- Computerized Vehicle History

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.

The key elements of our Fleet Care Program are:

- Your fleet vehicles are maintained on a customized preventive 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 dealers’ bays.
- ASE Certified Technicians service your fleet.

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. At that point we will schedule an appointment to address the needed service or repairs.

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 any ID numbers you may use. A list of drivers if needed.
2. The billing address with special instructions such as purchase order numbers, marked attention to, etc.
3. Payment method: business credit card, business check or accounts payable (a completed credit application with prior approval will be needed)
4. Name and phone number of individual responsible for authorizing estimates and repairs.
5. If possible, a past vehicle history each vehicles' intended use. This will help our staff service your fleet better and make recommendations in 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 at **manager@scottshermanautocare.com**; or by phone at **(206) 322-0886**.

Thank You,

Jeremy Barrie
President
Scott Sherman Auto Care