



Suddeth Automotive Fleet Services

Dear Fleet Manager,

Suddeth Automotive Service maintains and repairs cars, light trucks, SUVs and vans for businesses, their owners and their employees in the Columbia area. We have served the Columbia area since 1971. We offer a full range of vehicle repairs and preventive maintenance services to handle all of your needs.

We understand how much you depend on your personal and business vehicles. Our courteous and professional staff is committed to offering our customers the best service possible. We offer a well-equipped shop with experienced personnel to keep your fleet performing in an economical, safe and reliable manner.

We will be happy to tailor a fleet package to support the needs of your fleet.

Thank you,

Mike Suddeth
Owner
Suddeth Automotive Service

This presentation package includes:

- Mission Statement
- Business Philosophy
- Environmental Statement
- Satisfaction Statement
- Warranty Information
- About Our Business
- Brief Business History
- Business Description
- Industry Affiliations
- Meet our Staff
- Getting Started

LOCATION: 1410 N. MILLWOOD AVE. - COLUMBIA, SC 29204 CONTACT: 803-256-2110

WEBSITE: WWW.SUDDETHAUTOSERVICE.COM - E-MAIL: INFO@SUDDETHAUTOSERVICE.COM

Mission Statement

We at Suddeth Automotive 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.

Our pledge to our customer is to uphold a sound business practice, with the highest ethical standards, to meet and exceed our customer's needs, by providing exceptional customer service, maintaining a professional level of repairs through the use of up-to-date training and equipment.

Business Philosophy

We at Suddeth Automotive Service 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.

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.

Warranty Information

All repairs are covered by a 12 month or 12,000 mile limited warranty. If an item is under an extended warranty such as a transmission or complete engine, it refers to the manufacturers or factory warranty. Should service be necessary under warranty, we must be contacted first. All labor and parts are no charge to our customer during the 12 month or 12,000 mile warranty.

If a warranty problem occurs out of a 50-mile radius of our shop and the vehicle cannot be returned to us for repairs, we will not extend warranty unless approved in advance by management. Please contact us because we have several networks in place to take care of any warranty problems nationwide.

We will not warranty work not performed by us. We cannot pay for warranty work performed at any other location or issue cash refunds for work performed by others unless approved in advance by management.

Our warranty does not include liability for car rental expense, or any other expense due to the loss of use of vehicle.

Warranty repair cost not to exceed the cost of the original repair cost.

About Our Business

Suddeth Automotive is a family owned business that has served the Columbia area for more than 30 years. We offer a full range of vehicle service, 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 and our expert technicians, service advisors and management staff strive to offer the kind of service you deserve for all of your automotive needs.

We Offer:

- Conveniently open Monday – Friday, 7:30 am – 6:00 pm.
- Free local shuttle service.
- Low cost rental cars available through Enterprise Rental.
- Clean customer waiting area, should you decide to wait.
- We accept Visa, Master Card, American Express, and Discover credit cards.
- Approved local checks, check cards and cash.
- Friendly, courteous service.
- Professionally trained staff, ASE Certified Technicians.
- Clean, state-of-the-art equipped shop.
- 24 hour towing and road service (provided by Suddeth Towing Service, after hours phone number (803) 254-5515).

Industry Affiliations:

- ASA, Automotive Service Association
- AAA-approved repair shop
- TECH-NET Professional Auto Service
- AC Delco TSS shop
- IATN, Standard Plus Club, Identifix, Master Tech Club
- Advisory Board of Midlands Technical College, Orangeburg Calhoun Technical College & Hayward Career Center
- Member, RLO Bottom-Line Impact Groups
- Charter member of the NASCAR Performance Network
- Greater Columbia Chamber of Commerce
- WIS TV “Ask the Expert” online service

Brief Business History

The Suddeth family has offered automotive service in the Columbia area since 1971 when my father opened a service station in the Forest Acres area of Columbia. As the business expanded my father, my brother and I opened up what has become Suddeth Towing Service, which is now managed by my brother. In the late 80's it became apparent that we would have to close the service station due to lease agreements and the oil company policy at that time. The service station closed in the summer of 1990.

On February 6, 1990 Suddeth Automotive Service was opened at 1410 N. Millwood Avenue. The business started with two employees, and the business has grown over the years. We now employ 10 employees at this location. We have been blessed over the years with very good employees and some of the world's greatest customers. With that combination we expect it to flourish for many years.

Business Description

Suddeth Automotive Service is located in the downtown area of Columbia SC. We employ four experienced technicians, one part time technician in training, a support team of two service advisors, an office manager, one porter and myself. We have a 10,000 sq. ft. facility with 14 bays and 8 lifts.

To meet our customer's needs we offer timely, professional automotive service and repairs. We strive to accomplish this through great customer service and ethical and sound business practices, while maintaining or exceeding professional industry standards. It is mandatory that our technicians and sales staff attend a minimum of 32 hours of training a year. They are encouraged to attend more to keep our professional skills sharp and stay as current as possible with the rapid changes in the automotive industry.

List of Industry Affiliations:

1. The Greater Columbia Chamber of Commerce
2. ASA, Automotive Service Association
 - Served as state Secretary / Treasurer for 12 years
 - Served as state President Elect (VP), 2003 – 2004
 - Will serve as state President, 2005 – 2006
 - Will serve as state Past President, 2007 – 2008
 - Winner of the Clyde Morgan Member of the Year in 2002
3. Charter member of NASCAR Performance Network
4. Serve on advisory board of Midland Technical College
 - Board Chairman for two years, 2000 – 2002
5. Serve on advisory board of Orangeburg Calhoun Technical College
6. Serve on advisory board of Hayward Career Center, high school automotive department
7. AC DELCO TSS program,
 - Served on national advisory board, 1999 – 2002
 - Served on regional advisory board, 1998 – 2003
8. TECH-NET Professional Auto Service
9. WIS TV “Ask the Expert” online service
10. RLO Bottom-Line Impact Groups
11. AAA-approved shop
12. IATN, Standard Plus Club, Identifix, Master Tech Club
13. Jasper Preferred Installer Program
14. ASE, Automotive Service Excellence Certified Technicians

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.

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 and any special instructions on how billing needs to be handled. (Such as P.O. numbers, marked attention to, 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. Contact person and phone number to report to and authorize repair estimate.
5. If possible a past vehicle history and how the vehicle is used. 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 through our Contact Page on our website (www.SuddethAutoService.com); by email at info@suddethautoservice.com; or by phone at **(803) 256-2110**.

Thank You,

Mike Suddeth
Owner
Suddeth Automotive Service