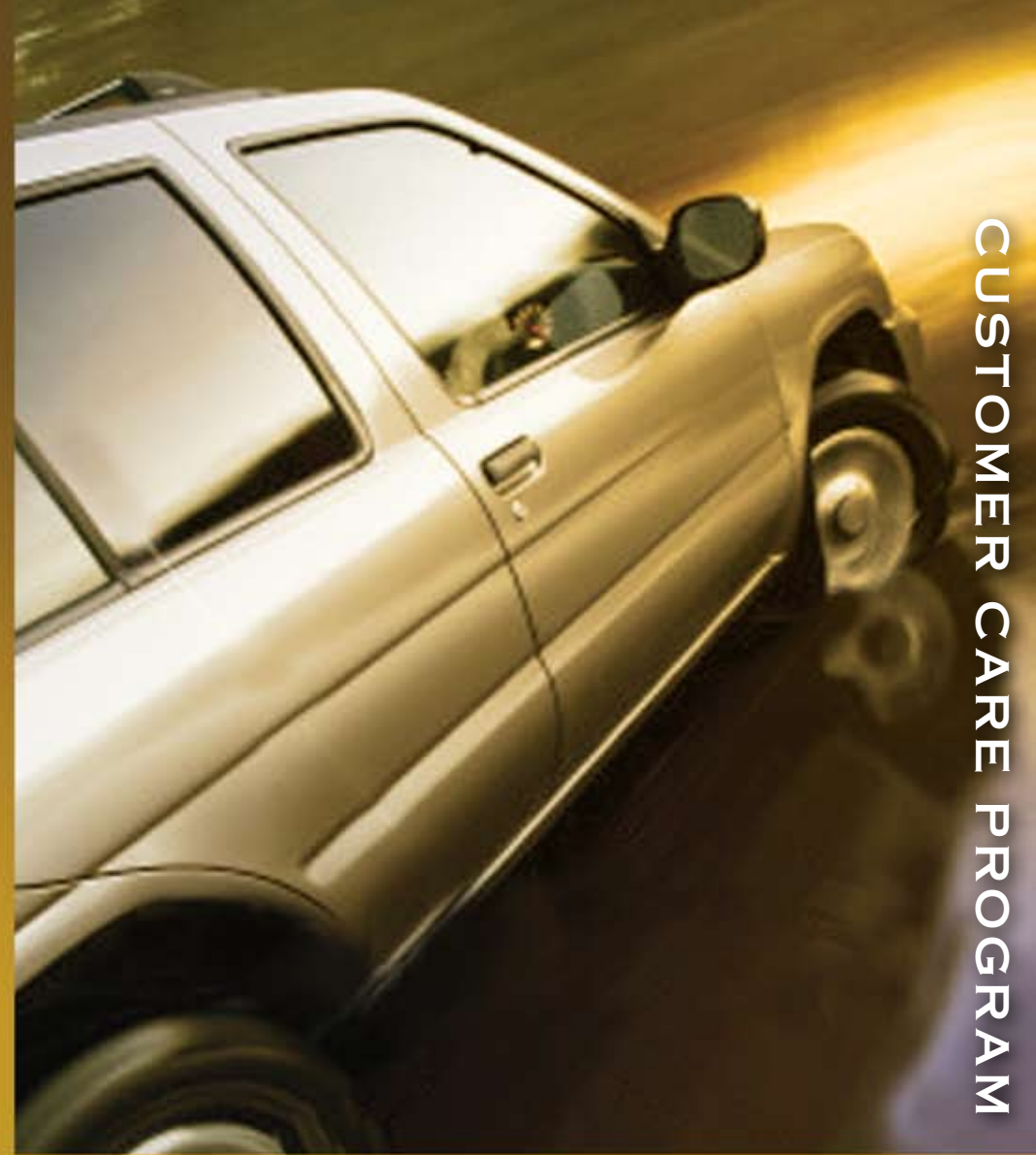


CUSTOMER CARE PROGRAM



LONE STAR AUTOMOTIVE

900 N. Loop 250 West
Midland, Texas 79703

432.699.5700

LONESTARAUTO.BIZ





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Midland, Texas 79703

432-699-5700



WE DON'T RENT PIGS!

OUR GOAL AT LONE STAR AUTOMOTIVE is to handle all your automotive needs exceptionally well – so well that we earn the privilege of managing the lifecycle of all your vehicles, your family's vehicles and your friend's vehicles. This requires that we perform the highest quality work and at a fair price.

But this is not enough. We want to take responsibility for the health and longevity of your vehicles. We'll take this responsibility by accurately alerting you when you need to come in for needed services or to discuss your vehicles history. Our reminder mailers are highly intelligent – customized for your vehicle and even adjusted for your specific driving habits! When you get one give us a call.

We will also follow up with a phone call after the service to make sure everything meets or exceeds your expectations. This is your chance to tell us if everyone in our organization is representing Quality Auto Service properly and doing great work. Our team members are graded to ensure that we are worthy of your business.

It's still not enough. We believe that if you trust us to work on your vehicle we better back up our work with a National Warranty AND a 24 Hour Roadside Assistance Program. We believe in the quality of our work – to the extent that we offer these valuable services free of charge from coast to coast! Again, we want to earn all of your business and keep it for life.

Ok, it's almost enough. We provide a membership card for the National Warranty and the 24 Hour Roadside Assistance program, and now this card rewards you as well. If you properly maintain your vehicle with Lone Star Automotive we will reward you by setting aside money from each visit for use at our repair facilities in the future!

Thank you so much for choosing Lone Star Automotive as your vehicle service provider. Please read more about each program for details.

OUR 'BUMPER TO BUMPER' CUSTOMER CARE PROGRAM

MAILER & EMAIL REMINDER PROGRAM

It's critical that you know when your car needs attention. You'll receive one of our reminders and can simply call us to review the items that may be needed. Here are the specific mailers you may receive:

- **Oil Change**

Reminders: We'll send you a reminder mailer at the right time based on your specific driving habits AND the type of oil you use. We believe you should change your oil every 3,000 miles if you use regular oil and every 5,000 miles if you use full synthetic. Many manufacturers are extending the recommended oil change

intervals and we know this is not the best way to maintain your vehicle.

- **Scheduled Maintenance Reminders:**

Every vehicle has a schedule that should be followed, and we'll send you a reminder for each major interval. Just call us and we'll discuss services that MAY need to be performed. Together, we'll determine what should be done and set an appointment.

- **Technician Recommended Service**

Reminders: When you service your vehicle at Lone Star Automotive, you may opt not to do everything that we recommend. We'll send you a reminder note a month later with our recommendations and you can have them done when you're ready.

PHONE FOLLOW UP PROGRAM

- We'll call you within two weeks of service to ensure our work has met or exceeded your expectations.
- If you experience problems or are dissatisfied for any reason, we will call you and make sure it's resolved.
- Each member of the Quality Auto Service team wants to make sure you are completely satisfied. We even monitor our own performance by grading our staff. Your critical feedback allows us to further improve your customer experience.

NATIONAL WARRANTY

We believe we have the best technicians and the highest quality parts you can find so we back up all of our work with a National Warranty. For more information on our warranty program visit our website or call us.

24 HOUR ROADSIDE ASSISTANCE

To earn your lifetime business, we have to do more than service your vehicle – we need to provide safety and peace of mind. That's why we offer a complimentary 24-hour roadside assistance program.

CUSTOMER CARE REWARDS CARD

When you respond to our reminder mailers, you'll be staying current on oil changes and preventative maintenance intervals. For helping us manage the lifecycle of your vehicle, we want to reward you for your trust and business!

- Earn dollars towards future service every time you visit.
- Use reward money on your next visit or save them up!
- Buy a Lone Star Automotive Rewards Card as a gift and give it to a friend or relative.
- Membership is free – look for additional benefits in the reminder mailers or at the shop.