

Fleet Services

*Providing you with professional
& quality service to keep your
business running smoothly.*



TOTAL FLEET SERVICE PROGRAM
Keeping your vehicles productive.

RJ's/AUTO TECH

416-850-0723
RJSAUTOTECH.COM

OUR MISSION STATEMENT

We at **RJ's Auto Tech** are committed to offering you, our customer, the highest level of professional automotive service. Our business slogan is "honest and fair auto repair" at RJ's Auto Tech we strive to provide you with a quality repair and service experience. We are priced competitively in the market and stand behind all the work we provide with a no question asked policy on warranty repairs.

RJ's Auto Tech is here to provide our community a convenient, personalized, professional, ethical auto service repair center. Our commitment is continued improvement of both product and service quality.

Business Philosophy

At RJ's Auto Tech, we feel it is our responsibility as professionals in the automotive industry to uphold our standards and to meet or exceed the industry standard. We are committed to maintaining a highly ethical and sound business practice.

We accomplish this through:

1. Quality replacement parts that meet or exceed OEM quality
2. Certified technicians to perform quality repairs
3. Up to date training and equipment to service the needs of today's vehicles
4. Electronic service history for better customer service
5. The latest in diagnostic equipment and technical service procedure
6. Proper diagnostic procedure to ensure the correct diagnosis of today's complicated vehicles
7. The use of factory maintenance schedules as well as a custom-tailored service schedule to ensure the longevity of your fleet.

It is our duty to provide a detailed inspection with every visit to ensure the vehicles are being properly maintained, and on schedule for their service. Giving the fleet manager the information they need to make an informed decision that is right for the fleet. Vehicles are an investment to your business, it is important to maintain the safety, longevity, and proper performance of your fleet, that is our goal. We take the old-fashioned approach of personal customer service combined with today's technology and updated facility, and highly trained service technicians.

We hear time and time again our customers say to us they were looking for someone to be honest with them and take care of their cars and they have found that at RJ's Auto Tech and will not take their cars anywhere else, our Google reviews say much of the same and we love to hear this from all our customers.

Our focus when a customer comes to us is how to help them make an informed decision and leave feeling that their vehicle is now going to be safe on the road and they didn't feel "taken for a ride". We feel it is the little things that we do that make our customers return and provide the word-of-mouth referral that we cherish.



Digital Inspection Platform

In 2018 RJ's Auto Tech adopted a digital inspection platform. This platform gives us the ability to be even more transparent with our customers, we take pictures of the good the bad and the ugly. These pictures along with a "traffic light" style report is then sent to the customer by text or email and archived in our files for future reference. Green meaning good, yellow is something to consider fixing soon and red is work that should be done ASAP to keep the car in working order. The ability to provide pictures and video is important because it gives you, the customer, an accurate description of your vehicles condition, it allows us to recommend work based on condition and safety, as well as future recommendations.

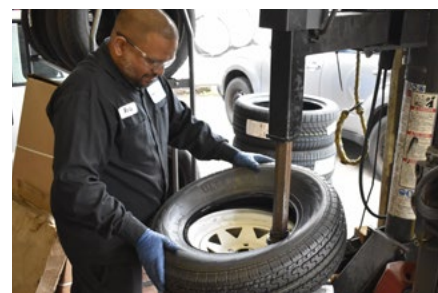


Professional automotive service technicians and customer satisfaction guarantee

We can offer a wide range of services because our technicians are highly trained, and willing and eager to learn. Our technicians go through regular training on new service techniques and updated repair procedures.

Our guarantee to our customers is to always be treated with respect and providing a level of service that is unmatched in our industry. We only use quality parts, and up to date repair procedures to ensure the vehicle is repaired properly the first time.

Our staff's dedication to their jobs helps us to continuously excel in our goal of 100% customer satisfaction.



Environmental statement

RJ's Auto Tech is a certified automotive repair facility, we are continuously working on reducing our impact on the environment. We use the best recycling methods possible, from recycling all our plastic waste, to having service provider pick up our used oil and filters. All our automotive fluids are disposed of in an environmentally friendly way. We realize that the environment should be treated with respect, and we do not take this lightly.



Industry affiliation

RJ's Auto Tech is a member of the ASX (automotive service experts) program, we are also a Napa Auto Care center and a member of the UCDA. We take pride in being part of these programs as they give us the ability to provide the warranty and quality parts, we need to service your vehicles.



Business Description

What we offer:

- Conveniently open from Monday to Friday 8 a.m. to 5:30 p.m.
- One stop service facility to complete all your fleets needs
- Clean customer waiting room with complimentary water, coffee, snacks, and WiFi
- Safe night key drop box for your convenience
- We accept Visa, Mastercard, Debit, and fleet account cards, company and certified checks and cash
- Our 2 year and 40 000 km parts and labor warranty
- Friendly and courteous service
- Priority to our fleet service companies
- Professionally trained staff and certified red seal automotive service technicians
- Clean and state of the art automotive repair facility
- Up to date automotive service and diagnostic equipment

Total fleet service program, keeping your vehicles productive

RJ's Auto Tech offers services on all your fleets vehicles from cars, vans, to light trucks. Our staff specializes in all areas of services including:

- Electrical services
- Diagnostics
- Preventative maintenance
- Minor and major engine repair
- Heating and air conditioning
- Brakes and ABS
- Steering and suspension
- Tires
- Alignments
- On board computer systems
- Preventative maintenance to ensure your factory vehicle warranty is not voided

In addition to our fleet service, we also provide:

- Local shuttle service
- Digital record of all maintenance and repair work completed, as well as recommended work yet to be performed
- Towing available
- Priority scheduling
- Digital service reminders

Our commitment to you is to provide the highest level of service, at a fair price. In addition to all this our goal for your fleet is to be able to:

- Reduce your cost per mile
- Reduce downtime of the vehicles
- Increase your fleets value - a well maintained fleet pays off in the long run
- Placing your fleet on a customized fleet program
- Monitoring you fleet on a time or mileage basis
- Each vehicle receives a comprehensive bumper to bumper digital inspection

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

Getting started

Getting started is easy! All we need is the information listed below and we can book an appointment to get your first fleet vehicle in to get serviced.

While the vehicles are in the shop, they will get a digital vehicle inspection and provide the report to the fleet manager. These inspections will give you a good starting point as well as a general condition of the vehicles. The next few visits will give our staff the ability to learn the vehicles and how they are used in your business. This way we will have the ability to make recommendations based on what we see.

What we need from you:

1. A list of vehicles on the plan, include licence plate numbers, tag numbers, unit numbers or any unique ID numbers your fleet may use, a list of drivers if required.
2. The billing address or any special billing instruction (P.O. numbers, marked attention to, etc.)
3. How invoices are to be paid, company credit card, company check.
4. Company contacts to authorize the repairs needed, phone number and email.
5. If possible, a vehicle history and how the vehicles are used.

We look forward to working with you. If you have any questions, please do not hesitate to call or email me.

Thank you,

Randy John

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