

Welcome to Total Automotive!

Whether you drive a high-mileage compact, elegant town car or high-performance import, Total Automotive is the automotive service and repair shop for you! Founded in 1986 by Tom Sciortino, Total Automotive offers a full range of technologically-advanced, under-car services – almost always at lower cost than dealerships offer. We service more than 7,000 each year with the latest computerized diagnostic equipment and the region's best trained technicians.

Totally Committed to Ethical Service and Repairs

Tom and his staff are aware of the negative perception many people have of the auto service and repair industry. They work hard to build trust and allay fears that car repair businesses will "take them to the cleaners" by performing unnecessary repairs. The company has been successful in building trust where others have not due to the high ethical standards and practices which guide all aspects of its business.

Core Values That Make a Real Difference to Our Customers

We believe in:

- **A personal relationship.** Our customers will know us by name and we will know them.
- **Quality, not quantity.** We will be the best, not the biggest.
- **Investment in cutting-edge equipment.** We have the technology to fix it when others can't.
- **Superior manpower.** We will employ, train and mentor the best techs in WNY.
- **Pricing that reflects real value.** Because the cheapest solution is rarely the best deal.
- **Ethics.** We will treat our customers' cars the way they would like them to be treated.
- **Education.** Because smart customers + smart employees = smart business.

\$5 Off NYS Inspection



Total AUTOMOTIVE

Ethical. Economical. Environmentally-driven.

Northtown Plaza, 2125 Eggert Road, Amherst
TotalAutomotiveWNY.com 834-2296
Offer expires December 31, 2011. See back for details.



For our Canadian customers:
Total Automotive is located 20 minutes from Peace Bridge and 30 minutes from Rainbow Bridge.



Northtown Plaza,
Amherst, NY 14226

Mon - Fri: 8:00 a.m. - 5:30 p.m.
Sat: 8:00 a.m. - 4:00 p.m.

716-834-2296

www.TotalAutomotiveWNY.com

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VALUABLE
COUPON
INSIDE















Total AUTOMOTIVE

Ethical. Economical. Environmentally- driven.



Total Service Solutions for Today's Cars

Whether you drive a high-mileage compact, elegant town car or a high-performance Jag, Total Automotive provides automotive service and repair for everyone.


- Brakes/ABS 
- Mufflers and Exhaust 
- Cooling System 
- Charging System 
- Front End Repairs and Computerized Alignment 
- Shocks and Struts 
- Tires 
- Go Green Nitrogen Tire Inflation 
- Transmission and Clutch 
- Fuel Injectors 
- Power Steering Flush 
- Front Wheel Drive Axle 
- Oil Change 
- New York State Inspection 
- Air Conditioning 
- Computer Diagnostics 
- Replacement Glass 
- Emergency Auto Club 

Our Professional Credentials

• Master Mechanic Certification

President and owner Tom Sciortino has earned Master Mechanic certification, the automotive industry's top professional designation, in nationwide testing conducted by the prestigious National Institute for Automotive Service Excellence (ASE).


• ASE Certification

 Our service technicians are tested and certified by the National Institute for Automotive Service Excellence, an independent, not-for-profit association whose mission is to help consumers identify the most accomplished technicians. For more information, go to www.ase.com.

• Tech-Net Professional Auto Service Affiliate

 Total Automotive is a member of the Tech-Net Professional Auto Service Network, a North American association of independently owned service and repair shops that are dedicated to rapid, accurate diagnosis and repair. For more information, go to www.technetprofessional.com.

• AAA Top Shop

 Total Automotive was named a Top Shop for 2008 and 2009 by the American Automobile Association of Western and Central New York (AAA). The award recognizes automotive repair businesses for outstanding performance in total customer satisfaction.

"Ethics, visibility and accessibility are just as important to managing a Main Street business as professional expertise. People in WNY want to do business with people they know and trust."

—TOM SCIORTINO

Thomas Sciortino Jr., President and Owner



Tom Sciortino was born and raised in Buffalo and graduated from Amherst High School. He is a member of the second class to graduate from Erie Community College's renowned automotive services program

in 1983. He worked for Broad Elm and Tire Man while going to school, and was employed by Goodyear Tire prior to forming his own business in 1986.

Tom is a Certified Master Mechanic, the automotive industry's highest technical designation. Since 2006 he has served as local chairman of TECH-NET Professional Auto Service, an elite performance network of thousands of professional independent automotive service facilities across North America.

In 2008, Tom developed a seminar curriculum through the Continuing Education Department of Williamsville Schools. "Everything You Ever Wanted to Know About Cars" is currently offered twice each semester.

Tom lives in Eggertsville with his wife, Ann, who is an active partner in the family business, and their two sons.

ANNOUNCING
OUR NEW SERVICE

**Used Car
Sales!**

**\$5 Off NYS
Inspection**

This coupon may not be combined with any other certificate, offer, coupon or discount offered by Total Automotive. Prior sales excluded. Appointment suggested, but not necessary. Walk-ins welcome. Offer expires December 31, 2011.