

THOMAS AUTO GROUP FEATURES NEW MODELS FROM CHRYSLER, DODGE AND JEEP

Dealership moves to No-Haggle, One-Price System

Serving the area for over 30 years, Thomas Dodge Chrysler Jeep has started a new sales policy. "We're now a one-price store," said general manager Frank Kowalski who has been with Thomas for over eighteen years. "There are no negotiations. It's hassle-free. Each vehicle is clearly marked with one low price. The price is based on market conditions, availability, and color. Our sales people are paid based on customer satisfaction. Customers love it. Sales are up one and a half times since we started it in January."

Reviewers on dealerrater.com agree. "I went with my parents to Thomas Dodge where they were buying a new mini van. I started talking to Abe and he told me about how the salesmen were no longer

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Thomas Dodge Chrysler Jeep



TONY V. MARTIN | THE TIMES

Thomas Chrysler Jeep Sales, pictured (L to R) Brian Tom, Tony Turcco, Nick Kutansky, Kendall Harwell, Darrell Davis, Abe Lee, Nick Pash, Ed McLeod, Glenn VanSwol, Kyle Manthe, Tim Kroll.

on commission so I don't have to do that haggling anymore (every dealer should do that) and he also pointed out how all prices were clearly posted on the vehicle with all the rebates and discounts. Man I was really impressed with that. So while Abe was busy with my parents I took a stroll out in the lot to look at trucks ... there she was, my truck, with the price and all the rebates posted clearly. And may I add at a very very good price. Came back the next day took it for a ride and bought it. Then was directed to Tim Kroll for final paperwork what a pleasure talking to Tim. He explained every detail from oil changes to financing, looked over payment options etc. Will definitely be buying my next truck from Thomas Dodge," wrote reviewer bumper319.

"The whole staff is very knowledgeable, friendly and honest. The no haggle pricing beat other retailers we looked as well," wrote VRW2009.

In addition, Thomas Auto Group still features the Thomas Promise warranty program. Any new car, and eligible used cars come with a lifetime engine and powertrain warranty. "It covers 100% parts and labor with zero deductible," says Frank. "It's free, there's no charge to the customer."

Chrysler Group's lineup of new or significantly redone vehicles continues to pull buyers into the showroom. "People are really responding well to the new cars," says Frank. "Sales are actually up. There's a real 'wow' feeling when they walk in the door and see the

new Chrysler 300 and Dodge Charger. Sales of the all-new 2013 Dodge Dart are going through the roof. Minivans and Jeep Grand Cherokees are selling like crazy."

Thomas also has an authorized Chrysler Dodge Jeep body shop with over 28 years of experience in collision repair. Contact Don Popp at 219-924-4177.

Service manager Brian Gain has been taking care of Thomas customers for over eighteen years, and parts manager Pat Dermody for twenty-two. Dodge, Chrysler, and Jeep owners have service available on Sundays from 8-2 for more convenience. Thomas sells accessories at a 15% discount, and lots of other parts and service specials can be found on the website, and you can sign up to have

FOR MORE INFO:
Thomas Dodge Chrysler Jeep
9600 Indianapolis Blvd,
Highland, IN | (219) 924-6100
www.lpricedcj.com
thomasautogroup.com

them emailed to you. "We also have our new Mopar Quick Lane express lube service up and running," Frank said.

"Our number one priority is customer service," said Frank. "We pride ourselves on customer loyalty, so we make sure the customer is taken care of."