



WHAT YOU SHOULD KNOW ABOUT TRADITIONAL DEALER "ADD-ONS" VS THE FITZWAY

Our Response to
Statements by Consumer Reports
and Other Industry Experts

Fitzgerald **AUTO MALLS**
FitzMall.com *Always Low Price Since 1966*

Dear Customers,

This brochure has been prepared to help you understand the issues concerning the purchase of dealer "add-ons" and to address the statements made by industry "experts." Most of the "experts" will say that dealer add-ons are overpriced and unnecessary.

We believe that the "experts" say this because sometimes dealers will increase pricing for dealer-installed options, loan rates and extended warranties to make up for their low advertised or quoted sale prices (a.k.a. bait and switch). The consumer really doesn't find out about the high prices for these "add-ons" until *after* they've agreed to buy the vehicle. In cases like this, we agree with the "experts:" *This is a business practice that is both unfair and wrong! We don't allow this.*

To combat these tactics, the "experts" advise consumers to arrange financing through their own bank or credit union and to never buy dealer installed options or extended warranties. *We disagree!* We think a better way is to shop and compare *all* of the prices and rates *before* agreeing to anything. These include the price of the vehicle, dealer options, accessories or warranties, and the interest rate and length of loan. A good idea is to have a copy of your credit report with you so the dealer can quote you accurate interest rates and terms. (Credit reports are inexpensive. Contact Equifax at www.equifax.com 800-865-1111, Experian at www.experian.com 888-397-3742 and TransUnion at www.transunion.com 800-888-4213 for a copy of your credit report.)

Dealers have many lending sources. By using the dealer's large network of financing options, you may be surprised to find a rate comparable to or lower than your bank or credit union. But know the interest rate

before you agree to buy the vehicle. We encourage you to shop and compare our charges. Our loan interest rates and prices for "add-ons" are posted in our showroom and on our Internet site (www.FitzMall.com). We also offer discount prices for extended warranties. This brochure includes prices for our most popular "add-ons" which are also posted in our showroom.

The following is additional information on dealer "add-ons" along with examples that help illustrate the price/value benefit to look for:

- **Vehicle Accessories** -- If you buy a genuine factory accessory (that is permanently installed by your dealer) *before* you take delivery, you'll get the same warranty on that accessory as on the rest of the car.
- **VIN Etching** is ridiculed by many consumer "experts" but it's recommended by the Maryland State Police and the Montgomery County Police who say it is a deterrent to the professional car thief. Our price is \$59 installed which is much lower than most dealers will charge.
- Our **Paint Sealant** (sometimes called an Environmental Protection Package by dealers) from DaimlerChrysler costs \$139 and guarantees you won't have to wax your car for three years. The "experts" say you should wax your car 3 times a year. The cost savings are obvious!

You owe it to yourself to shop and compare the price of the vehicle, any add-ons and the financing at the same time. That's how you know you're getting the best deal! We truly believe that if you become a better shopper, then you will want to buy from us.

The "Experts" Say Don't Buy

The excerpts below are from very popular sources of information. These "experts" say *don't buy dealer add-ons*, but in our view their objections appear to be related to what they say are outrageously high prices typically charged by dealers and the assumption that the manufacturers warranty is sufficient. Any product – regardless of what it is – should be priced commensurate with its ultimate value. We feel strongly that if all dealers priced their products and services as we do, each of these "experts" would change their opinion.

AOL Autos, January 2003

"**In the Finance and Insurance Room.** You will move to the Finance and Insurance (**F&I room**) to sign contracts. Review the contract carefully and **avoid high priced extras like rustproofing**, and road safety kits. Check your new vehicle for scratches and dents before taking delivery of it."

CNN/MONEY, January 2003

"**Beware of the eleventh hour:** Signing for your new car usually takes place in a rush, said Ashley Knapp, researcher at Autoadvisor.com, and that's no accident. **Many dealers will purposely heap decisions on you at the last moment, usually regarding pricey extras:** whether to buy an extended warranty, floor mats, car alarms or tinted windows."

Excerpts from 6/20/02 Wall Street Journal Article "Did You Overpay for Your Car? States Sue Dealers Over Fees" by Karen Lundegaard

Sticker Shock

Prices quoted by one Florida dealership to a Toyota Celica owner for some add-on services. Consumers don't need many of the items; others could be found more cheaply elsewhere.



"Suits Target Warranties, Loans, \$6,000 Theft Plans; What to Watch Out For"

"Some top car-dealership chains have allegedly been sneaking hidden fees into auto loans and charging customers for add-ons they either didn't know they were buying or had specifically said they didn't want."

...these (charges by State regulators) are being leveled against some of the most respected players in the industry. "And the victims... include doctors, lawyers, police officers—even judges.

"State regulators have filed lawsuits against a handful of top dealerships... (t)he suits focus on loan rates, extended warranties and theft-protection plans, among other things."

"The spread of these practices

reflects how little most customers know about the more complex add-ons pushed by dealerships." "Most customers, for example, have little idea how much extended warranties should cost and where they can buy them for less—or even whether they need them at all. (Many consumer experts believe they are unnecessary for new cars.)"

"Sonic, which is being investigated by two state agencies and faces six civil suits involving two Clearwater, Fla., dealerships, says it is cooperating with the government."

"Dealerships are seizing on this ignorance...(t)he most common scam: charging as much as \$6,000 for "theft etch," in which a number is etched on the car windows to deter theft and, if the car is later stolen, the owner is paid several thousand dollars. Cost to (dealer-ship) only \$37, according to Jeffrey

In the Driver's Seat

Below are some of the most common add-ons sold by car dealerships:

Products: Loan

What It Does: Provides financing over a fixed term.
Question To Ask/What To Look For: What is the interest rate they are offering vs. what you can get from your bank or credit union? What are they charging you to help you get the loan? (That figure is usually tacked on to the interest rate without you knowing it.)

Products: Extended warranty or service contract
What It Does: Covers cost of repairs.

Question To Ask/What To Look For: All new cars, and some used cars, come with a manufacturer warranty. What does the additional coverage offer beyond that? If you miss an oil change, is the next repair covered?

Products: Maintenance Plan

What It Does: Essentially, a pre-paid oil-change plan.

Question To Ask/What To Look For: How many oil

changes are you paying for, and what is the total cost?

Products: Theft etch

What It Does: Dealership puts number in windows as theft deterrent; if car is stolen, owner gets \$2,500 or \$5,000.

Question To Ask/What To Look For: Not considered much of a deterrent. Essentially added theft insurance that many consumer experts don't think is worthwhile.

Products: Total loss protection or GAP

What It Does: If car is stolen or totaled, pays the difference between car's current value and loan balance.

Question To Ask/What To Look For: Often recommended for lease, though not necessarily if buying, especially if you make a big downpayment.

Products: Chemical protections

What It Does: Seat protectant sealant, sound-proof material.

Question To Ask/What To Look For: Manufacturers do much of this anyway on new cars; manufacturers often don't recommend sound-proofing.

McGrath, deputy district attorney in Los Angeles County, who handled the case."

"(One publicly owed dealership) AutoNation, for example, earned an average of \$725 a vehicle from such extras in the first quarter of this year, up about 113% from the year-earlier period."

"In a typical scenario, the salesperson asks the buyer how big a monthly payment they can afford. If the buyer says \$350, for example, the salesperson will "pack" the monthly payment with products and services until it reaches that price—never telling the customer that they have qualified for a loan with monthly payments of, say, \$270."

"Consumers need to be very aware of what they are getting and what they are paying for it at the dealership." "Car salespeople themselves say most buyers never read

this material: some customers even sign pages before all dollar figures have been written in by the seller."

"(Some dealerships) and others, meanwhile, are giving customers prepackaged lists of products and prices. But such lists don't necessarily solve the problem. The prices are bundled with the loan and appear to the customer as a lump-sum monthly payment, forcing them to do the math to figure out how much the "extras" are.

"One tip: Get loan quotes from your bank or credit union before you go to the showroom. "If you'd rather borrow through the dealership, it's best, experts say, never to base your negotiations on the size of the monthly payment. Instead, tell them the total you want to pay for the car and haggle over that figure. Similarly, with add-ons, talk totals not monthly installments."

An Excerpt from "Tricks of the Trade," CONSUMER REPORTS, April 2003

"Be wary. The dealership's "business manager" may try to sell you undercoating, rustproofing, fabric protection, extended warranty, windshield etching, etc. **They're generally worthless or overpriced.**"

"**The details:** These additional charges usually include protection you don't need, including etching your Vehicle Identification Number (VIN) on windows to deter thieves, rustproofing, and fabric protection. **Approximate dealer cost: \$90 for all three services. The cost to you: \$1,000 or more.** 'Usually the charges are printed right on the form, as if you have no right to change them,' says author Sutton."

"One CONSUMER REPORTS car buyer was asked to pay \$159 for VIN etching and \$189 for glass, battery, and tire protection, though no one had explained those services. The prep fee is suppose to cover the dealer's cost to gas up the car and get it ready for you."

"What you should do: Refuse to pay these fees; put a line through the items on the bill of sale. **Vehicle bodies are already coated to protect against rust. Upholstery is typically treated at the factory.** Some states require dealers to offer VIN etching, but you can do it yourself with Kits you can buy online for \$25."

"Get used to saying, 'I'm not going to pay that,'" Sutton says. 'You'll be surprised how quickly they'll back off, especially if you threaten to walk out.'"

EDMUNDS.COM, January 2003

"**Should I buy rustproofing, fabric protection packages, paint sealant, and other dealer-installed items? Of course not.** Most new cars are covered **against rust perforation for several years and up to 100,000 miles.** Want to protect your fabric? Go to an auto parts store and buy a can or two of Scotchguard. New cars have clearcoat paint, which offers protection from the elements. A little elbow grease and a jar of carnauba wax will keep the finish protected and looking great. By investing a little time and effort into your automobile, you can save hundreds on these highly profitable dealer protection packages."

The Experts Say To Rely On The Factory Warranty.

Here's What The Factory Warranty Says...

Most manufacturer's don't warrant your car won't rust... They warrant you won't get a hole from rust, for 5 or 6 years or up to 100,000 miles.

The following are excerpts from the Warranty as stated in the Toyota Vehicle Owner's Manual and is typical of most manufacturer's warranties.

Corrosion Perforation Warranty

This warranty covers repair or replacement of any original body panel that develops perforation from corrosion (rust-through), subject to the exceptions indicated under "What Is Not Covered" on pages 11-12.

Coverage is for 60 months, regardless of mileage.

For information on how to protect your vehicle from corrosion, see the section entitled "Corrosion Prevention and Appearance Care" in the *Owner's Manual*.

Note: Chevrolet warrants against rust for 36 months/36,000 miles and against perforation (a hole from rust) for 6 years but caps mileage at 100,000. VW has perforation warranty for 12 years regardless of mileage.

Page 11 of the Warranty Booklet continues... "This warranty does not cover damage or failures resulting directly or indirectly from (among other things):

- Lack of or improper maintenance
- Airborne chemicals, tree sap, road debris (including stone chips), rail dust, salt, hail, floods, winter storms, lightning and other environmental conditions.

2003 TOYOTA VEHICLE OWNER'S MANUAL

The Experts Rarely Tell You About...

The Required Maintenance To Keep The Factory Warranty In Effect

In order to keep your warranty in effect, Toyota recommends that you take certain preventative maintenance steps to protect your car. Following are a few of the recommended practices.

Protecting Your Toyota From Corrosion

The most common causes of corrosion to your vehicle are:

- Road salt or dust control chemicals will accelerate corrosion.
- High humidity accelerates corrosion.
- Wetness or dampness to certain parts of your vehicle for an extended period of time.
- High ambient temperatures can cause corrosion.

To help prevent corrosion on your Toyota, follow these guidelines:

- Wash your vehicle frequently
- If you drive on salted roads in the winter or if you live near the ocean, you should hose off the undercarriage at least once a month to minimize corrosion.
- High pressure water or steam is effective for cleaning the vehicles underside and wheel housings.
- Wash the underside of the vehicle thoroughly when winter is over.
- Check the interior of your vehicle. Water and dirt can accumulate under the floor mats and could cause corrosion.
- Use mud shields on your wheels. If you drive on salted or gravel roads, mud shields help protect your vehicle.

- Keep your vehicle in a well ventilated garage or a roofed place. Do not park your vehicle in a damp, poorly ventilated garage.

Washing your car. The following cases may cause weakness to the paint or corrosion to the body and parts. Wash your vehicle as soon as possible.

- When having coal tar, tree sap, bird droppings and carcass of an insect.
- To prevent water spots, dry the vehicle using a clean, soft cotton towel. Do not rub or press hard – you might scratch the paint.

Waxing your Toyota. Apply wax once a month or if the vehicle surface does not repel water well.

- Wax the vehicle again when water does not bead but remains on the surface in large patches.

Cleaning the Interior

- Vinyl Interior – The vinyl upholstery may be easily cleaned with a mild soap or detergent and water.
- Carpets – Use a good foam-type shampoo to clean the carpets.
- Leather Interior – The leather upholstery may be cleaned with neutral detergent for wool.

2003 Toyota Vehicle Owner's Manual

GENERAL MOTORS EVEN SUGGESTS CERTAIN PRODUCTS BE USED TO PROPERLY MAINTAIN YOUR VEHICLE...

GM Vehicle Care/Appearance Materials

Description	Usage
Polishing Cloth Wax-Treated	Interior and exterior polishing cloth.
Tar and Road Oil Remover	Removes tar, road oil and asphalt.
Chrome Cleaner and Polish	Use on chrome or stainless steel.
White Sidewall Tire Cleaner	Removes soil and black marks from whitewalls.
Vinyl Cleaner	Cleans vinyl tops, upholstery and convertible tops.
Glass Cleaner	Removes dirt, grime, smoke and fingerprints.
Chrome and Wire Wheel Cleaner	Removes dirt and grime from chrome wheels and wire wheel covers.
Finish Enhancer	Removes dust, fingerprints, and surface contaminants, spray on, wipe off.
Swirl Remover Polish	Removes swirl marks, fine scratches and protects finish.
Cleaner Wax	Removes light scratches and protects in one easy step, no wiping necessary.
Foaming Tire Shine-Low Gloss	Cleans, shines and protects in one easy step, no wiping necessary.
Wash Wax Concentrate	Medium, foaming shampoo. Cleans and lightly waxes. Biodegradable and phosphate free.
Spot Lifter	Quickly and easily removes spots and stains from carpets, vinyl and cloth upholstery.
Odor Eliminator	Odorless spray odor eliminator used on fabrics, vinyl, leather and carpet.

2003 Cavalier Owners Manual ©General Motors Corporation 8/02/02



Compare Our Low Prices

Properly priced, "add-ons" can be extremely valuable in extending the life of your vehicle and help reduce repair costs.

	<i>The Wall Street Journal</i> June 20, 2002 Article Prices	<i>Consumer Reports</i> Prices	<i>Fitzgerald</i> <small>AUTO MALLS</small> Prices
Gap Loss Protection	\$499		\$399
Extended Warranty (service contract)	\$699		\$300
Lojack Security System	\$699		\$550
Vehicle Care Program	\$329		See our Buyer Protection Plan
VIN Etching	\$395		\$59
Environmental Protection Plan (paint sealant)	\$499		\$139
VIN Etching, Rustproofing, Fabric Protection		\$1,000 and more	\$307

Prices are subject to change without notice.

Oftentimes, dealers will under-price their vehicles (to get you into their showroom) and then over-charge for "add-ons" to make up the difference for the low price they've quoted.

The price comparison (at top) and the following information show that Fitzgerald AutoMall pricing is far less expensive than what the experts report.

DaimlerChrysler UNDERCOAT

\$139

If you don't have the time or equipment to wash the undercarriage of your car or you don't want to spend a small fortune for someone else to do it, we recommend our undercoat product. This thick, black, wax-based formula protects the underside of your vehicle against road salt, dirt and road debris that can chip away the factory coating. This can cause rust and damage to the underside of your car. Comes with a lifetime warranty.

DaimlerChrysler RUST INHIBITOR

\$159

In our opinion, there is no such thing as rustproofing! Most rust-proofing services advertised refer to a tar-based product that both the manufacturer and we don't recommend. In the application, holes must be drilled to properly apply the material and often are not sealed properly or drain holes become clogged causing water collection and ultimately rust. Our wax-based product creates a clear, waterproof, permanent bond; guaranteed against corrosive elements that can cause rust through from the inside out. Comes with a lifetime warranty.

RUST INHIBITOR/UNDERCOAT PACKAGE

(if done at same time)

\$259

LOJACK STOLEN VEHICLE POLICE

RECOVERY NETWORK

WSJ PRICE **\$699**

OUR PRICE

\$550

The LoJack Police Tracking Computer can receive a signal that identifies your vehicle and leads police directly to the stolen vehicle.

GAP LOSS PROTECTION

WSJ PRICE **\$499**

OUR PRICE

\$399

GAP pays any remaining balance due on your loan or lease after the payment from your insurance company in the event that your car is stolen or totalled. Should a balance be left over after your insurance pays the market or cash value, all you will have to pay is your insurance deductible.

EXTENDED WARRANTY/ SERVICE CONTRACT

WSJ PRICE **\$699**

OUR PRICE

\$300

Even if you can afford to self insure, at a very low price these are valuable. This example is a small car, power train only. Most are much more expensive.

DaimlerChrysler PAINT SEALANT

WSJ PRICE **\$499**

OUR PRICE

\$139

A tough protective sealant applied to your car that will save you the expense of waxing your car for 3 years! Shines to a brilliant, deep, wet-look while enhancing the clear coat on today's two-layer paint finishes.

DaimlerChrysler FABRIC PROTECTION

\$99

A resin-based formula applied to the fabric that makes spills bead up allowing easy clean-up by vacuuming or wiping with a gentle cleaning solution.

VIN ETCHING

\$59

A vehicle identification system that leaves a permanent record on your vehicles windows. Both the Montgomery County and MD State Police say that VIN etching is successful in deterring professional thieves.

The Ultimate Dealer "Add-On"... Saves You Money On Repairs Not Covered By The Factory Warranty.

The Fitzgerald Lifetime Buyer Protection Plan Lifetime Loaner Car

The main dealer "add-on" we offer is our *Lifetime Buyer Protection Plan*, a plan that includes both a lifetime loaner car and a preventive maintenance inspection program. This program is included in the Fitzgerald "Value Price" on every new and used vehicle at a cost of \$369. And, you *always* have the option of choosing to purchase the plan or not!

The *Fitzgerald Lifetime Buyer Protection Plan* was designed in part based on an American Automobile Association 1992 research study that cited the

Fitzgerald Buyer Protection Plan

Includes all inspections listed and two oil and filter changes per year. These services performed while you wait.

All belts and hoses are inspected quarterly. Recommendations for replacement are based on condition. Engine timing belt replacement is recommended at or before the interval that the manufacturer recommends.

Fitzgerald Auto Malls uses oil that meets or exceeds the API classification required for your vehicle. The viscosity is selected based on manufacturer's recommendations for our local climate conditions.

We follow the manufacturer's recommendations. Your oil and filter could be changed four times a year (every 3,750 miles or 3 months). 2 oil changes are included.

We agree in most cases.

The level and condition of all fluids are checked quarterly. Recommendations to flush the cooling system and replace antifreeze are made as needed. Wherever possible, we group recommendations for cooling system flushing and hose replacement.

The transmission fluid is inspected quarterly for proper level, condition and leaks. Recommendations to replace fluid and filter (if equipped) are based on the manufacturer's maintenance schedule or the condition of your vehicle.

Your vehicle is inspected for abnormal oil and fluid leakage quarterly. As your vehicle becomes older, our Assistant Service Managers will help differentiate between leaks requiring repair and normal seepage. This helps you save money.

CONSUMER REPORTS SAYS DON'T BUY

"Savy Tips From ATD; How To Lengthen The Life Of Your Car."

Consumer Union Insider, January 1998

"Most new cars start to show major wear and tear when they reach the 80,000 mile mark, according to **David Champion, director of CU's [Consumer Union] Auto Test Division (ATD).**"

- "Rubber components, such as fan belts and hoses, are usually the first parts to go on the typical car...If your car has an overhead camshaft belt...it's especially critical that you replace it regularly...If the overhead camshaft belt breaks, your car could require a complete engine replacement."
- "Choose the correct oil for your vehicle. The owner's manual will recommend the proper viscosity for your car. Don't waste money on expensive synthetic oils."
- "Change the car's oil and filter every 5,000 to 7,500 miles. CU's tests have found that most newer cars don't require oil changes every 3,000 miles."
- "...expensive oil and engine additives...may actually damage your engine."
- "...replace antifreeze every two years in hot climates, every three to four years in more temperate areas."
- "Replace the transmission fluid—and filter if your vehicle has one—every 36,000 miles."
- "Check your car's engine once a week for oil leaks and dirt."



inspection of over 113,000 vehicles and the reasons for calls for roadside assistance. We also took into account the services necessary to help you maintain your new or used vehicle in accordance with the manufacturer's requirements and recommendations. Excerpts from the article "How to Lengthen The Life of Your Car" shown below are from the Jan. '98 issue of *Consumer's Union Insider*. In it you'll see each maintenance item addressed by the author is covered by the *Fitzgerald Lifetime Buyer Protection Plan*. Next to each point in

the article is the coverage provided by our Plan. Remember, proper auto maintenance is critical to the performance of your vehicle, and it doesn't have to be expensive!

DEALER ADD-ONS. BUT THEY ALSO SAY:

- "Run your car's air-conditioner for about 5 minutes each month..."
- "Run your car's heater for 5 to 10 minutes a couple of times during the summer..."
- "Watch for brake-fluid leaks."
- "Check tires twice a month for abnormal wear."
- "Rotate tires every 7,500 miles..."
- "Several times a year, check battery terminals for gooey, white deposits."
- "Wax your car three times a year—in summer, fall, and spring..."
- "Lubricate door hinges and locks with a penetrating grease or graphite lubricant spray once a year."
- "Hose down the underside of your car several times during the winter, especially if you frequently drive in snow and your car is exposed to road salt, which can cause corrosion. Pay special attention to wheel arches and rocker panels."
- "For both routine servicing and major repairs on cars less than six years old, take the vehicle to the dealer. A dealership employs people specifically trained to repair the cars it sells. But avoid being talked into costly additional checks and repairs before getting a second opinion from a trusted technician."

Fitzgerald Buyer Protection Plan

Includes all inspections listed and two oil and filter changes per year. These services performed while you wait.

- We will advise you on any signs of abnormal condensation during the quarterly inspections.
- Ask us if your vehicle operates the air conditioner refrigeration components while using the defroster. On the cars that don't, this tip is even more important.
- All brake hydraulic lines are inspected quarterly for leaks and damage.
- Tire wear, condition, and inflation are inspected quarterly. Alignment and wheel balance are recommended as required.
- Tire rotation is recommended as appropriate, usually every 7,500 miles.
- The battery and cables are inspected quarterly. We will recommend this service as required.
- See our Paint Sealant option. (above)
- Door hinges are lubricated quarterly and latch mechanisms are lubricated twice yearly as part of the manufacturer recommended maintenance.
- See our Rust Inhibitor/Undercoat option. (above)
- We absolutely agree. Our mission is to earn your trust.

**Remember, when considering dealer add-ons
YOU HAVE THE CHOICE TO PURCHASE THEM OR NOT!**

**At Fitzgerald Auto Mall, there are no rip-offs, and no surprises,
and we don't sell snake oil!**

Whatever you decide, we will always be friends!

White Flint / N. Bethesda

11411 Rockville Pike
North Bethesda, MD
800.253.4954
Dodge: 301.881.4000
Subaru, Isuzu: 301.230.9000
Hyundai: 301.424.4800

White Flint / N. Bethesda

5501 Nicholson Ln.
North Bethesda, MD
888.770.3300
Pontiac, Buick, GMC:
301.770.3300

Gaithersburg

903-907 N. Frederick Ave.
Gaithersburg, MD
800.670.4801
Toyota, Scion: 301.921.0300
Chrysler, Jeep: 301.670.4850
Oldsmobile, Subaru: 301.670.4800
Hyundai: 301.670.7070

Frederick

114 Baughmans Ln.
Frederick, MD
800.4AUTOMALL
Chevrolet, Cadillac, Dodge, Mazda,
Volkswagen, Saab: 301.696.9200
DC Metro: 301.831.4646

Frederick

5640 Buckeystown Pike
Frederick, MD
866.836.8585
Suzuki, Used Car:
301.682.7005

Wheaton

10915 Georgia Ave.
Wheaton, MD
888.933.7400
Dodge, Suzuki:
301.933.7400

Annapolis

34 Hudson Street
Annapolis, MD
800.479.0806
Cadillac, Oldsmobile,
Volkswagen:
410.224.3480
Baltimore: 410.841.6533
DC Metro: 301.261.8246

Annapolis

1930 West Street
Annapolis, MD
800.286.8269
Mazda, Mitsubishi,
Suzuki:
410.266.5700
DC Metro: 301.261.8060

Clearwater

27365 US Highway 19
North
Clearwater, FL
800.799.1808
Chrysler, Jeep, Subaru,
Hyundai, Suzuki:
727.799.1800

Chambersburg

1436 Lincoln Way East
Chambersburg, PA
800.811.7519
Toyota, Scion, Nissan:
717.264.3359

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