



A guide to your "Automotive Needs" in Parma

Opel

With the announced arrival in Parma of the European Food Authority, our company would like to present its services to the families who will soon be setting up home in our town. We think that our services ideally address the automotive needs of newcomers to our town. Here is a short presentation.

First of all, as from June 2004, our web site www.scaimotor.it will have an English language section as well as a link to www.inparma.it which presents Parma's hospitality services such as restaurants, hotels, shops etc.

Positioned on the Ancient Roman Road, now called S.S.9 (Strada Statale no. 9) but which the city calls Via Emilia Ovest, Scai Motor (sometimes called "Città dell'Auto") can be found on the left side of the road when you are driving out of Parma and the civic number is "100/A". We are on the outskirts of the town but served every 20' by bus number 10 which originates in Via Paullo, near the Via Mantova, then proceeds as follows: FF.SS Railway Station - Piazza Ghiaia - Barriera Bixio - Hospital Main Entrance - Via Emilia Ovest etc. While travelling on the Via Emilia Ovest, to be able to reach us, you must get off the bus station 300 metres after the Esso Petrol Station (which you will see on your right). If you are unsure, you can ask the bus driver, who knows exactly where we are and who will with no doubt be pleased to indicate when you have to get off. Be careful when you cross the road on the zebra crossing in front of our entrance as Italians do not stop automatically when they see a pedestrian on the sidewalk but do so only when a pedestrian is actually on the crossing!

On entering our premises please note the spacious parking we reserve for clients and the large selection of used cars outside the main entrance. Our car dealership is special because on the same premises you will find all you need to cover all your automotive needs.

1. RECEPTION: The Reception area is just a few metres from the central entrance to the building. Elisabetta or Antonella will immediately direct you to our English-French-German speaking staff. Our Reception personnel have computer access to our new and used car inventory and are able to make you an official quote on the current published values of the car you presently own at no extra charge. Of course, they will also instantly give you the new car recommended retail prices of all models currently produced or imported into Italy. Opening hours are 08.30am-12.30am; 3pm-7pm. E-mail: info@scaimotor.it

2. NEW CAR SALES: Our new cars for sale are positioned near the Reception, which is in our showroom. Here you will find mostly brand new Opels but also a few other hot selling models from other marques. Opening hours are 08.30am-12.30am; 3pm-7pm.

Our new car inventory stands at approximately 200 cars and we currently retail over 1000 units a year. In addition, to new car sales we offer Hire Purchase possibilities and various Finance & Insurance packages mostly through GMAC (General Motors Acceptance Corporation). E-mail: info@scaimotor.it

3. USED CAR SALES: Moving on from the Reception, you will find our huge selection of Pre-Owned cars all of which have been fully reconditioned in our Bosch Car Service area and are sold with the new European 12 month Warranty from the date of sale. Cheaper cars and special cars, like off-road vehicles, minivans, etc. can be found just outside the showroom. Our sales personnel will happily accompany you on the lot if you wish to know more about a model you have seen. Scai Motor (or Scai Store, as we usually call our Used Car Dealership) is one of the few places in the country which lists the selling price of each car on the dashboard and on our web site www.scaimotor.it. In this way you know the price of the car before speaking to the salesman. Each used car transaction, is accompanied by a standard Euro 450 for registration costs and title documents including Notary costs. If you are trading-in your current car, there is a standard Euro 170 cost for transferring ownership from you to the dealership for re-sale. Opening hours are 08.30-12.30; 15-19 hours. E-mail: info@scaimotor.it

4 PARTS & ACCESSORIES: Easily accessed from the used car showroom, our Parts Department carries Opel spare parts and Bosch spare parts as well as a wide selection of accessories to personalize your car coming from a selection of manufacturers. We are presently carrying approximately Euro 500.000 worth of parts. Opening hours are 08.30am-12.30am; 2pm-6pm. E-mail: scaimotor.parma.ricambi@net.opel.com

5 WORKSHOP FOR GENERAL MOTORS BRANDS: Hourly work rates are Euro 33 + VAT on small cars and Euro 36 + VAT on large cars. Access to this building is approximately 100 metres from the front entrance on the Via Emilia. If you enter our property from the service entrance on the Via Emilia, there is no need to ask where the



various service departments are because there is a ring road and consequently you just have to drive around the building and you will pass in front of every department entrance. We generally work by appointment but if it is an urgent matter we will serve any customer that arrives on our premises before 10 a.m. This company has adopted the Gold Standard in General Motors Brand Essence Program where we are committed to a high level of service as well giving all our customers spending over Euro 180 a free external car wash every time they use the services of our workshop. Opening hours 08.30am-12.30am; 2pm-6pm. E-mail: scaimotor.parma.servizi@net.opel.com

6 WORKSHOP FOR ALL OTHER BRANDS: Hourly work rates are Euro 33 + VAT on small cars and Euro 36 + VAT on bigger cars. On these newly renovated premises, just next door to the Opel Service Area, you will find the benefits arising from the franchise agreement with Bosch that give us access to the technology to service all makes of cars and to ensure a high level of service and quality spare parts for our many used car clients as well as our other than Opel clients. This is the place where you will have priority service if you are one of our used car clients and have a warranty problem. Opening hours are 08.30am-12.30am; 2pm-6pm. E-mail: info@scaimotor.it

7 DIESEL PUMPS AND FUEL INJECTORS: Hourly work rates are Euro 33 + VAT on small cars and Euro 36 + VAT on bigger cars. The Bosch Car Service franchise gives us access to diesel technology, especially important today with the additional sales boom for Common Rail diesel engines. This highly specialised service gives us title to the claim that we are an all inclusive centre for all automotive needs. Opening hours are 08.30am-12.30am; 2pm-6pm. E-mail: info@scaimotor.it

8 M.O.T./GOVERNMENT ROAD WORTHY TESTING: Since 1997, the original agreement with Bosch allowed us to carry out M.O.T/Safety Overhauls (called "revisioni" or "collaudi" in Italy) on all cars. The Italian law makes it compulsory to have a Safety Check on all cars and motorcycles and motor scooters 4 years after a new vehicle registration and afterwards - every two years. The City of Parma expects you to have an Air Pollution Check (called "Bollino Blu" in Parma) on your car every year. We are presently carrying out almost 4000 Safety Checks every year. We generally work by appointment but if it's urgent we will serve any customer that arrives at our company before 10 a.m. The price of this service is decided by the Ministry of Transportation and the current rate is Euro 44,92. Opening hours are 08.30am-12.30am; 2pm-6pm. E-mail: info@scaimotor.it

9 TYRE SHOP : Our service workshops will organise tyre maintenance services like cross overs of tyres every 20000 km but we also repair or substitute tyres when necessary from a selection of tyre manufacturers. Opening hours are 08.30am-12.30am; 2pm-6pm. E-mail: info@scaimotor.it

10 BODY SHOP : Our service workshops will carry out both mechanical as well as body repairs on your car after an accident, so it is sufficient to have the car towed and deposited outside the front entrance of one of the two workshops and the Service Advisors (Mr. Deap Savun for GM automobiles and Mr. Domenico Paone for all other brands) will see to making you an immediate written quotation of the work that needs to be done to fix your car. Quotations are made using the GM Menu Pricing software for GM cars and the DAT software for all other makes. Opening hours are 08.30am-12.30am; 2pm-6pm. E-mail: info@scaimotor.it

11 CAR WASH : Unlike most car washes, this service is not on demand. Our unit takes orders only from the Service Advisor or else you have to deposit your car for a few hours before it will get washed. In the mornings however, if you leave the keys of your car with Mr. Mario Capella before 9 a.m., he will have your car ready by noon. The standard cost for a complete car wash is currently Euro 21. Opening hours are 08.30am-12.30am; 2pm-6pm. E-mail: info@scaimotor.it

12 CAR HIRE SERVICE : Current daily rates are Euro 35 + VAT up to 110 kilometres a day and Euro 70 + VAT for our 9-seater. If you are going to exceed the daily km rate during the times you are going to keep our replacement car or van, the rate is Euro 0.25 + VAT per kilometre for all cars and Euro 0.50 + VAT per kilometre for the Van. We have currently 14 cars as they are usually an Agila, a Corsa, a Meriva, a 7-seater Zafira or a 8-seater Vivaro. Engines are both petrol and diesel. They can be booked in advance and can be picked up at the same time and from the same premises when you bring your car for service. We do need a copy of your driving licence to make sure you are not travelling with an expired document as Italian laws makes us additionally liable in this case! Opening hours are 08.30am-12.30am; 2pm-6pm. E-mail: info@scaimotor.it

13 LONG TERM PARKING SERVICE: This is a 24.hour service for those who leave a car in our custody while away because we can lend you a gate opening card if you need to take delivery of the car after working hours. The daily rate for leaving a car in our custody is Euro 0.83 + VAT. E-mail: info@scaimotor.it





14 NEW WEB SITE: In September 2004, we will be refreshing our Internet Web Site and adding new features. Our web site has been a success so far for a simple reason: we constantly keep the Used Car section up dated. Because of this, many enquires have resulted in extra sales and thus confirming our leadership in the Used Car Market where we have achieved total annual sales of 1000 units for the last 3 years. The company web site will be programmed to update on an almost daily basis the exact used car inventory, so if you check out our offerings you will be almost sure to find the same cars on our lot the day you decide to pay us a visit. We will also have all stock with official library photographs of the models for sale, whereas today we have only about 25% of our offerings accompanied by a photograph. In the New Car section, we will be having additional links to the General Motors corporate web sites and will include our entire inventory. As of today, we have published only a limited amount of our new cars inventory.

15 CAR SALVAGE TRANSPORT: The transport costs are Euro 61,97 + Vat if you have a mechanical breakdown.

16 SELLING YOUR CAR FOR YOU: If you can't find the car you are looking for you can either sell the car to us (we buy according to the conditions laid down by the monthly consumer magazine called "Quattroruote") or else you can give us your car to sell on your behalf. The conditions that cover this kind of agreement are available at our Reception. In short, there is a one time fee of Euro 180 which includes the cost of registration of the agreement with a local Notary and an extra charge of Euro 0,99 per day if we are to keep your car on our lot after 90 days. If your car has not found a buyer after 3 months, we suggest you to significantly lower the asking price or else terminate the agreement with us at no extra cost.

17 SPECIAL OFFERS : If your car is a 2000 Year model, we will give free of charge the City of Parma yearly Air Pollution check up if you service your car with us; On major service jobs, we will give you a free external car wash; Currently, we are offering a 10% discount on our hourly job rate; All buyers of used cars are presently getting a 10% discount on our labour rate; Beneteau Sailing Boat + Opel Vivaro 9-seater for less than Euro 1000 daily on most days of the week.

18 COMPANY SAILING BOATS FOR HIRE: We have two Beneteau Oceanic Clippers for hire only 100 kilometres away from Parma. Visit our dedicated web site for more information: www.scaisail.it We hope this information about our company's services will make you decide to choose us for all your automotive needs while in Parma. If you would like to make a telephone enquiry, please call our English speaking owner on 0521-670234. For e-mail enquires in English, French or German use the following address: E-mail: info@scaimotor.it Buon Viaggio!

