



## Budds' Saturn Saab, and Budds' Chevrolet Cadillac Buick GMC

### FAQ's

**1. *Are the two Oakville GM stores combining in to one?***

Yes, Budds' bought the Chevrolet franchise in Oakville and have since acquired the Cadillac Buick and GMC brands. In Addition, the Budds' have purchased the land and buildings at the current location of Kerr Cadillac from Mr. Kerr. Budds' takes possession March 1st and shortly thereafter we will amalgamate with Chevrolet. The old Kerr Cadillac will be the new home of Budds' Chevrolet Cadillac Buick GMC.

**2. *When will that move occur?***

We are hoping to move the Chevrolet franchise from its current location (547 Trafalgar rd,) to the Cadillac Buick GMC store (410 South Service rd.)in June. We will be communicating with our customers as timelines become more accurate.

**3. *Did Bob Kerr retire?***

Yes, after many years of running a successful car dealership Mr. Kerr has decided to retire. The Budds' have been an Oakville multi car dealership family for over 35 years and are excited for the opportunity to demonstrate their industry leading and respected customer care practices to Mr. Kerr's customer base.

**4. Where do I take my vehicle for service?**

Nothing changes as to where you service your vehicle. If you have a Buick, GMC Pontiac or Cadillac, go to 410 South Service rd (formerly Kerr Cadillac), and take your Saturn or SAAB to Budds' Saturn Saab at 2400 South Service rd, and your Chevrolet to Budds' Chevrolet at 547 Trafalgar rd. When we amalgamate the stores we will inform you.

**5. What happened to Oakville Chevrolet?**

The Finch family of London Ontario made a business decision to sell the Chevrolet dealership and focus on their holdings closer to home. Mr. Finch chose Budds' to sell his Chevrolet business to for the same reasons listed above; our focused customer care and a stellar industry reputation.

**6. I heard GM closed Saturn. What does that mean to me, as a Saturn owner?**

It simply means that Saturn is not building cars anymore. All warranty coverage and parts availability is unchanged, and GM will continue to back Saturn Vehicles including roadside assistance and anyone with pre-paid service packages. If you leased it through GMAC your obligation remains the same, as it does with a conventional loan.

**7. What's going on with SAAB?**

Great news. Saab has been bought by Spyker, a European car company, and is in the midst of arranging and organizing the Dealer network in Canada. Budds' Saab continues to operate at 2400 South Service rd, and we are looking forward to the arrival of our new products for our loyal customers.

**8. *Where can I buyout my Saturn or Saab lease?***

You can contact our Business Office at Budds' Chevrolet (905-844-2320) and we will arrange the licensing, safety check and Drive Clean plus all other necessary paperwork for you. We can also arrange financing and extended warranty sales, and take care of any outstanding factory service campaigns.

**9. *What if I don't want to buy it out, but the lease is expiring soon?***

You can drop off your vehicle at our Budds' Chevrolet location (547 Trafalgar Rd.) at the end of your lease and complete the Lease Return form while you are there. Appointments are preferred to avoid waiting.

**10. *Who can I talk to about my lease end options?***

You can call your original salesperson at Budds' Saturn or Budds' Saab at 905-845-1610, or you may call the Budds' Chevrolet Cadillac Buick GMC sales department at 905-844-2320.

**11. I leased my car from Kerr Cadillac. Where do I return it or arrange a buyout?**

The staff at Kerr has not changed, in fact your original salesperson is likely still there, and will continue to be when Budds' completes the move. Call that person, or ask for the business manager at 905-845-1681.

**12. Where can I service my Saturn, Saab, Chevrolet, Cadillac, Buick, Pontiac or GMC?**

Continue to service your vehicle at the location you are used to. All of our dealerships continue to operate while we complete the transition to one location.

**13. What about warranty work?**

Same answer as above—each store that you deal with will be able to help you with your particular needs.

**14. I need some body work done, but the body shop at the new Budds' Chevrolet, Cadillac Buick GMC store is gone.**

Budds' has a state of the art Collision centre located close by at 2071 South Service rd. We are set up with just about every insurance company and are a factory authorized repair facility for all General Motors products and most other makes. Call 905-845-1441.

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