

Loyal customers prove quality of Audi Henderson service

It may be said that the secret to a good automobile dealership is the service provided after the sale.

And at Audi Henderson, store personnel have several good things going for them, ranging from testimonials from happy customers patronizing the store for service to an impressive new 30,000-square-foot dealership that is being built east of the Valley Automall and U.S. Highway 95.

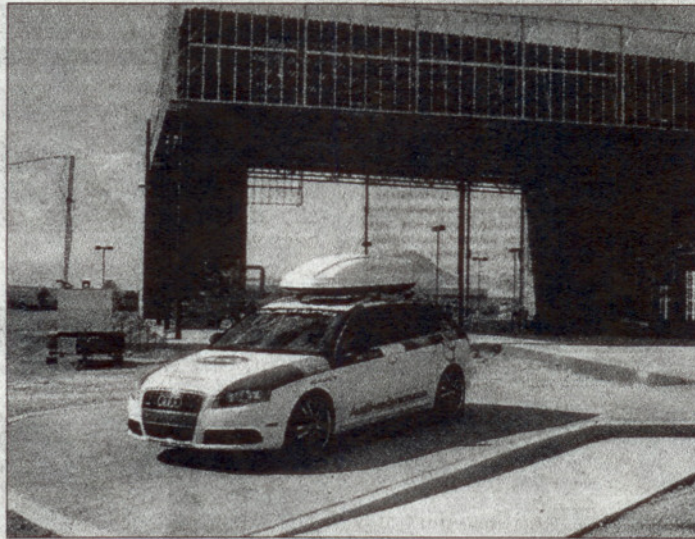
The new dealership, scheduled to open in late September or early October, will double the number of service bays to 12. The service department will also include a state-of-the-art alignment bay, all in-ground lifts along with highly trained Audi technicians.

In addition, the service department will be one of the select few dealerships in the country, featuring Stasis, a performance line designed specifically for Audi models. The store — termed a state-of-the-art “terminal” design — will also expand the current two-car showroom to eight in the new store, with some design elements unique to Audi.

The store's service director is Erich Christjansen, whose experience with German automotive technology spans over 10 years.

“We will service any Audi, no matter where the car was purchased,” said Christjansen. “We have some incredible technicians who collectively provide some of the best Audi service in the country.”

Jack Hart, a two-year resident of Southern Nevada, said the Audi Henderson dealership has been unmatched in



Construction is on schedule on the 30,000-square-foot Audi Henderson dealership situated east of the Valley Automall and U.S. Highway 95. The store is scheduled to open in late September or early October and will include a wide array of amenities, including 12 service bays.

his experience.

“I’m a huge fan of the service department at Audi Henderson,” said Hart, the owner

“I’m from New Orleans, so I’m used to Southern hospitality, but they take that up a notch at Audi Henderson.”

JACK HART
AUDI HENDERSON CUSTOMER

of Anytime Fitness in Henderson. “I have had a lot of nice cars and I have never received the service that I have at Audi Henderson. They’re not uppity and the get my service done

quickly. I have never had to make a return trip.

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Long-time Southern Nevada real estate agent Jon LaGuardia agrees that the service department is superior. The owner of a 2005 A8L, he said he wouldn’t take his car anywhere else for service.

“I am really impressed with the service levels that the people provide at Audi Henderson,” said LaGuardia, a 35-year resident of Southern Nevada. “They have gone above and beyond the extra mile and done some unbelievable things for me. I never have to worry about my car when I take it there.

“In fact, they even drop off my car to me when it’s finished. I told (General Manager) Jim Digulio the other day that they provide the level of service that makes you feel a little different. It’s awesome to have this kind of relationship with the dealership. I love the car and have nearly 60,000 miles on it.”

Mitch Clark, a 48-year-old businessman from Midland, Texas, is such a believer in Audi Henderson that he tows three vehicles to the dealership for service. The 18-hour trip in a three-car transporter covers about 900 miles, but Clark cannot imagine taking his Audis anywhere else for service.

“I had the pleasure of meeting Jim Digulio when I was in Las Vegas for the Silver State Classic,” explained Clark. “I needed some help having my Dymag carbon fiber wheels mounted on a Silver R8.”

Audi Henderson’s staff made quick work of Clark’s pit stop now he won’t go anywhere else for service.

“This particular store is the most accommodating Audi store I have been in — and I have been in plenty of them,” Clark added. “If every Audi store was a third as good as Jim’s, there would be no reason to go to Audi Henderson.”

Clark also lauded Christjansen for his efforts.

Audi Henderson, which is part of the Findlay Automotive Group of dealerships, is currently situated at 210 S. Gibson Road in the Valley Automall. Further information can be found at www.AudiHenderson.com or by calling 982-4600.