

Our transformation to Summit Mitsubishi

Frequently Asked Questions For our Saturn customers

Can I still have my Saturn serviced here?

Yes! We will continue to service Saturns, along with Mitsubishis, and nearly every brand, domestic and import, for regular, routine maintenance, extended warranty claims & repairs, and mechanical repairs. We have access to Saturn parts and tires. We will honor all current Saturn of Gainesville service coupons and oil change punch cards. You may receive solicitations and service offers to bring your Saturn to other GM dealerships. Give us a chance to match or exceed their offers. You are like family to us and we value your loyalty. We are not going anywhere, so neither should you.

What if I have Saturn warranty repairs? Can I still visit you?

After March 5, 2010 Saturn of Gainesville (now Summit Mitsubishi) will no longer be associated with General Motors and therefore unable to process warranty claims. We highly suggest you visit us before March 5, 2010 for any outstanding warranty claims or campaigns so that we can assist you personally. After March 5, 2010 you will be instructed by GM which dealership in Gainesville will handle warranty work. Remember, if you need regular maintenance or a repair on a Saturn that is not warranty-related, you are welcome to visit Summit Mitsubishi. The same Saturn-trained technicians will be here and continue to take great care of your Saturn.

What happens to my extended service plan?

Your extended service plan coverage terms will not change. If you have an extended service plan, you can continue to get your repairs done at Summit Mitsubishi.

What happens to my prepaid maintenance? Can I still visit you?

Nothing changes, if you have a MasterTech prepaid maintenance plan. You can continue to visit our facility for your prepaid maintenance needs, using the same coupons you received at the time you purchased your prepaid plan. We will honor all Saturn of Gainesville coupon vouchers. If you have questions about the plan you are on or other concerns, please call us.

Can we still get Saturn parts?

Yes! By law, Saturn mechanical parts will be available nationwide for a number of years, even after Saturn is discontinued. Summit Mitsubishi will have access to Saturn parts, just like we have access to parts from other brands since we repair nearly every make and model in our shop.

Will there be changes to your staff? Will the same people be here to help me?

We will retain all of our current personnel. We know over the years you have come to rely upon us and have built trusted relationships with our team. You will continue to see the same friendly, dependable team members throughout our dealership. Even though Saturn of Gainesville has changed, our values, commitment and spirit can never be taken away. We will function in much of the same manner as before.

I have a Saturn lease. What do I do when my lease is up?

At the end of its lease term, please call us or visit us and a manager can discuss your options.

Please turn over >>>>>

When will my factory warranty expire on my new car?

The expressed written warranty on your new Saturn remains unchanged and will be fully honored by General Motors.

Will my OnStar or XM radio be affected?

There will be no changes to your OnStar or XM services. They are provided through vendors separate from Saturn.

Will my Saturn Roadside assistance be affected?

No! That is included in your factory warranty which will remain unaffected.

Why should I consider a Mitsubishi vehicle?

Mitsubishi's slogan is "Different for a Reason" and you'll notice quickly that Mitsubishi offers some of the most advanced safety features like seven standard airbags on the Lancer sedan, innovative technology like built-in touch screen navigation with Real Time Traffic on the Galant, and vehicles with comfort and convenience options like Bluetooth Handsfree, Sirius Satellite, Rockford Fosgate sound systems, and more.

Mitsubishi has an extensive line-up of economy, mid-size and performance vehicles to fit most any budget. Vehicles start at \$15,000. Whether it's a sporty coupe, compact crossover, stylish mid-size sedan, or large crossover, each offers a fuel-efficient, fun-to-drive experience.

Mitsubishi vehicles come with an impressive warranty: 10-year/100,000 mile power train and 5-year/60,000 mile bumper to bumper warranty, along with 5 years of roadside assistance. (Ralliart and Evolution models come with a 5-year/60,000 mile power train and 3-year/36,000 mile bumper to bumper warranty).

Mitsubishi vehicles have won many awards for reliability and safety. Here are a few: The completely re-designed 2010 Outlander Crossover received the highest safety crash rating for frontal and side impacts (5-stars from NHTSA). Mitsubishi vehicles overall have been rated #6 in the industry in "Predicted Reliability" according to a large consumer reporting magazine. Mitsubishi was rated more reliable than some of these brands: Lexus, Hyundai, Kia, Mazda, Ford, Nissan, VW, and Chevrolet.

When will I be able to test-drive and purchase a Mitsubishi?

Now! We have vehicles on the lot that are ready for sale. Please allow a Sales Consultant to introduce you to the new Mitsubishi lineup. In the near future, we will be launching our website www.summitmitsubishi.com where you can view our complete inventory of new Mitsubishi cars and crossovers and our wide selection of used vehicles.

What kind of service can I expect at Summit Mitsubishi?

Our commitment to delight our customers with outstanding customer service will not change. You will see some aesthetic changes to our dealership, but the same comfortable experience you've come to know will continue. Summit Mitsubishi will continue to offer free car washes with every service visit, free Wi-Fi in the customer lounge, fresh coffee, and personal shuttle service to home or work by request.

Who can I call if I have questions?

Our phone number will remain the same: 352-395-6300. You can contact Ricky Whitney, General Sales Manager or Sean Denmark, Service Manager, if you have any questions.