





Welcome to the Yrausquin Family

Congratulations on your new purchase and welcome to the Yrausquin family. We are pleased that you have chosen Yrausquin to take care of your mobility needs and we want you to know that we are dedicated to provide you with exceptional service.

We are proud and excited to have the opportunity to inform you about our dealership, departments and services. We want to help you learn more about what you can do under certain circumstances.

Your complete satisfaction is our first priority! We are delighted that you are an Yrausquin customer and are looking forward to serve you.

Table of content

Welcome to the Yrausquin Family	2
Table of content	3
About Yrausquin	5
Our Mission & Vision	6
Mission	6
Vision	6
Core Values	6
Service	7
About Service	7
Service Department Opening Hours	7
Courtesy Shuttle Bus Service & Schedule	8
Recommended Service Intervals	9
Service Appointments	10
BDC Department (Business Development Center)	10
Important phone numbers to know (by Department)	11
When dropping off your vehicle for service / maintenance	12
Early bird / Late Owl service	12
Vehicle status call	13
Vehicle pick up	13
Customer Care	13
Car Care & Maintenance Tips	14
Quick Lane®	14
About Quick Lane®	14
Quality Parts	15
Quick Lane® Services	15

Body Shop	16
About Body Shop	16
What to do when you have been in an accident	18
What to do when you were involved in an accident	18
Reporting an accident	19
Repair Estimate	19
What Yrausquin will do	20
What will happen	20
Arranging a replacement vehicle	22
Collecting repaired vehicle	23
Parts	24
About Parts and Accessories	24
No better parts for Ford and Lincoln vehicles	24
A Word About Counterfeit Parts	24
Mitsubishi Parts	25
Mercedes-Benz Parts	25
Brilliance and Jinbei Parts	25
Our opening hours are:	25
Keeping You Mobile Plan (KYMP)	26
What is it?	26
How does the 'Keeping You Mobile Plan' work?	27
Why is it important?	28
DTI – "Department of Technical Inspections"	29



About Yrausquin

The Yrausquin company, located at L. G. Smith Boulevard 112, Oranjestad – Aruba, is a local family business, owned and operated for three generations by the Yrausquin family.

The history of this company, also known as the Yrausquin Story, dates back to 1952 in our neighboring island of Curacao.

The current location of the residing building (known in history as Carib Motors) was purchased in 1972 and was renamed, R. E. Yrausquin & Sons. During that period, the dealership had a wide range of car brands in its portfolio which were later on reassessed.

At present the company is known to be representing its premium automotive brands passed on by previous generations as well as new brands in the last couple of years.

In addition to selling well-known automotive brands, the company also offers vehicle services, repairs, body shop services and selling of original vehicle parts.



Our Mission & Vision

Mission

We are a world class durable automotive dealership in Aruba, with a strong family bond, passion and pride for the brands we carry; our positive energy and perfectionist attitude are the driving forces in our daily operations.

We treat our customers as family, helping them meet their mobility needs and providing exceptional service.

We encourage and motivate our team members to excel by providing training, competitive benefits and a solid facility to work in.

Vision

Yrausquin exists to provide a positive, memorable and lasting overall customer experience. To excel in everything we do is the key element to ensure complete customer satisfaction.

Core Values

- Family
- Passion
- Exceeding expectations



Service

About Service

We at Yrausquin are very pleased to have you as one of our valued customers. Therefore we would like to inform you about our Service Department operating hours & procedures.

Service Department Opening Hours

Our Service Department operating hours are from:

- Monday to Friday: 7:30 AM to 6:00 PM
- Saturday: 9:00 AM to 1:00 PM

Our certified Service Advisors are ready to help you at these times. When dropping off your vehicle for service or maintenance, our Service Advisors will perform a free inspection in your presence. At this time they will provide you with the necessary pricing and agree on an estimated time of completion.

We offer mobility services while your vehicle is being serviced or maintained. This includes:

- free pick-up & delivery services from dealer to home or work and vice versa (courtesy shuttle).
- comfortable waiting area if you desire for the "While-you-wait" service.

Courtesy Shuttle Service & Schedule

Our Courtesy Shuttle Bus is available to take you to your work or home and can pick you up in the afternoon when your vehicle is ready. Please ask our BDC coordinator about this service when confirming your appointment.

Our courtesy shuttle shifts per district are as follows:

8:00 AM - 9:00 AM:

Noord and Oranjestad

9:00 AM - 10:00 AM:

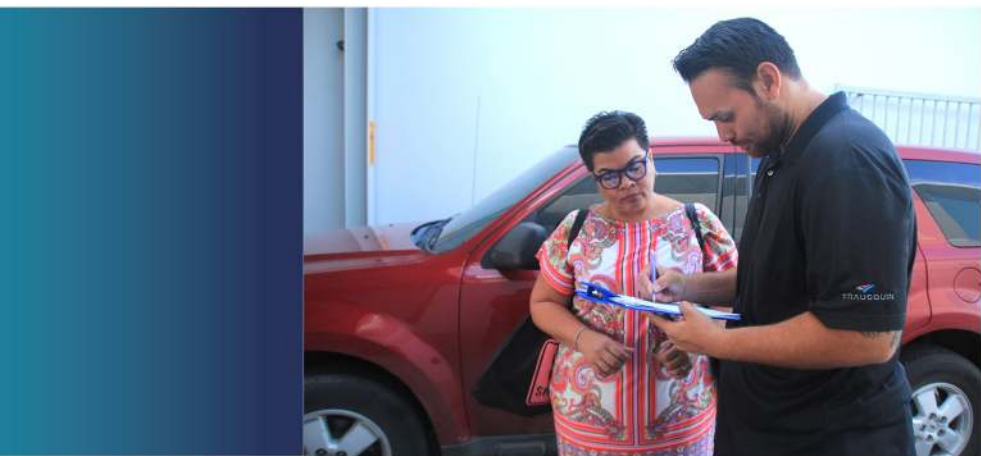
Santa Cruz and Paradera

10:00 AM - 11:00 AM:

Pos Chikito, Savaneta and San Nicolas

We strive to provide you with the best service possible and to ensure that your vehicle will give you years of service with minimal downtime. A well-maintained vehicle is not only safer and more reliable, if serviced regularly it will have a higher trade in value. Our technicians are trained and certified by the factory in the latest service and repair techniques.

Should you have any questions or need any additional information please feel free to contact us at 524-4444 or email us at **info@yerausquin.com**.



Recommended Service intervals

A regular service schedule can help keep your car running at it's best. Therefore it is very important for you to know what are the factory recommended service intervals for your vehicle.

Do you own a **Mitsubishi** vehicle?

If you own a (gasoline or diesel engine) Mitsubishi vehicle the recommended service intervals for your vehicle is as follows:

- Every 3 months or 5.000 km (whichever comes first)

Do you own a **Ford / Lincoln** vehicle?

If you own a (gasoline or diesel engine) Ford / Lincoln vehicle the recommended service intervals for your vehicle is as follows:

- Every 6 months or 8.000 km (whichever comes first)

If you own a (Hybrid or Electric) Ford / Lincoln vehicle the recommended service intervals for your vehicle is as follows:

- Every 8 months or 10.000 km (whichever comes first)

If you own a **Mercedes-Benz** vehicle - the recommended service intervals for your vehicle is as follows:

- Every 12 months or 10.000 km (whichever comes first).

Refer to your Vehicle Owner's Manual from the manufacturer for detailed information on your vehicle.

Service Appointments

At Yrausquin, our service / repair or parts replacement appointments are done Pro-Actively. From your 1st scheduled service appointment to repair or parts replacement appointment. By doing so we can schedule this for a day and time that is most convenient for you as our customer. When you as the customer have the choice of selecting the date and time of your own appointment, you will more likely remember it.

The benefits of having a fixed appointment date and time could be:

- No waiting in line.
- No surprises at the end of the day due to no more openings for walk in customer.
- Enough hours scheduled to work on your vehicle.

BDC Department (Business Development Center)

Customer Contact

Contacting of customers regarding their scheduled service appointment is done by our own Business Development Center. Customer contact can be done by:

- Service reminder correspondences
 - a standardized pro-active "Appointment Confirmation" e-mail will be sent upon scheduling of your appointment
 - a standardized pro-active customer contact "Reminder" postcard / e-mail will be sent one month in advanced
 - a standardized pro-active customer contact "2nd Reminder" e-mail will be sent 2 days in advanced

- **Parts Reminder Call:**
 - A telephone “ Reminder call ” will be made 1 day before the scheduled appointment.
- **Parts Reminder Correspondences:**
 - a standardized pro-active “ Appointment Confirmation ” e-mail will be sent upon scheduling of your appointment
 - a standardized pro-active customer contact “ Reminder ” e-mail will be sent 2 days in advanced
- **Parts Reminder Call:**
 - a telephone “ Reminder Call ” will be made 1 day before the scheduled appointment.

Important phone numbers to know (by Department)

The dealership is equipped with an adequate number of telephone lines, these are:

- 524-4480 - Business Development Centre
(for making or modifying of Service Appointments)
- 524-4430 - Sales Department
- 524-4440 - Parts Department
- 524-4450 - Service Department (for vehicle status in garage)
- 524-4460 - Accounting Department
- 524-4470 - Body Shop Department
- 524-4444 - Main number

When dropping off vehicle for service / maintenance

Our Service Department for the vehicle drop off and service interactive area is conveniently located and easy to find at the south end of the dealership. The service interactive area is used to inspect the vehicle together with you as the customer before service activities are performed.

Upon arrival you will be greeted by our Certified Service Advisors who will perform a Pre-Vehicle Inspection with you and to help ensure a thorough understanding of the work to be performed. This inspection not only shows the issues to be repaired, but also the repairs needed for the next visit and the things which are in good working order.



Early bird / Late Owl service

For your convenience we have available, if you arrive before we open or after we close, the Early Bird / Late Owl service. Simply complete the information on one of our Service Request envelopes found in a Bin outside next to our dealership main entrance door. Check the services needed. Place the keys to your vehicle and alarm control (if applicable) in the envelope. Please make sure you leave us a phone number where you can be reached. Most repairs can be completed the same day. However if we need to keep your vehicle for a longer period of time we will inform you accordingly.



Vehicle status call

An update call will be made by the Service Advisor between 2:00 PM and 3:00 PM to inform you about:

- The service activities performed.
- Work identified has been fully completed at the agreed price and on time.

Vehicle pick-up

Your vehicle pick-up will be at the same interactive area location in the Service Department. To make the payment of your service invoice as convenient as possible, 2 ATM's have been conveniently placed in our Service Department. For all other methods of payment, you will be directed to the Cashier.

Customer Care

A very comfortable waiting area is available at the dealership with convenient facilities, such as:

- Coffee, tea, water and sodas
- Comfortable furniture
- TV
- Kids' Corner
- Free WiFi



Car Care & Maintenance Tips

Yrausquin cares about your safety, your fuel consumption and the reliability and durability of your vehicle.

That's why every week we publish a tip that will help you stay safe in traffic, help you save money and help you get the most and the best out of your vehicle.

Please go to our website for these weekly tips



Quick Lane®

About Quick Lane®

At Quick Lane® there's a difference. You get extraordinary quick service for routine maintenance and light repairs, performed by factory-trained experts who are dedicated to doing the work right the first time, every time. Best of all: No appointment is necessary. You'll get service while you wait, even on Saturdays.

We take expert care of any make or model. From brake repairs to batteries, tires to belts & hose replacements, Quick Lane is Ready To Serve you.™



Quick Lane® is OPEN:

Monday to Friday: 8:00 AM - 5:00 PM

Saturday: 9:00 AM - 1:00 PM

Quality Parts

Count on us for quality original parts from Motorcraft® and more than 10 name-brand tires from Pirelli, Goodyear, Continental Tire, Michelin and more. Get the job done right. Experience Quick Lane® and discover we're Ready To Serve.™

Quick Lane® Services

- Vehicle Checkup Report
- Tires
- Oil Change & Essential Maintenance
- Brakes
- Batteries
- Air Conditioning System
- Belts & Hoses
- Wiper Blades
- Lamps & Bulbs
- Cooling System

For more information on Quick Lane® Services go to our website





Body Shop

About Body Shop

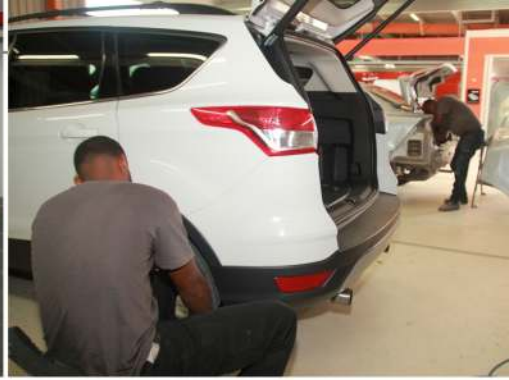
We at Yrausquin are very glad to have you as one of our valued customers and therefore we would like to inform you about our great Body Shop services.

Fate is often unkind to the exterior of cars, exposing them to all types of damage – from the impact of other vehicles crumpling their sheet metal and possibly their frames, to collisions with stationary obstacles causing dents, as well as to the effects of accidental blows against the outside of a car or the attentions of especially vicious “Trick Night” activities. However this damage occurs, it seriously disfigures the outside of a car, lowers its resale value, and is the potential starting point of rust.

Located on our premises at L.G. Smith Boulevard 112, we have a full service Body Shop department, where our state of the art equipment will put your vehicle back to its pre-accident and original condition. Our well trained and experienced Body Shop technicians are able to restore your vehicle and put your worries to rest.

Our hours of operation are from:
Monday to Friday:

8:00 AM - 12:00 PM
1:00 PM - 5:30 PM



For an estimate on repairs to your vehicle, you can bring it in or have it towed to our facility for a multipoint inspection performed by our certified Body Shop staff. Our certified Body Shop staff are ready and willing to help you at all times and will be able to give you a complete, professional estimate in order to schedule a time for us to begin working on the repairs.

Yrausquin is also affiliated with all insurance companies to make your unpleasant experience a smooth and fast recovery. With our experience and knowledge of insurance claims we can help walk you through the steps to getting your car back on the road in a fast and easy manner.

We have a courtesy shuttle available to take you home, to the office or a car rental and we can even make arrangements to pick you up after your vehicle is finished. Certain parts delays and supplemental estimates for unseen damage are often part of the body repair process. We are committed to do everything possible to minimize any delays and we promise to always keep you informed. Your vehicle worries will end when you call us here at Yrausquin.

Should you have any questions or need any additional information please feel free to contact us at 524-4444 or email us at info@yrausquin.com.

What to do when you have been in an accident

We trust and believe that you are enjoying your vehicle and that the vehicle is serving you well.

As one of our customers, we want you to feel safe on the road, but sometimes with the busy traffic an accident is inevitable. Therefore we want to make sure that you are well informed of what to do when you experience an accident, damage or loss.

What to do when you were involved in an accident

In the case of **any type** of accident (vehicle collision related or not), here is what you need to know:

- 1) Don't move your vehicle
- 2) Make sure to check that everybody in your vehicle and the other vehicle is ok.
- 3) Call the Police by dialing # 100
- 4) In case of Medical Attention call # 911 or inform the Police Central that medical assistance is required
- 5) Contact your Accident Registration Service to report the damage
 - TRS / Forensic at #165
 - Nagico Roadside Assistance at #191
- 6) Always wait for the Police and Accident Registration Service to arrive in order to officially record the accident / collision.
This can prevent problems when handling your vehicle damage claim later on.
- 7) Have your vehicle registration information handy, when being asked to provide this to the Police and Roadside Assistance
- 8) Helpful Tip: Take note of the police officer's name and workstation in case you need to do some follow-up on the report



Reporting an accident

When all of the above steps have been performed, you will need to pass by your Insurance Company to fill out a claim. This will let your Insurance Company know that you were in a vehicle accident and to start preparing for the accident registration heading their way.

Important notice:

Your vehicle loss / damage claim will be handled according to your Insurance Company Policies and Procedures.

Repair Estimate

A quotation for the damage will be requested by the Insurance Company. Therefore we recommend you to contact the Body Shop Department at Yrausquin for a quotation which will be sent to your Insurance Company and your counter party Insurance Company.

Is the vehicle drivable ?

- **YES:** Please contact our BDC Department at 524-4480 and inform one of the representatives that you are in need of a repair estimate. The Representative of this department will schedule an Estimating Appointment date / time that will be the most convenient for you to bring your vehicle to our Body Shop Department.
- **NO:** Please contact our BDC Department at 524-4480 and inform one of the representatives that you are in need of a repair estimate. The Representative of this department will verify and confirm for you if we have a Collision Specialist available to inspect the vehicle at current location or if the vehicle is scheduled to be towed by the Insurance Company or Customer Pays to have it towed to Yrausquin. (Towing Services depend on your type of insurance or arrangement with your Insurance Company / Broker)

What Yrausquin will do

Your vehicle repair estimate will be handled in a timely manner by our experienced Collision Specialist upon arrival of the vehicle to Yrausquin.

What will happen

Our Collision Specialist will inspect your vehicle and take notes of the damaged area in order to inform your Insurance Company accordingly. Once the inspection form has been completely filled out by the Collision Specialist, this form will be submitted to our Parts Department who will check for parts availability. As soon as all information is obtained, the Collision Specialist will proceed by finalizing the Repair Estimate to be given to the appropriate Insurance Company.

This will take place within 48 hours after inspection.

Our BDC department will follow up with your Insurance Company for updates in order to let you know about the pending approval for the restoring of your vehicle.



Following our company procedure, upon received approval:

- 1) Our BDC Department will contact you by phone and/or e-mail to inform you about the received approval.
 - If no parts are required for repair → a repair appointment will be set
 - If parts are required and in stock → a repair appointment will be set
 - If parts are required and not in stock → parts will be ordered, a tentative appointment will be set according to parts expected time of arrival.
- 2) You will be instructed to notify your Insurance Company about the set appointment date.

In case that it is necessary to order part(s), you will receive an update about the parts status and will also be contacted upon parts arrival to confirm the tentative repair appointment.

You will receive a reminder call a day in advanced to remind you about the scheduled appointment and to also remind you to contact your Insurance Company for your rental vehicle (if entitled).

Arranging a replacement vehicle

Arrangement of a replacement vehicle is done by your Insurance Company, if you are entitled to a replacement vehicle. You can contact your Insurance Company to have this checked out for you.

The number of days determined for a replacement vehicle is done by your Insurance Company based on the number of repair days it will take in order to restore your vehicle back to its original condition. A replacement vehicle is normally provided on the first day of repair till delivery of vehicle after repair.

In some cases an Insurance Company might provide a replacement vehicle prior to the repair date, but that would be an arrangement between you and your Insurance Company. Yrausquin cannot be held responsible for such arrangements between you and your Insurance Company.

Collecting repaired vehicle

When your vehicle has been restored to its original condition, you will be contacted by one of our Advisors in order to arrange a vehicle pick up time. If you are still with the replacement vehicle, we can arrange for our shuttle service to pick you up at the car rental and be brought to the dealer to collect your vehicle. Our shuttle services are from 8:15 AM till 5:30 PM from Mondays till Fridays.

We hope to have informed you on how our Body Shop repairs works. Should you still have questions, feel free to contact us at 524-4470 or 524-4480 and we will be happy to answer all of your questions.

Please be informed that this document has been reviewed and approved by the Management of Yrausquin and has been supplied to all Insurance Companies.



Parts

About Parts and Accessories

No better parts for Ford and Lincoln vehicles

Whether you're looking for an original equipment part or a high-quality, vehicle-specific replacement part for a Ford or Lincoln, we have you covered. Every part comes recommended by Ford Motor Company and features the trusted Genuine Parts or Motorcraft® brand name.



You'll find that no matter what you're looking for - you'll find the right fit for a Ford or Lincoln.

A Word About Counterfeit Parts

Nothing beats an original. Genuine Parts and Motorcraft® are designed for Ford and Lincoln vehicles. Manufactured to strict specifications, they have undergone extensive laboratory and on-the-road testing. They're built to maximize the performance of Ford and Lincoln vehicles and provide the confidence the repair will be done right the first time.



Mitsubishi Parts

For Mitsubishi owners, the company also provides a wide selection of Mitsubishi Parts that can be used to further enhance your car engine performance and suspension stability. So if you ever decide to add more power to your ride, then you can easily get quality Mitsubishi Parts here at Yrausquin.

**mitsubishi motors
GENUINE PARTS**

Mercedes-Benz Parts

Never compromise, use genuine Mercedes-Benz parts. Our highly knowledgeable staff is here to answer all of your parts inquiries. If we don't have a particular part in stock, no problem. We'll order it for you!

Brilliance and Jinbei Parts

At Yrausquin we use original Brilliance and Jinbei parts that are specially designed to work together to maximize component life and your vehicle engine's performance.

Our opening hours are:

Monday to Friday:
8:00 AM - 6:00 PM

Saturday:
9:00 AM - 1:00 PM

Feel free to contact us at 524-4440, 524-4418 or 524-4420 and we will be happy to answer all of your questions.



Keeping You Mobile Plan (KYMP)

What is it?

The 'Keeping You Mobile Plan' comes on top of your Bumper-to-Bumper New Vehicle Limited Warranty and is the most comprehensive service contract offered on Aruba. It is like having the best available health plan for your car, covering the maintenance and repairs of numerous key components. And depending on the plan you choose you will even receive rental car reimbursement of up to US\$ 30,00 per day for up to 10 days per repair visit should your vehicle be kept overnight for covered repairs.

Please go to What is covered for a complete overview of all that is covered under the different plans.





How does the 'Keeping You Mobile Plan' work?

As the owner of a new Ford or Lincoln, you can choose between the 'Premium Care Plan' and the 'Premium Maintenance Plan' or both.

The 'Premium Care Plan' is basically a comprehensive service contract that builds on the Bumper-to-Bumper New Vehicle Limited Warranty and covers parts and labor expenses for failures due to defects in materials and workmanship and/or normal wear and tear for more than 1,000 key components. Coverage under this plan begins at the warranty start date and zero kilometers, and expires at the earlier of the number of months or the number of kilometers included.

The 'Premium Maintenance Plan' is truly comprehensive and covers a wide range of manufacturer-recommended maintenance services. Coverage begins at the Bumper-to-Bumper New Vehicle Limited Warranty start date and zero kilometers. This plan can only be purchased before 24 months or 38,000 kilometers from the Bumper-to-Bumper New Vehicle Limited Warranty, whichever comes first. Coverage under this plan expires upon reaching the selected coverage duration or kilometer limit, or completion of all the maintenance services, whichever comes first.

Depending on the model of your Ford and the plan and coverage period chosen, you will prepay a one-time coverage fee.

To compare the various options to determine which plan and which coverage suits you the best, please go to:

Choose your own plan.



Why is it important?

The 'Keeping You Mobile Plan' allows you to enjoy extra care free driving fun on top of your Bumper-to-Bumper New Vehicle Limited Warranty:

The plan can keep you mobile, because a well-balanced preventive checkup and maintenance plan reduces the risk of failure and malfunctioning substantially.

This will also improve the safety of the car.

You will always know where you're at financially and be spared unpleasant surprises.

The 'Keeping You Mobile Plan' can even easily pay for itself, because one covered major repair could save you the amount you paid for the plan and more.

It will also increase the resale value of the car – the contract stays with the vehicle. When you resell your vehicle, any remaining coverage is transferable to the new owner and therefore adds resale value to your vehicle.

DTI – “Department of Technical Inspections”

To drive a motor vehicle that is older than 3 years on the road, one needs to get this inspected. This is according to article 16 paragraph 1 of the “Landsverordening Wegverkeer”.

The “Department of Technical Inspection” (DTI) Aruba is dedicated to improving vehicle and road safety in Aruba and therefore this friendly reminder to get your vehicle inspected.

For motor vehicles for the transport of individuals (own transport) an inspection is required every 2 years while for all other vehicles with a different purpose an annual inspection is required.

Please keep the following points in mind:

- 1) The inspection for approval of motor vehicle is done by appointment.
- 2) A valid registration of motor vehicle (SIAD) is required.
- 3) Proof of valid insurance of the vehicle in question is also required.

To schedule an inspection appointment with the “DTI” you can call 584-2096 during their office hours.

As part of our commitment in providing you with the best service, we can also assist you with a Pre-Inspection appointment for your vehicle. Just call us at 524-4480 and let us know to set up an appointment.

Your safety is our number one priority.





L.G. Smith Boulevard 112, Oranjestad, Aruba / Tel: (297) 524 4444
Fax: (297) 582 6661 / e-mail: info@yrausquin.com / www.yrausquin.com