



GREATER  
PITTSBURGH

**AUTOMOBILE DEALERS ASSOCIATION**

As a member of the Greater Pittsburgh Automobile Dealers Association, we agree to subscribe to the following **principles and standards**. Implicit is the requirement that we **comply fully with all federal, state and local laws governing our businesses**.

### **WE PLEDGE TO:**

- Operate our business in accord with the highest standards of ethical conduct.
- Treat each of our customers in a fair, open and honest manner and fully comply with all laws that prohibit discrimination.
- Meet the transportation needs of our customers in a knowledgeable and professional manner.
- Represent our products clearly and factually, standing fully behind our warranties, direct and implied, and in all other ways, justifying our customer's respect and confidence.
- Advertise our products in a positive, factual and informative manner.
- Detail charges to assist our customers in understanding repair work and provide written estimates of any service work to be performed, upon request, or as required by law.
- Resolve our customer concerns promptly and courteously.
- Put promises in writing and stand behind them.

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***The Greater Pittsburgh Automobile Dealers Association** was founded in 1924 as a non-profit organization. It encourages and promotes trade and commerce by providing and supporting various services and conducts educational and training programs for the benefit of its dealer members.*

*Dealers provide **tens of thousands of well-paying jobs** to greater Pittsburgh area residents, and are an important component of the area's economy. Franchised new vehicle dealers are very proud of their contributions to **economic growth** and **community involvement** in the Western Pennsylvania area.*

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