

Auto Permit

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Prodigious and phenomenal vehicle services offered by Sterling Auto City; Dunagaha, Minuwangoda

STERLING Automobiles Lanka Pvt Ltd. is a budding legend for the future, with nearly 10 years of excellence and proficiency in the automotive industry. Sterling Automobiles is the pioneer behind the Sterling Aftercare Guarantee, which is offered for Japanese models that are imported to Sri Lanka through its certified dealer network. The users are entitled to receive an accountable, responsible and certified service scheme which is considered as the premier no.1 vehicle guarantee certification in the country.

The services that are made available is not merely exclusive for Japanese Models. Sterling Automobiles has gone the extra mile to ensure remarkable complete service packages; which include service, repair and maintenance and after sales services for European models as well. Sterling Aftercare Centers, which provide all necessary services utilizing the latest updated technologies are strategically located throughout the nation, which ensures simple accessibility for the users.

The Sterling Auto City located in Dunagaha, Minuwangoda transcends the rest due to a selection of diverse reasons. Sharing insight regarding the matter, Assistant General Manager (Service and Operations) of Sterling Automobiles H. D. Nilanthasiri and Manager (Body Shop) A. J. F. Walter had this to say.

Is it true that Sterling Auto City (Dunagaha, Minuwangoda) provides exceptional services to users?

That is correct. Apart from the vehicle services that are provided, Sterling Auto City attempts to provide repair and maintenance facilities which will surely act as a relief for users during unaccounted for risks and accidents. Dents and minor imperfections can be rectified and re-adjusted utilizing the available modern technology, which gives the vehicles an almost brand-new look. The Car-O-Liner 6 machine makes sure that all dents are dealt with. This machine takes maximum use of the electronic technology which automatically repairs even the most troublesome dents and imperfections. This automated dent reconfiguration is one of the major strengths of Sterling Auto City. The repaired vehicles are given a make-over applying standardized automobile paint which gives the model a fresh new look.

Mention the procedure of repairing a vehicle that has just met with an accident...

Users have the luxury to have their vehicle towed to Sterling Auto City Dunagaha, Minuwangoda whenever the situation dictates. In the case that users are unaware of the procedure, they can contact 0772440036 and call in a carrier to get the victimized vehicle for the repair center. The aggregate cost for repairs is estimated and the relevant repairs are planned to be conducted while waiting approval of the relevant insurance partner of the affected vehicle owner, given that the vehicle is already insured. Once the insurance company grants the green light, the repair procedure is launched effectively.

The customer is regularly updated with status reports/ progress notifications through snapshots of the vehicle during each phase. Once all repairs are done, the vehicle is returned to the customer with minimum signs of the aftermath of the accident. An insurance policy is not mandatory, since repair activities are conducted immediately if a model without an insurance coverage is brought in. Sterling Automobiles makes it a priority to conclude repair on the date that was promised, thus meeting deadlines efficiently.

What is the convenience that the customers receive once they step into Sterling Auto City?

An average car service consumes around 4-5 hours from a customer's day; precious time which could otherwise be used on something productive. However, the customers will not feel the flow of time once they chose to step into Sterling Auto City. Customer Lobby facilities provided ensures maximum convenience that our customers could wish for. Wi-Fi, inbuilt television which users can view at their pleasure and required refreshments and beverages to quench their thirst are readily supplied to make certain that the long wait is made bearable and entertaining to a certain extent.



Providing convenience by establishing a peaceful environment is the primary objective of the 'customer lobby' initiative. Sterling Auto City (Dunagaha, Minuwangoda) is established in a land which is measured at 10.5 acres. Customers who visit have the luxury of engulfing in the pleasures of an illustrious peaceful environment. The Auto City territory also contains a massive sports arena and a volleyball court. In addition, a new swimming pool is currently under construction.

What is the current state of technology that is acquired by Sterling Auto City?

If you want an exact account on the state of technology which we have acquired, it is safe to state that Sterling Auto City currently utilizes the latest technologies, com-



plemented by the ideal raw materials and resources. All technicians that are hired in Sterling Aftercare Centres are proficiently knowledgeable in Japanese technologies and know-how. They have the required experience to back up the expertise.

We are currently in possession of the latest machinery which simplifies repairs. The Dunagaha center has a separate storehouse which contains high quality spare parts. Three color machines have been acquired to give the relevant paint work to the affected vehicles. Specialist technicians have been hired to tackle this specific task, as measures to ensure perfection.

What are the services provided at other Sterling Aftercare Centres?

In addition to Sterling Aftercare Centre, Dunagaha-Minuwangoda, Aftercare Centres are located in Mahara- Kadawatha, Udahamulla- Nugegoda, Narahenpita and Galle. Services are not made exclusive to Sterling Aftercare Guarantee certification holders in any of these branches. Full coverage services, technical maintenance and repair services along with the ease to acquire spare parts and engine oil are sustained qualities within each branch.

You are able to receive complete services and technical repairs to your Japanese model from the main branch located in Udahamulla. Changing and applying engine oil and acquiring spare parts is made easy by Sterling Aftercare Center, Narahenpita. Any spare part desirable for a Japanese

model could be acquired easily from this destination.

Complete services and repairs can be conducted from the Galle and Kadawatha branches as well. Every existing Sterling Aftercare Center promotes environmental sustainability and thus all necessary steps are taken to provide customers with eco-friendly services. Consequentially, Sterling Auto City has received the ISO-9001 and ISO 14001 environmental certifications. Future agenda for Sterling Automobiles is to open another Body Shop unit and a further Sterling Aftercare Center in Narahenpita.

What sets the Sterling Aftercare Centers apart from the rest?

The responsibility of Sterling Automobiles is to provide a fruitful, standardized and proficient service to our customers' prized vehicles. Service Advisers are ever present to consult and guide any customer who steps through our doors, at every branch currently in operation. These Advisers give professional insight on what is preferable, and which is not, spare part requirements, compulsory maintenance required and every minute detail that a vehicle owner should know. The advantage of this is that there is a specialized expert to guide you through the entire process from the moment your vehicle is brought into our centers.

The Sterling Aftercare Centers provide ultimate transparency, where customers can closely supervise the entire process. Unlike other service centers, Sterling Aftercare Center customers can monitor any service and repair functions without any hindrances or obstacles, which gives reassurance that their prized possession is handled by responsible agents. They can simply walk into the establishment and get a firsthand impression on the extreme care in which their vehicle is dealt with. Therefore, it is safe to state that Sterling Automobiles Lanka Pvt Ltd provides prodigious and phenomenal vehicle services to every customer island wide.





Bring it over to
Sterling Autocity, Dunagaha
the only place that conducts
proper collision
repairs with the latest technology.

VEHICLE MET WITH
AN ACCIDENT?

Repairing dents in the body of the vehicle
with Car-O-Liner 6
Welding
Auto painting
Original Japanese spare parts
and accessories







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