

**Advertiser highlight**

**Bob Thomas Automotive**



Would you believe an article that describes an automotive service and repairs company as having professionalism, integrity, affordability, fairness, and reliability? Since these characteristics are rarely ascribed to companies in an industry with deservedly poor levels of respect, I am pleased to emphasize that these are the very attributes that I can personally suggest as my own experience over the last several years, as well as the experience of a relative that referred me to Thomas Automotive and had been pleased with their performance since soon after the company's founding.

Bob Thomas, who now resides in the Jacksonville area, moved as a youngster to Medford, with his family, from Eureka, and graduated from North Medford High. After some time spent with a dealer's service facility, he founded the company in 1997, and has seen it grow to a total of 21 service bays since that date.

The most recent addition of a larger building in the back of his location, geared to the strong well-deserved fleet service business the company has developed, will not only allow work of vehicles up to the size of Class A motor homes and larger RV's and work trucks, but also free up the usage of the front building bays to more efficiently handle the businesses' passenger car volume. Thomas can now handle Ford 6.3 and 7.0 Diesels with the addition of a factory trained technician. While I do not exactly know what the 6.3 and 7.0 series defines, I am sure that patrons that have that need will recognize the capacity as rare and take advantage of this ability. Pictures on the waiting room wall, and certificates, highlight the extra training and service designations of the various repair personnel, with many specialties.

Thomas advised that the business, family-owned and managed, will be adding at least two additional staff members. His philosophy filters down through service writers Tom and Roger, emphasizing the prioritization of needed repairs with no pressures to "do them right now if you value the life of your loved ones." No scare tactics here; just honest explanation of diagnostic results and their implication. In these tough economic times, with the option of keeping older cars longer, routine

maintenance is a good policy, keeping required warranty provisions where necessary, and generally costing less in the long run. Thomas Automotive also can provide an assessment service if you are considering the purchase of a used vehicle. I feel this is good "insurance", since the modest costs will often save a bad experience when the seller does not disclose all the defects.

The business is Better Business Bureau accredited, since the BBB has granted to eligible firms this designation of meeting their standards, and noting that this company has demonstrated a good track record, maintaining proper licensing and committed to exemplify the BBB's Code of Business Practices. Of significant note is the vote of its customers, who have consistently named Bob Thomas Automotive winner in polls of their favorite business in its category.

Conveniently located at 535 Rossanley, just west of Sage, in Medford, Bob Thomas Automotive can be reached at 541-734-3743. Of added value to existing and new customers alike, the firm's website at [www.bobthomasautomotive.com](http://www.bobthomasautomotive.com) offers monthly special pricing on specific services, and you can also print out a \$10 coupon called the Bob Thomas Bailout Bucks, usable on whatever service or repair you may need.

Ron Sherman  
541-535-6293



Above photos: Bob and Lori Thomas celebrate the grand opening of their new fleet service facility.

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