

Royal Automotive Acquires Don Mackey at the Auto Mall

Tucson, AZ (Nov 25, 2009) – The Royal Automotive Group announced today that it has purchased Don Mackey Cadillac and will take over the Cadillac dealership and the Don Mackey Body shop located in the Tucson Auto Mall.

Also in an agreement approved today by General Motors, Royal will be awarded the Buick/GMC franchise in the Tucson Auto Mall. The new alignment will grant Royal the privilege of selling all three lines (Buick, GMC and Cadillac) at Mackey's existing facility in the Tucson Auto Mall. This acquisition will mark Royal's sixth Tucson location.

"This agreement merges two strong Tucson car dealerships and preserves the wide range of services for our Tucson customers. In addition, this acquisition will save most of the Royal jobs that were in jeopardy due to losing Buick as well as retain most of the Don Mackey staff," said Paul Weitman, owner of The Royal Automotive Group. Royal will now have over 300 employees.

Don Mackey, who has been in the automotive business in Tucson for 26 years, initiated the sale to Royal. "It is time for me to just slow down a bit, and the Royal business model matches what we have done. This is a great opportunity for me, General Motors, Paul and his two sons, Neal and Craig. Collectively, we have an enormous customer base and it is important for our customers to continue to receive the quality of service they expect. I am confident that Royal will treat my employees and my customers very well," he said.

General Motors had mandated in June that all future General Motors dealers sell Buick and GMC models from the same location, said Steve Lace, vice president of Royal.

"With the Pontiac nameplate no longer existing in the GM bankruptcy proceedings, the Tucson market was left with a fragmented set of local dealers. This purchase enables us to meet the GM mandate," Lace said.

Royal will keep its 4333 E. Speedway location selling and servicing all makes and model vehicles. Buick owners will receive warranty service at the Auto Mall location.

The Royal Automotive Group maintains its two Lexus dealerships at Speedway/Columbus and the Tucson Auto Mall, its Jaguar-Land Rover dealership at the Auto Mall, the Royal Kia dealership at 22nd Street and Swan, and the east side Royal Collision Center at 5920 E. Speedway.

Mackey will continue to live in Tucson. He will continue to own and operate his new car franchises in New Mexico—Lexus of Albuquerque, Lexus of Sante Fe and Don Mackey Nissan, Sante Fe.

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Royal Buick/Cadillac/GMC Acquisition

COMMONLY ASKED QUESTIONS

I thought General Motors terminated the dealer agreement with Royal?

The business model that evolved from General Motor's bankruptcy proceedings mandated that all GM dealerships who sold Buicks also needed to sell GMC vehicles at the same location. This meant that some excellent single-point dealers

such as Royal that did not have the facility size to support an additional franchise were forced to close down. Through the purchase of the Don Mackey Cadillac franchise and in occupying that facility, General Motors signed a new dealer agreement with Royal that included the rights to sell Buick and GMC.

When will I start to see Buick at the Auto Mall?

Since Royal Buick and Don Mackey GMC are still technically in General Motors “wind down” mode, you can expect the official start date to be within the first week of December 2009.

How does this decision fit in to the General Motors Post-Bankruptcy restructuring plan?

Since the Beautiful facility at 815 W. Auto Mall Drive can house multiple General Motors brands, this location will be Tucson’s northwest destination for Buick, GMC and Cadillac new vehicle sales.

How will I benefit from this?

With the expansion of the Royal Automotive Family of dealerships, the Tucson community can benefit from an even larger selection of competitively priced vehicles and service options.

Will Royal keep track of all prior customer's maintenance records?

Yes! Royal Buick and Don Mackey Pontiac/GMC/Cadillac customers can expect the convenience of detailed records being accessible at any Royal Automotive Group location. When it's time for your vehicle to receive a scheduled maintenance check, we will contact you with a friendly reminder.

What is happening to the HUMMER, Pontiac and Saab brands and where can I take them for factory authorized service?

Hummer customers can continue to bring their vehicles to the Speedway/Columbus location.

Pontiac and Saab customers can continue to bring their vehicles to the 815 W. Auto Mall Drive address for service.

What will the old Buick location (at Speedway & Columbus) turn into?

This location will be home to Royal Certified Pre-Owned vehicle sales that will specialize in any makes and model vehicles. The service department will also remain open to provide non-factory warranty and extended warranty vehicle maintenance and repairs.

Can I still get my Buick serviced at Speedway & Columbus?

Yes – for any non factory warranty maintenance.

Will my experience be any different when I come to get my car serviced at 815 W. Auto Mall?

For Buick customers, you will continue to receive the same exceptional attention to detail from the same service advisors you have come to love. *For existing Cadillac/GMC/Pontiac/Saab customers*, we will be retaining most of the service advisors you were used to, but you can also look forward to a wider range of

services including the complimentary Royal Pit Stop service and our Tire Price Match Guarantee.

How Does this affect my GM warranty?

For Buick, GMC, Cadillac, Pontiac or Saab customer that are still under factory warranty, we encourage you to visit the General Motors facility at 815 W. Auto Mall Drive.

If your factory warranty has expired, we encourage you to visit either our Speedway/Columbus location or the 815 W. Auto Mall location for all your service needs.

If you would like information regarding extended warranty coverage, please contact Rhonda Bystry at (520)795-0760.

What can I expect to see when visiting the new Buick/GMC/Cadillac location at the Auto Mall?

Many of the highly acclaimed services and people you have come to love at the old Royal Buick location along with most Don Mackey Cadillac employees will be available at the new 815 W. Auto Mall location.

On the service drive you can expect courteous and knowledgeable staff that provide informative options for any make, any model vehicle. Our complimentary “Pit Stop” service will also be available, even if you didn’t buy a car from us.

In the sales department you can expect a fast, fair and simple vehicle sales process where all vehicles have clearly marked prices. We research the competition daily and we are confident that if it is on our lot, it is the best vehicle in town!

What are the other Royal Automotive Group locations in Tucson?

The Royal Automotive Group maintains its two Lexus dealerships at Speedway/Columbus and the Tucson Auto Mall, its Jaguar-Land Rover dealership at the Auto Mall, the Royal Kia dealership at 22nd Street and Swan, and the east side Royal Collision Center at 5920 E. Speedway.

What will the NEW phone number for Buick GMC Cadillac be?

After the first week of December 2009 you can reach us at (520) 624-0481. The website address will remain as www.Royalbuick.com. In addition, you can also reach our website by typing in www.GMCoftucson.com or www.Cadillacoftucson.com