



**WE PROVIDE
EFFECTIVE
SOLUTIONS**

MSM AUTOS & INVESTMENT LTD COMPANY PROFILE





**We always deliver more
than Expected,
"Your Safety Is Our Priority"**

Address : Makambako, Mbeya rd, **P.O.Box** 1013

Phone : 0262 130 008, 0755 743 359

Website : www.msminvestment.co.tz

e-mail : inquiry@msminvestment.co.tz

Contact Person : Mr. Mussa Mbogella - General Manager

I. Executive Summary



MSM AUTOCENTRE (MSM GARAGE) is a subsidiary company under the holding company MSM AUTOS & INVESTMENT LTD. The company was established to meet up with the vast demand of auto care services and vehicles maintenance in Tanzania. With our highly trained technicians are specialists in wide range makes and models of vehicle parts repair including tyres, exhausts, brakes, engine overhaul, panel beating and vehicle safety inspections as well as car wash service.

Our motto "Your Safety Is Our Priority" is to give professional and good quality service for your vehicle and for your comfort drive at reasonable prices. We also offer free vehicle visual routine inspection and advise on any auto care/vehicle related matters. Our extended services include sale/supply of genuine spare parts for all makes and models, importation of farm equipment, commercial vehicles, cars, genuine spare parts and breakdown cover.

Time, reliability, knowledge, experience and with modern work equipment at our disposal has become one of our key strategy helping us become the best in the auto care and vehicle maintenance in the industry to providing quality services.

Currently, Msm Autocentre Ltd serve the customers in the following areas:

- The largest trusted and most reliable supplier of Automotive spare parts for different brands and makes;
- Automotive Servicing for all types of mechanical and Body & Paint repair / maintenance.
- Importation of new vehicles and used from Japan and Europe for a reasonable price.
- Modern Carwash, Diagnosis, Digitalized Wheel Alignment and wheel Balance at a reasonable price.

Our workshop Department has the biggest area for parking and maintains the highest Services fill rate among its competitors in the market due to its efficient logistical facilities, the company offers the most competitive pricing structure so that it caters to both privates, Companies and Government customers. We are dealing in Maintenance for major brands such as Toyota, Nissan, and Mitsubishi among others, selling of new and used vehicles, Importation of Machines, Trucks and Farming Equipment's.

The Service Department offers all types of mechanical and body repair jobs. We cater not only to retail and individual customers but also offer service contracts to fleet, NGOs and Government institutions. Area is equipped with the most modern and state of the art equipment's, tools and facilities (**Digitalized and Computerized**) to provide the highest quality and reliable service for our customers. Our Service Department can render all types of mechanical jobs as well as Body repair and painting.

Our operation base is located in the following address:

** MAKAMBAKO- Mbeya rd, 100m from round-about as you head to Mbeya. We are on the right hand side after MEXON PETROL STATION.*

II. Mission , Vision & Values






Our Vision

Is to allow you relax and have peace of mind while we work on your vehicle faults and bring it back to its best condition and safe for your driving with less time possible at lower costs. Hence meet our key target of customer satisfaction and have positive feedback from our valued customers. Accomplishing this, the company combines high quality workmanship with the lowest costs in the industry.

Our Mission

To achieve the highest customer satisfaction, ensure any job task is completed within the time stipulated. Deliver the highest quality of work in the most efficient and economical way minimising costs for customers as we aim to be the best at what we do and be more reliable and trustworthy to our valued customers as we give and offer them 100% professional services. We believe our success and best achievements in this industry will be as a result of customer satisfaction based to our performance of the services we provide. As we aim to be the best to all our customers from individual customers, Corporate customers i.e NGOs and Private sector, Government institutions etc.

Core Values

-  A commitment to sustainability and to acting in an environmental-friendly way. .
-  A commitment to innovation and excellence.
-  Team work and punctuality

MSM AUTOS & INVESTMENT LTD Recognizes that the most important asset of the company is the employee.

We work together as a team with mutual respect, honesty and hard work which is the foundation of our success.

We adhere to high ethical standards with the aims in mind of doing the right thing at the right time and the right place.



OUR SERVICES

- ✓ Oil Change
- ✓ Tyres
- ✓ Brakes
- ✓ Servicing
- ✓ Batteries
- ✓ Diagnostic check
- ✓ Air condition check/diagnostic
- ✓ 3D Wheel alignment
- ✓ Wheel balance
- ✓ Panel beating
- ✓ Insurance Services
- ✓ Importation Services



OIL CHANGE

The health of your engine depends greatly on the performance of the oil and filter. At MSM Garage we only use top quality engine oils from one of the world's largest lubricant manufacturers. With our oil and filter technicians who are always ready to help you select the right type of oil for your vehicle depending your usage of your vehicle kilometres. To ensure you get the best price for your next oil and filter change, speak to our technicians directly on the number provided.

Oil helps to lubricate your vehicle, ensuring the moving parts run smoothly, while the filter helps to carry dirt and debris away from your engine. However over a long period of time in use oil can lose its viscosity and the filter can become clogged so regular oil and filter changes are recommended depending on the oil used (every 3000 to 9000 kilometres approx.)

At MSM Garage we have several types of oil in stock and offer low prices and quick changes to get you back on the road with minimum hassle. Don't forget our Price Promise- if you can find the same product or service at a lower price locally, we promise to beat the competitor's written quotation.

TYRES

These are the most important components of a vehicle. The tyre tread are making contact with the road is relatively small- only about the size of the palm of your hand – so if your are worn or damaged it can seriously affect your car's safety and handling hence endanger your own life and of others. That's why at MSM GARAGE we highly pay attention on checking tyre tread depth, general tyre condition and tyre pressure to ensure your tyres are safe for the road. We advise a safe tread depth must be above 1.6mm throughout a continuous strip in the centre three quarters of the tread and around the entire tyre circumference.

Msm Garage has a variety options/brands of tyres to meet everyone's budget that we can fit and recommend for your car considering all key factors for a good tyre for your vehicle, the weather and the road you drive most and the type of the vehicle. We offer more advise on tyre care considering the right inflation for a safe drive, comfortable drive, minimise fuel consumption and minimise tyre wear.



BRAKES

Your brakes are the most important safety-critical system fitted to your vehicle and it's essential that they are inspected regularly to ensure they remain in good working order. To ensure you get the best prices on brakes, speak directly to one of our expert mechanics.

At MSM GARAGE we pay much attention on this sector too for the safety of our customers vehicles therefore give a free visual safety inspection every time a car comes for service other than the brakes issues. In this sector we service/repair/inspect/supply a lot of brake parts including, discs, drums, shoes, callipers, cylinders hoses, brake fluid and cables. All this again comes at very low prices as we promise to have the best price for our services and spare parts.

Again on this we are committed to keeping your costs as low as possible and continually price check against our competitors to ensure we remain the most competitive in the industry as our vision is to remain the best.



SERVICING

This is one of the essential fundamental of the car maintenance aspect in every vehicle and for any driver to pay attention to for a better and safer drive and vehicle performance.

Servicing your vehicle at regular intervals has many benefits including improved handling, smoother ride, an increased fuel- efficiency, maximise the lifespan and value of your car with regular car servicing and most importantly it minimises the risk of breaking down. Our expert technicians are trained to service any make and model of car using the latest techniques and diagnostic equipment, and are committed to providing a friendly, straightforward and honest service. The service schedule for your vehicle will depend on the manufacturer, the age of the car and the condition.

At MSM GARAGE we only fit OE (Original equipment) approved parts and all mechanical parts carry a 6month/1,000 kilometres guarantee (whichever is sooner). On rare circumstances we recommend reconditioned parts based on the safety of the part or customer's request/budget. Our technicians will go through this with the customer to make sure all is well explained.



BATTERIES

With batteries being part of the essentials of your vehicle to start and get you moving it can a times be tricky to know when it needs replacing or not hence a times it can happen when you less expect it. Therefore if you would like peace of mind that yours is in good working order visit us and will test yours with our equipment to make sure is still in good condition.

We supply and fit the best and prestige range of car batteries, manufactured to OE (Original Equipment) specification and used by many prestigious vehicle manufacturers including TOYOTA, NISSAN, VW, FORD, HONDA, MAZDA, BMW, MERCEDES BENZ, MITSUBISHI, ISUZU and many more that are suitable for your car that can last you almost forever just check with our technician for the best battery for your car.



DIAGNOSTIC CHECK

Prevention is always better than cure, so it is in the automobile industry. Knowing the problem of your vehicle at an early stage as signs appear and fixing the problem prevents further damage and makes it safer for you and other road users. With us we will stop small problems from becoming big. Warning lights on your dashboard as always been one of the effective ways of noticing any fault/problem about to happen or needing attention in most of the modern vehicle hence making it easier to prevent further problems. Never ignore any warning light displayed on your dashboard amber or red as red is a serious fault needing urgent attention.

Msm Garage's ATA-trained technicians quickly identify the problem and stop costly component failures. We use state-of-the-art car diagnostic test equipment that is capable of checking all makes and models our high-level technical training means we can make sense of baffling fault codes and advise on any necessary repairs.

You'll always pay a great price for our comprehensive diagnostics check and the peace of mind is priceless.



AIR CONDITIONING

These are the most important components of a vehicle. The tyre tread is making contact with the road is relatively small - only about the size of the palm of your hand - so if yours are worn or damaged it can seriously affect your car's safety and handling hence endanger your own life and of others. That's why at MSM GARAGE we highly pay attention on checking tyre tread depth, general tyre condition and tyre pressure to ensure your tyres are safe for the road. We advise a safe tread depth must be above 1.6mm throughout a continuous strip in the centre three quarters of the tread and around the entire tyre circumference.

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3D WHEEL ALIGNMENT

Correct wheel alignment improves road holding and maximises the life of tyres. Aligning the front two wheels resolves alignment issues for most vehicles, but if additional work is needed a quote will be provided. With our modern equipment designed to solve the wheel alignment problem will be the best to help you prevent you from un necessary costs like an increase fuel consumption and decrease the life of your tyres, so it is really important to check your wheel regularly. Hitting kerbs and driving high speed on potholes can result in wheel misalignment so we advise drivers to be careful while driving in such environment.



CAR WASH / INTERIOR VACUUM

We have a modern car wash bay and equipment that make us stand out the best in the region with suitable washing detergents ie shampoo, wax, hoover, washing gloves, soft brush and interior cleaning detergents all this helps maintain the look new of your car and its colour. Price again are at reasonable costs and offer loyalty card for all this services for valued customers who have become regular customers to us.

WHEEL BALANCE

Wheel balancing ensures that the weight of the wheel and tyre is even around the axle, and is achieved by placing tiny offsetting weights at specific points around the wheel depending on the types of the wheel your vehicle has but at Msm Garage we have all weights available suitable for all type and model of wheels. We have modern wheel balance machine in our workshop to work on this.

If you notice uneven tyre wear or tyre 'wobble' at 40 – 50km/h, it is likely that your wheels need re-balancing. The charges on this service are usually per tyre and again our costs on this are relatively at low costs but if we are supplying the tyres, wheel balancing is included within the tyre price so does not need to be paid separately.



PANEL BEATING

We are fully equipped and have very competent panel beater to put your vehicle back to its state after a minor or major accident, no job is too small for us to fix. We have a special workshop room designed for the job of body work only with all equipment available, welding, putt fillers, spray guns, body stretcher for steels, alloys and fixing plastics, fibreglass and others.

We do all vehicles from private customers, corporates and cover all the insurance company job taken. Its all covered with us we will restore your vehicle back to it's original shape.



INSURANCE SERVICES

We offer great deals on insurance to meet your budget and needs to have peace of mind if anything happens. It's always best to be assured that you are well covered in case of anything you don't want to be caught up off guard and left stranded to be back to your daily routine or out of cash to solve whatever falls on you an expectedly. We work with top insurers to give you more assurance that you are safely covered on any risk. From motor insurance, assets, health and most importantly life assurance/insurance.

Get in touch with our best team on this service for a consultation.

IMPORTATION SERVICES

With our great experience in importation of motor vehicles and spare parts has given us the best courage to count ourselves among the best and trusted agent on this industry. We took this step further after discovering the demand from our loyal customer for the service of importing genuine spare parts for the vehicles and went further asking us to help them facilitate their next new car. So we do all the work while you relax and wait for your car to be delivered at your door.

We have a good network of inspectors to make sure the car is available and in good condition and more so the seller is indeed a genuine seller and not one of those fast growing online conmen/thugs/fraudsters that have left many regretting purchasing online. We have all major countries covered and with our trusted team you can be assured you in safe hands when giving us the job, some of the major countries we deal with are United Kingdom, Japan, Germany, USA, Singapore, South Africa and much of the European countries.

You are always welcomed to our office or call us on the number provided for more information or any inquiry you might have, we are always ready to help.





MANAGER



RECEPTIONIST



TECHNICIANS & MECHANICS



WORKSHOP



OUTSIDE VIEW



FULLY FENCED YARD

Our Process



Business licenses and regulatory certificates

TRA



OSHA



LESENI YA BIASHARA



BRELA



FIRE SAFETY





Your Safety Is Our Priority

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