

# Saturn

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"There are no secrets. Every customer is just as important as the next. Prices are non-negotiable. We are buying the same car at the same price," Tibus said.

Saturn offers no rebates, no incentives. All cars are sold at a set price. "When customers come in, they know what they are going to get," Tibus said.

Saturn doesn't have sales people, it has sales consultants who help customers pick the car that fits their needs. "We get a lot of people who are learning. We want them to go out and compare our cars with other cars."

Prices range from \$9,100 to \$18,000. Saturn offers three four-door models, two two-door models and two station wagon models, which are soon to be introduced.

Three days after you buy a Saturn, a customer relations person will call you. This isn't someone you've never met before. While at the dealership, the customer relations person was already introduced to you. "She asks for honest feedback," Tibus said.

Five days after your purchase, the Saturn Corp. will call. And 30 days later you will get a

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Karen Tibus

survey in the mail, as well as a VIP packet, which includes a picture of you with your new car on a calendar.

Tibus admits there's been plenty of myths that have grown up around the Saturn product. But one of the amenities is a 24-hour road service, available over an 800 number. "And it's not just an answering machine," Tibus said.

With all the hard work and the determination to please customers, Tibus said, the quandary is how do you continue to exceed

yourself time and again. "We have a real growth pattern. It's not a one-time shot. Now the question is, 'What are we going to do to make you come back, the second, third and fourth time you buy a car?'"

The new Farmington Hills dealership won't have a big back lot for new cars, but if business is great, Tibus doesn't rule out buying property for an additional lot.

"It's been hard times for the auto industry," Tibus said. "The recession has hit. People aren't out there buying new cars. It's tough for people even to service their vehicles."

Still, Tibus does little, if any, advertising. Sales have exceeded goals. "We have a great car at a great price. We've done literally no advertising except for the billboard on I-275."

Tibus' Plymouth dealership opened in 1990 but she's still getting a lot of surprised customers — especially when they realize the boss is a woman.

"It's a tough business for females to be in," she said. "You can't be a wife and mother and president of three car dealerships. I am totally dedicated to my work."

## OBITUARIES

### CATHERINE MARIAN MCBRIDE

Mrs. McBride, 75, of Farmington Hills died Sept. 27 in Botsford Hospital, Farmington Hills.

Born in Detroit, Mrs. McBride was a homemaker. Survivors include her sons, Michael and Joseph; a daughter, Peggy Marker; seven grandchildren.

Mass was celebrated in St. Fabian Catholic Church, Farmington Hills, with the Rev. Norbert V. Kendzierski officiating. Burial was in Holy Sepulchre Cemetery, Southfield.

Arrangements were made by the Heene-Sundquist Funeral Home, Farmington.

### THOMAS ALBERT RUTHERFORD

Mr. Rutherford, 66, of Farmington Hills died Sept. 28.

Born in Detroit, Mr. Rutherford was the owner of Rutherford Electric. He was the third generation

electrical contractor in Michigan. He was a member of Local 58.

Survivors include his wife, Joanne; sons, Tom Craig, Robert William, Douglas Lee and Jon Van; daughters, Nancy Ann Pelton, Kim Marie and Leslie Specht; three grandchildren. Services were at the Nardin Park United Methodist Church with the Rev. Dr. William Ritter officiating.

Memorials may be made to Medical Center Development, Prostate Cancer Research, U-M 301 E. Liberty St., Suite 300, Ann Arbor 48104-2261.

Arrangements were made by the Thayer-Rock Funeral Home, Farmington.

### ALICE ROSE MILLER

Mrs. Miller, 86, of Livonia died Sept. 30.

Born in New Boston, Mrs. Mil-

ler was a secretary and owner of Redford Lathe Turning Co.

Survivors include her husband, Al; son, Milton of Farmington Hills; daughter, Millie Oxford; five grandchildren and six great-grandchildren.

Services were October 3 at the Thayer-Rock Funeral Home, Farmington, with the Rev. Stephen T. Baker of Covenant Community Church in Redford officiating.

Memorials may be made to the Alzheimers Foundation.

### PEARL A. BENDER

Mrs. Bender, 84, formerly of Farmington, died Sept. 29 in Sandy, Utah.

Born in Muncie, Ind., Mrs. Bender was a homemaker.

Survivors include her son, Bill; daughters, Margaret and Nancy; sister, Mable Richards; 15 grand-

children and ten great-grandchildren.

Services were Oct. 3 at the Heene-Sundquist Funeral Home, Farmington, with the Rev. Victor F. Halboth of Grace Lutheran Church officiating. Burial was in Oakland Hills Cemetery, Novi.

### BETTY BOYD

Mrs. Boyd, 63, of West Bloomfield, formerly of Farmington Hills, died Sept. 30 in Sinai Hospital of cardiac arrest from complications resulting from leukemia.

Born and raised in Chicago, Mrs. Boyd moved here 30 years ago. She was an avid golfer and was president-elect of her golf league at San Marino Golf Course in Farmington Hills.

Survivors include her daughters, Linda McDonnell and Kathy Bartlett; sons, Gary, Ron and Jimbo; 11 grandchildren.

Services were Oct. 4 at the McCabe Funeral Home, Farmington Hills. Memorials may be made to the Leukemia Society of America.

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## Firemen's robot visits McDonald's

The Farmington Hills Fire Department's new robot and two live firefighters will visit the McDonald's restaurant at 38400 W. 10 Mile Road 5-7 p.m. Wednesday, Oct. 7, to talk about fire prevention.

Weather permitting, a Hills fire truck will be on display in

the restaurant parking lot.

As part of the program, McDonald's will offer Hamburger Happy Meals for 99 cents with the purchase of an Extra Value Meal. There will also be free ice cream cones and balloons for children 10 years old and younger.

## Arthritis Today

Joseph J. Wells, M.D. Rheumatology  
18829 Farmington Road  
Livonia, Michigan 48152  
Phone: 478-7860

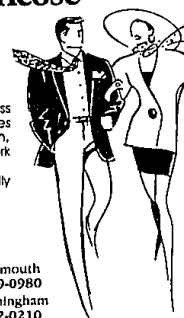


### WITH ARTHRITIS YOU NEED TO WALK MORE

That is, you have to get up and stretch more frequently than others who have no arthritis. When you travel by car, you need to arrange with those accompanying you to stop every 45 minutes to an hour so you can get out of the car and walk. When you are with friends playing cards, you should plan to arise and at least circle the table every 15-20 minutes. The reason you must exercise so often is to avoid the onset of joint stiffness. If you move frequently, even for a short period, you can keep your tendons and ligaments warmed up. Then you will be able to maintain joint coordination in the event your arthritis flares. If you sit and do not soon start up again, you lose this adaptation; then you must start from the beginning to bring an additional draw on your already limited reserve of stamina. When you have arthritis, necessity forces you to turn washing into an art. You learn how often you must arise to keep limbs, and how to position yourself so your incessant activity will not irritate others. To onlookers you may appear hyperactive. The truth is, that with arthritis, your joints must work more and rest more at the same time.

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A Study of the Charismatic Phenomenon

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While criticizing a modern sensation involving deep feelings may not be popular, it is our duty to identify and avoid any heresay or excess that could destroy proper faith in Christ. This seminar is for lovers of truth rather than feelings and hype. If you want to soberly study tongues and other Charismatic claims by the Bible, then this seminar is for you. Original material, visual aids and handouts will be used. This absolutely free seminar is given by the Farmington Hills Church (a Baptist church) for the truth's sake and the glory of God.

Seminar in the Scriptures  
Thursday, October 8, 7:30 P.M.

Comfort Inn (Mackinaw Room)  
12 Mile & Orchard Lk. Rd. & I-696  
Farmington Hills

For Information: 553-4994; 539-0816

# Menopause

## Estrogen Replacement Therapy

presented by

Donna Marie Hoban, M.D.  
Shorepointe Family Physicians

Join Donna Marie Hoban, M.D. as she leads an enlightening discussion concerning the impact of estrogen replacement therapy on menopause, osteoporosis and hypertension.

Dr. Hoban, a family practitioner with special interests in women's health care, is on staff at Shorepointe Family Physicians, Grosse Pointe. Her background includes extensive speaking experience through Wayne State's Medical School and community education programs.

Wednesday, October 14, 1992  
7:00 p.m.

St. Mary Hospital Auditorium  
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Friday, October 9  
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