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## Message from the President

Total Motor Mart is an experience conceived out of a genuine desire to make vehicle procurement from Japan as easy as getting into a record store and buying that cd you had your eyes and mind on for so long. Total Motor Mart can truly confirm that since its genesis, it has experienced its fair share of high points and low points. In our line of business we have realized we need to go the extra mile to deliver high levels of

customer satisfaction, hence our motto “Because we know you have a choice, we go the extra mile.”

We are still consolidating on the Total Motor Mart experience and we are going the extra mile to ensure dealing with TMM will be an experience a client will say “Well, that was my first experience with pure customer focused people!” In hindsight there are certain things we will perform the same procedure over and

over again, whilst there are certain experiences that have also helped us to grow as a company. Buying from us has always been an experience and never a transaction. In our overall plan we had wanted to deliver some vehicles right to the customers’ doorstep. Yes, we can confirm we are doing it and will continue to do it. Old and new clients please always know that as long as it is Japanese we will get it!

## Mission of Total Motor Mart Co.,Ltd.

The mission of Total Motor Mart is to be and be acknowledged by other players as the leading motor vehicle dealer supplying new and used Japanese equipment to Zimbabwe and the SADC region. To that end, we Endeavour to provide high quality service to all our clients. We will strive to be a credible and reputable company with unquestionable integrity and we will deliver exactly as we

would have promised. Spare parts provision of the newer Japanese marquees has been a challenge and at Total Motor Mart we will always stand ready to help old and new clients. We realize and acknowledge the value people place in their vehicles and for them to be off the road for a minor part hard to procure in their neighborhood, we make it our business to be of assistance in such cases.

**TOTAL MOTOR MART  
CO., LTD.:**

*Our position in the  
industry and spares parts  
provision*



## Vision and History of Total Motor Mart Co,Ltd.



Total Motor Mart was born out of the vision of the Japanese Vehicles marketing Guru, Peter Gamundani. After settling in Japan, he noted the need to have someone who had an understanding of the African market and its needs. There was a need to eliminate the middle man in getting vehicles from auctions and companies but that needed someone who could

converse and read Japanese, a necessary skill for negotiations. That was achieved by studiously studying the language and the market. In 2004 TMM came into being and the journey traveled thus far has been enjoyable and challenging. The benefits are getting through to our target market and our vision is to have our name as recognizable as any popular

brand like coca cola. The main office is in Japan and agents been appointed in virtually every country in the SADC region. If they are not in your town, the agent is certainly a few hours drive from you.

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*“Kusina amai kunoendwa  
and a dream not vividly  
pursued is a wasted life”*

## Commitment to our Clients

Buying from us is not a purchase but “an experience.” We are the only concern with a money back guarantee if the client is not satisfied, even for our used vehicles! This is not just lip

service but we have been doing it as we know customer goodwill is priceless. We will walk all the way with our clients from purchasing to registration of the vehicle at

no extra charge. Once you have walked with us you will surely recommend a friend or kin to try us. We treat our clients as partners, carefully working with them to understand their needs and challenges.



## Corporate Philanthropy

We have donated vehicles to various causes like rural development associations, churches and schools. We believe in uplifting the well being of our existing and future clients. Our helping hand has spread as far as Tanzania, Mozambique and Malawi. We have also adopted some needy students for whom we are paying school fees and feeding. We always look for needy cases and conditions permitting we will move in to assist. Of course we welcome partnership from other like minded corporate bodies as long as our values and wishes are consistent and

dovetail into the ethos of service to the Lord our God and the community.

*Pictures on the right : From Left, Fr.Kidavuri ,P Gamundani (CEO Total Motor Mart Co.,Ltd.), and Fr. Germin L.Lukoka.*

*The vehicle on the picture was a donated to the Diocese of Same by Total Motor Mart Co.,Ltd in Tanzania, December 29, 2004.*



## Why buy from TOTAL MOTOR MART

We never abandon our clients after we have closed a transaction. This philosophy is derived from the confidence and faith we have in the vehicles and equipment that we supply. We have supplied cars and equipment to policeman and soldiers on peacekeeping missions, banks, farmers, international organizations and individuals. The list of our clients continues to grow and our experiences with all these clients will benefit both existing and new clients. Word of mouth recommendations by satisfied clients has helped us grow and we realized this can only be derived from a

satisfied buyer. Total Motor Mart will ensure full spares back up for all vehicles it supplies. These can be procured without the client paying in the scarce foreign currency.

More importantly, we speak the client's language and a regular client will get regular updates on deals and promotions we run all throughout the year.

We accept your local currency be it Meticals, Rand, Pula, Kwacha or Dollars.



*“We have a global outlook but our current area of focus is the SADC region”*





*“No order is too big or too small at Total Motor Mart. Even that single bolt you just seem not to get we will look for it!”*

## Special deals. What does this mean?

We have special deals promotions running throughout the year. That we cite them as special deals does not in any way translate to a compromise on quality. The special deals are available for the premier customers buying some of our flagship high value vehicles whom we give the

option of a car for free with them only paying the freight and clearance costs. As a member of various auction houses we want our clients to benefit from the very reasonably priced vehicles we sometimes get. At Total Motor Mart we are selective in the vehicles we get for our warehouses, this ensures

unwavering adherence to quality.

## Freight Charges and other costs explained

All vehicles are quoted FOB( Free on Board) meaning a client has to factor in the following freight and insurance charges to the unit and come up with the total cost of procurement from Japan. Some of our clients arrange their own shipping

but we do not recommend it. It is better to let us worry about shipping schedules and booking.

Our charges to Durban eg. The main Southern Africa Port are as follows:

Small Sedans: US\$1000

Large Sedans US\$1300  
 Minibuses & 4x4s US\$1500  
 Small Trucks US\$1900  
 Minibuses (26-29 Seater  
 +-US\$3000

**There are no other hidden costs at Total Motor Mart**



*“Trucks in all shapes and sizes and for all purposes”*

## Truck Buyers:

We have a large selection of multipurpose trucks ideal and suited to the tough African terrain. It is advisable to give us an insight into your heavy duty requirements and then we will be able to recommend the right truck for the right job. Be it for the cotton or maize deliveries, sand sales

or even logs, if it is not in stock we can get it for you.

We have mostly manual vehicles in this section and as always we can tailor-make a deal for according to need.

The new farmers mostly in horticultural concerns can also enquire about the special refrigerated trucks we

can avail for their specific professional purposes.



## Passengers Vehicles Buyers

Total Motor realized the need to give special attention to passenger vehicles and to that end we have made every effort to ensure our stocks have an adequate selection from which customers can choose from.

Our large selection starts from the mini luxury coaches. We have 8-seater buses in the popular Toyota and Nissan range. There are also some 10, 14 and 18 seater mini coaches at very reasonable prices. Tour operators and all those specializing in airport shuttles can also find

something very suitable for their line of operation.

A large selection of Intra-City and Inter City luxury coaches is also on offer. Cross boarder transport operators can also sample our 60-seater Mitsubishi, Hino and Nissan coaches. These offer high levels of comfort, reliability and the fuel consumption can certainly go a long way in curbing the costs of overheads.



## Family vehicles and Luxury vehicle buyers

There is a wide choice of family sedans and saloons from all the big Japanese car manufacturers namely Toyota, Nissan, Mitsubishi, Honda and Subaru.

Clients ordering new vehicles can specify color and extras they desire.

There are offers to suit all pockets and our prices start as low as US\$500 (FOB). Most have these vehicles in the automatic and manual transmission range. Manuals cost a little extra. This does not mean they are more reliable but they are harder to find since most modern

vehicles are now being made with automatic transmission.

As usual clients should specify their special requirements which we will gladly try to meet or even surpass.

A large selection of our newer models are now fitted with dvd and mp3 players.

Sports enthusiasts are welcome to sample the sedan 4x4 range and the extreme all terrain conquering vehicles we have in stock. The website has just snippets of what is

available.

It is better for a client to give us an idea on the kind of vehicle or equipment they are looking for and we search our stocks. If it is not in stock we guarantee we will have found one within a week.

For sedans we can ship once we receive the payment on the cost of the car and the client can then offset the shipping charge before receipt of the car at the port of choice.

QUARD BIKES  
AVAILABLE





“Wild and Free! Extreme Customising”

We are into extreme signature customising. We go way beyond “Full House!!!”

Special vehicles, custom- made, with extras.



## Areas where you can find Total Motor Mart

TMM is global in its outlook. We export to virtually every corner of the globe. Our current area of focus is the SADC region. There are special bouquets for Zimbabwe, Zambia, Botswana, Mozambique, Malawi and Tanzania. The interest in this region was precisely due to our biological ties with this part of the globe and the need to have a name and presence in our own region. The road structure and climatic conditions of this region require careful selection in vehicle and equipment

choice. The strain placed on the vehicle suspension and engine requires that vehicles that have proven themselves in this region be prioritized. Because of the very nature of travel in this part of the globe a client who is often on the road will need a vehicle with good ground clearance. That vehicle should also conquer the Nyanga mountains or the Zambezi escarpment without

its temperature shooting to flashing red. We are there in virtually every country and our agents with parts provision and vehicle repairs in any of our network of recommended workshops. These workshops stock all the required parts for vehicles we supply.

Zimbabweans in the diaspora in the UK, USA, Australia, we will deliver *kumba chaiko mufunge*. Leave the worry about getting your car home to us.



## News from Zimbabweans in the diaspora

Thanks Peter for giving me a chance to vent my frustrations at some of the challenges we face as Zimbos in the UK!! For Starters we do not know who to trust anymore. Some guys are now infamous for being labeled as Home Office informers. A good number of our brothers and sisters seem not to have the right papers for a legitimate right of abode in

the UK. Most are asylum seekers and the recent rulings point firmly to harder times to come for all failed or would be asylum seekers. I surely hope for better days ahead and hopefully will be able to make hay whilst the sun is shining, well sunshine is a rare occurrence this part of the world!! Where am I leading you to, I really have no idea

but it is all worries and a prayer for what used to be back home. Anyway more news next time.

Zimbabweans in the diaspora, this is your space!! We welcome your contributions on any matter.

Mail your stories and matters to [peterg@totalmotormart.com](mailto:peterg@totalmotormart.com)

## How to order your spares from Total Motor Mart P\L

Ordering spare parts is easy. Just give us the vehicle make and year , vehicle's chassis and engine number. Presto, within a day we will be able to fax or email a quote of the part/s needed. Once an order is confirmed we mail the parts by express mail reaching their destination inside seven days. As long as it is Japanese, we will get the

part. We have special deals for our platinum customers who can get parts in advance and then pay later, **in their own local currency.**

## Peter Gamundani- Inside the mind of the man behind the Face

Presumably by now most of the people I have had occasion to get into some discussion will know that I am crazy about cars and the new approaches to marketing. I have always strived to go beyond the textbook and try to infuse my experience in Zimbabwe and how relevant it is to the global environment. We can not run away from the fact that the world is now a global village and for Africa and Zimbabweans in particular to make a difference there is need to take advantage of the new information technologies as we still have a lot to

give the world in terms of our expertise and resources (human and material).

At least if we can not be there physically, let our impact be felt in all the other communication avenues being brought to the fore by globalization.

My dream is that one day Africans will build strong useful and efficient networks. With these networks symbiotic links develops and ultimately this will benefit our economies by creating employment and generating

forex. Development of the local markets is also crucial as these can be the springboard for conquering the world market. It is no secret that as long as we let the so called developed economies set our development agendas, we will always be nations of consumers when what we need the direly are entrepreneurs.

Keep watching this space and as always we want you to continue supporting us and forwarding your concerns and ideas. This can only make give our clients better service.





*Micky A.M, At a USS Auction Japan ,  
A Zimbabwean now based in the Canada visited us, and he  
bought the above Mitsubishi Pajero , he is pictured with...*

**The whole trip to Japan was Educational, getting to meet the President of Total Motor Mart Co.,Ltd. was a pleasure.....I chose my vehicle before the Auction day. My heart was beating very fast through to the last bid. I realized I had bought my dream 4x4... Total Motor Mart Co.,Ltd hosted me at a Hotel in Saitama I will recommend others to deal with Total Motor Mart Co.,Ltd... Micky A M(Toronto)**

## **Words from satisfied clients**

**“TMM is the best, you can trust them to deliver as promised” Moses B- Zimbabwe**

**“I am very happy about my car and they certainly gave me more than I bargained for” Evans S- Zimbabwe**

**Very happy to have been introduced to Total Motor Mart Co.,Ltd. Christopher N. (Malawi )**

**I am a proud owner of a top of the range Toyota Carina, they far exceeded what I was expecting Charles J (Malawi)**

**My Camry is the envy of our Neighborhood and I have since introduced many people to this great Company. Richard M. ( Malawi)**

**.I thank God, for introducing me to this Company, I am a Priest and based in Rome. It was not a coincidence but reality. Mr Gamundani is a man of his words. After visiting his website., we started chatting and he promised to visit Tanzania. And sure as the sun will rise tomorrow he visited us and**



**we had the pleasure of him drive the vehicle they donated to us from Dar es Salaam to Same which is 590km towards Kilimanjaro from The Capital City of Dar es Salaam.. It was unbelievable that we saw a man with a great vision for Africa and its people. I personally took the pictures you see on the website. Mr Peter Gamundani surprised me at the rate at which he was connecting with Masai people along the highway when we stopped to greet them and pose for a few photos. He has continued to extend a helping hand to date and we have become Brothers. He is also a Catholic and we work together in trying to assist our under privileged societies..**

**Fr. G. L L Tanzania (Based in Rome)**

**I am a Athletics Instructor, and Peter has astonished me at the way he welcomes people. We have been to Japan on different marathon events and he has always been there to cheer us, a true African. He is different from other people, some from the same country with us who only want money and if they discover you are not buying vehicles they will not want to meet you again. I never thought I would buy a vehicle, but after meeting this gentlemen, even my athletes every-time we are in Japan all want to meet Peter. Eventually I ended up Buying an Suzuki Escudo. That green horse has set Arusha alight and everyone wants to buy their vehicles from the same source.. Francis J. ( Tanzania Arusha)**



Total Motor Mart is a wholly Zimbabwean owned company based in Japan. The immediate benefit for anybody calling on TMM for assistance is you will be working with people who understand the needs of the Zimbabwean buyer and we speak your language.

We have schemes to suit all pockets and our current area of focus includes Civil Servants, parastatal workers, college lecturers, and essentially everyone who is working in Zimbabwe. Old and new farmers, we also have something for you!! Our linkages and the consequent synergies with the local banking industry ensure that the funds are speedily and efficiently processed. Owning a combi, bus, truck or tractor should be a dream to be fulfilled by all focussed and hardworking Zimbabwean employees, and this is where we come in.

Our vision is to demonstrate that importing a vehicle from Japan should be as easy as going into the showroom in town only that you will be getting that dream vehicle at a much lower price and your money will be in safe hands.

We guarantee full spares backup for all vehicles we supply and these can be in the client's hands within a week of placement of order. We always follow up as we know our vehicles will stand up to the demands of the Zimbabwean environment.

We have supplied all types of cars and heavy duty machinery to Zambia, Tanzania, Botswana. Zimbabwe retains a special place in our operations as it is our motherland.

The guys in Zimbabwe will ensure that they deliver your car in tip-top condition and will be on hand to assist on any bureaucratic or mechanical matters, guaranteeing your peace of mind.

Because we know you have a choice, we always go that extra mile!

Peter Gamundani  
CEO Total Motor Mart Company Limited.