



Advent Resource

P.O. Box 1740, San Pedro, CA 90733-1740

December 2002

Advent Resources Inc. (310) 241-1500

Volume 3, Number 4

IN THE NEWS

Data from
Powergram©

Chrysler Tests Fuel Cells

DaimlerChrysler is introducing a fleet of hydrogen fuel cell cars next year as part of a global test program for alternative fuels, according to Dow Jones newswires. It will develop a fuel cell vehicle that runs on sodium borohydride, a clean, recyclable fuel made from borax.

Sporty Crossovers, Coupes Coming

Major carmaker product plans include some sporty crossovers and racy coupes, according to Jeff Schuster, director of production forecasting and product planning at J.D. Power and Associates. Highlights include:

Lincoln Coupe or Crossover. Lincoln may consider launching a luxury rally-inspired coupe, currently dubbed the Lincoln Crossover. It may debut on the 2003 auto show circuit. The Lincoln coupe could be based on the LS platform but would feature assertive styling with fold-flat rear seats. This launch could pave the way for the next-generation Aviator to be built on a unibody (car-based) platform, making it slightly smaller than the current Explorer-based model.

Toyota may be adding two sporty models: the Supra could be back in two years. The new model, priced under \$30,000 may feature a version of the 3.0-liter, 6-cylinder engine in the Lexus IS 300, but with more horsepower. A second model could be a super sports car to compete with the Porsche 911 or Maserati Spyder.

Buick, Saturn. The Pontiac Solstice coupe/convertible, based on the small Delta platform has a tentative green light for production in 2005-06. General Motors is evaluating two similar additions, one for Buick and one for Saturn. The Buick version would be modeled on the Bengal concept. Saturn may be slated for a version of the Solstice convertible.

Data for this column is courtesy of The PowerGram, published by J.D. Power and Associates. Copyright 2001 by J.D. Power and Associates. All rights reserved. A free subscription to the daily PowerGram is included with your participation in the Power Information Network. Contact Tim Gill @ (310) 241-1500.

Advent Welcomes



We are pleased to welcome two new members in Southern California: **Lancaster Honda and Lancaster Auto Group of Lancaster**, in the heart of the Antelope Valley, and **Trans Ocean Motor Co. of Pasadena**, located on Sierra Madre Blvd. From New Mexico we welcome **Auge's Chrysler Dodge Jeep of Belen**, located near historic Albuquerque.

Advent looks forward to a mutually prosperous future with our new members. 🌴

Power User of the Month

A Year-End Salute to Our Heroes

We would like to offer one more round of applause here for the Power Users we have honored in this space each month in the year 2002. Here's a recap of our Super Power User Client Staff, the unsung heroes of internal support here at Advent. We appreciate the talent, skill and commitment of all Advent users who work with us to help make their own businesses run more effectively using The Advent Family of High Performance Automotive Software Products.



- ★ **Wendy Maricelli**, Sales Manager at Don Rasmussen Mercedes-Benz in Wilsonville, Oregon.
- ★ **Jarrod Murphy**, Information Services/Facility Manager at Mercedes-Benz of Laguna Niguel, California.
- ★ **Kathy Blackley**, MIS Director for Garff Enterprises (34 franchises at 18 locations in Utah).
- ★ **Andy Lancashire**, Systems Administrator for Westside Automotive Group in Cleveland, Ohio (for Key Register System support).
- ★ **Tim James**, IT Director and his crew for LA Car Guy, Inc. (6 dealerships in Southern California).

★ **Rich Piccone**, IS Manager and his staff for the Ira Motor Group (13 franchises in Massachusetts).

★ **Kevin Kordys**, Sales Manager at Giant RV Center's Corona store. 🌴

Politically Incorrect

But Curiously Apt

Why Santa Claus Can't Be Male



Men can't pack a bag.



Men wouldn't be caught dead wearing red velvet.



Men would feel their masculinity is threatened ... having to be seen with all those elves.



Men don't answer their mail.



Men would refuse to allow their physique to be described, even in jest, as anything remotely resembling a "bowlful of jelly."



Men aren't interested in stockings unless somebody's wearing them.



Having to do the "Ho, Ho, Ho," thing would seriously inhibit their ability to pick up women.



Finally, being responsible for Christmas would require a commitment.



Uncle Sam Wants You


Patriot Act Compliance

As you are probably aware, Congress passed the USA Patriot Act (The Act) in response to the terrorist attacks of September 11th, 2001. The Act impacts financial institutions, which does include auto dealerships and auto finance companies. These financial institutions are required, effective June 1, 2003, to check the identity of any person seeking financing against the database at the Office of Foreign Assets Control (OFAC).

The OFAC database maintains a list of individuals, organizations and companies that pose a threat to national security. The following are some of the highlights of the OFAC requirement and how we at Advent, through our relationship with First American CREDCO, intend to respond.

Dealership Compliance is an important issue. OFAC falls under the Department of Treasury. Failure to comply can result in strict penalties. It is important to note that the information contained within the OFAC database is not considered a consumer report because it cannot be used by a financial institution as a factor to grant or deny credit, insurance, employment or for any other purpose under the Fair Credit Reporting Act.


Manually searching the OFAC List is a difficult, tedious and time consuming task. Therefore Advent, through our relationship with First American CREDCO, will be offering access to the OFAC database via each of the three national credit bureaus for an add on fee. The service will appear as a separate tear sheet page on the eye readable credit reports with a disclaimer to make sure the dealer knows that the OFAC information is not part of the credit report. The title of the page will be "OFAC Screening Report." Existing Advent and CREDCO users will need to sign an addendum to the Agreement for Service in order to receive the service. New customers will find this feature included in the sign up function.

Please review the requirements under this act which are available at NADA's fax on demand service (call 800-778-7209 and request document #95) or by visiting www.nada.org (click on member services, then government affairs, then regulations). 

Phone Systems

More Changes Coming

We're at it again. We told you more changes were coming to our phone systems to improve service — and here they are. Last month, we informed you of the first change (which has already taken effect): our After-Hours Support dedicated phone number was discontinued. Well, we hit a technical snag so we're temporarily reinstating an **After-Hours Support number** but it **has changed**. It is now **310-704-5788**.

Second, we will be installing a new voice-mail system later this month for vastly improved service (yaaaahh!). It's called Voice Control because that's exactly what it does. It allows you to take control with nothing but your voice. You say what you need and the system figures out how to route your call. Details will be spelled out in a future article but here's a glimpse of what you can expect: Every caller will be greeted with a recorded prompt asking them to speak either the name of the person they wish to be connected to or a brief description of the nature of their problem call. For instance, if you needed to speak to Tim Gill, you would just say his name to be connected directly. If you had a printer issue, you would simply say, "printer" to be immediately connected to the hardware support group. Just as with printers, we will program Voice Control with all major categories of service requests we receive, whether it's "accounting" or "Key Register". It even understands nicknames — so it knows "Bob" is the same person as "Robert". Give it a try and see if you don't agree it improves our quality of service to you! 

Have a PC Christmas

'Twas the night before Christmas and Santa's a wreck...

How to live in a world that's politically correct?

His workers no longer would answer to "Elves".

"Vertically Challenged" they were calling themselves.

Four reindeer had vanished, without much propriety,

Released to the wilds by the Humane Society.

And equal employment had made it quite clear

That Santa had better not use just reindeer.

So Dancer and Donner, Comet and Cupid, Were replaced with 4 pigs, and you know that looked stupid!

Second-hand smoke from his pipe had his workers quite frightened.

His fur trimmed red suit was called "Unenlightened."

And as for the gifts, why, he'd ne'er had a notion

That making a choice could cause so much commotion.

Nothing of leather, nothing of fur, Which meant nothing for him. And nothing for her.

Nothing that might be construed to pollute. Nothing to aim. Nothing to shoot.

Nothing that clamored or made lots of noise.

Nothing for just girls. Or just for the boys. Nothing that claimed to be gender specific.

Nothing that's warlike or non-pacific.

No baseball, no football...someone could get hurt;

Besides, playing sports exposed kids to dirt.

Dolls were said to be sexist, and should be passe;

And Nintendo would rot your entire brain away.

So Santa just stood there, disheveled, perplexed;

He just could not figure out what to do next.

He tried to be merry, tried to be gay, But you've got to be careful with that word today.

Something special was needed, a gift that he might

Give to all without angering the left or the right.

A gift that would satisfy, with no indecision,

Each group of people, every religion; Every ethnicity, every hue,

Everyone, everywhere...even you.

So here is that gift, it's price beyond worth...

"May you and your loved ones enjoy peace on Earth."

