



Advent Resource

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November 2002

Advent Resources Inc. (310) 241-1500

Volume 3, Number 3

IN THE NEWS

Data from
Powergram©

Certified Used-Vehicle Sales Rise

Certified used-vehicle sales have increased 46% in the last two years and it is estimated that more than one-third of all late-model used vehicle (five years old and newer) sales this year are certified models, according to the *J.D. Power and Associates 2002 Used-Vehicle Sales and Certification Study*. Luxury brands rank highest in satisfying used-vehicle owners with Lexus receiving top rankings in each of the factors that make up the overall certified used-vehicle satisfaction index, followed by Jaguar, BMW and Mercedes-Benz, respectively. The study, which surveyed 11,000 used-vehicle buyers, also reveals that luxury buyers purchase certified used vehicles at a higher rate than do non-luxury buyers. "While the traditional used-vehicle sale is motivated primarily by price, certification programs increase consumer confidence about the quality of the used vehicle, backed by a strong warranty," said Scott Weitzman, senior director of retail programs at J.D. Power and Associates.

Fuel Cell Vehicles Arrive

Toyota is leasing two modified fuel cell versions of its Highlander SUV to two U.S. universities, the University of California at Irvine and Davis, according to *The Los Angeles Times*. The schools will lease these low-pollution vehicles for 30 months for \$10,000 per month. Last month, Honda said it will lease five fuel-cell cars to the City of Los Angeles, one to be delivered this year and four in 2003. Toyota also will begin leasing fuel cell vehicles in Japan to the government beginning December 2, *The Detroit News* reports. The hydrogen-powered FCHVs (fuel cell hybrid vehicle) can be leased for under 30 months at a monthly rate of 1.2 million yen (\$9,921), which is too costly for the average consumer.

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Advent Welcomes



We are pleased to extend a warm welcome to our new member in Massachusetts, **Ira Nissan**. Part of the dynamic Ira Motor Group, Ira Nissan is located in historic Tewksbury in the heart of the Merrimac Valley

In Southern California, we add **Tustin Mazda** and **Nissan of Carson** to our roster of clients. Also in Southern California, we welcome **McClellan's Buick Pontiac GMC** in Lemon Grove near San Diego, and **Lender's Liquidation Centers Inc.** in Costa Mesa.

In Central California, we welcome **Benny's Toyota**, located in Sanger, at the foot of the Sequoia National Forest near Fresno.

Finally, moving to Northern California, we welcome **Beshoff Motor Cars**, located in San Jose.

Advent looks forward to working with all our new members towards a prosperous future. 🌴

complicated affairs, so setting up the off-site system for them requires a custom configuration, using a wireless network and a lot of work to get everything operational. That's where Kevin's willing attitude is invaluable. He keeps his cool – while trying to manage sales, too – which makes for smoother sailing for everyone involved. Thanks, Kevin! We're looking forward to the next sale. 🌴

Random Observations

- ☞ Give a person a fish and you feed them for a day; teach that person to use the Internet and they won't bother you for weeks.
- ☞ Some people are like Slinkies . . . not really good for anything, but you still can't help but smile when you see one tumble down the stairs.
- ☞ Health nuts are going to feel stupid someday, lying in hospitals dying of nothing.
- ☞ Have you noticed since everyone has a camcorder these days no one talks about seeing UFOs like they used to.
- ☞ Whenever I feel blue, I start breathing again.
- ☞ Why does a slight tax increase cost you two hundred dollars and a substantial tax cut saves you thirty cents?
- ☞ In the 60's people took acid to make the world weird. Now the world is weird and people take Prozac to make it normal.
- ☞ Politics is supposed to be the second oldest profession. I have come to realize that it bears a very close resemblance to the first.
- ☞ How is it one careless match can start a forest fire, but it takes a whole box to start a campfire?
- ☞ You read about all these Terrorists-- most of them came here legally, but they hung around on these expired visas, some for as long as 10-15 years. Now, compare that to Blockbuster; two days late with a video and those people are all over you. Let's put Blockbuster in charge of immigration. 🌴

Power User of the Month

*Kevin
Kordys
Sales Manager,
Giant RV
Center/Corona*



Our Power User for this month is **Kevin Kordys, Sales Manager** at Giant RV Center's Corona store. Giant RV Center is a huge RV dealer - in fact, one of the largest in Southern California with stores in Upland, Colton, Indio, Irvine and the one where Kevin works in Corona. A number of our customers have tent sales but nothing in the car business compares with an RV off-site sale. Giant RV Center alone has over \$75 million in inventory so you can imagine, with many other dealers involved, how huge these things are! They are fairly

After Hours Support

We're on Call

We're making some changes to our phone systems in order to improve service. The first has already taken effect: We have discontinued the After-Hours Support dedicated phone number, 310-345-3523. Instead, if you need live support outside of our regular business hours – 6am-6pm Monday-Friday Pacific time – call our main office number, 310-241-1500 (or 888-923-8368, toll-free). Listen to and follow the prompts. You have options of leaving a message for a return call the next day or being connected immediately to our after-hours support staff.

Watch this space for more improvements coming soon! 🌴

It's a Match

Advent Resources & First American CREDCO

Advent has partnered with First American CREDCO to integrate their FASTCar service into the Advent High Performance Sales System release 4.40. With FASTCar, you'll be able to pull credit reports directly through your Advent system via the Internet, with no additional software/hardware and no re-keying of customer information.

First American CREDCO gives you one-source access to 1, 2 or all 3 major credit bureaus (Equifax, Experian and TransUnion). Multi-bureau credit reports are automatically combined into a single easy-to-read report with duplicate data eliminated. Credit scores, including auto-specific scores, are also available. Credit reports from First American CREDCO offer you:

- Speed – single or multiple-bureau reports delivered in seconds.
- One standardized report format – for quicker analysis.
- More comprehensive credit information – all the information available from the bureaus in one report.

- No monthly fees or minimums, and no out-of-area fees.
- Superior customer service and technical support.

To start using First American CREDCO, call 1-800-694-1414 (ext. 6821, 6822 or 6823) or e-mail cpdsales@firstam.com or the Advent sales team at 1-888-923-8368. 🌴

What They Said

But Wish they Hadn't

Perhaps there is a good case for a "wait and see while keeping your mouth shut" approach when considering the future.

"Computers in the future may weigh no more than 1.5 tons."

--Popular Mechanics, forecasting the relentless march of science, 1949

"I think there is a world market for maybe five computers."

--Thomas Watson, chairman of IBM, 1943

"I have traveled the length and breadth of this country and talked with the best people, and I can assure you that data processing is a fad that won't last out the year."

--The editor in charge of business books for Prentice Hall, 1957

"But what... is it good for?"

--Engineer at the Advanced Computing Systems Division of IBM, 1968, commenting on the microchip.

"There is no reason anyone would want a computer in their home."

--Ken Olson, president, chairman, and founder of Digital Equipment Corp., 1977

"This 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us."

--Western Union internal memo, 1876.

"The wireless music box has no imaginable commercial value. Who would pay for a message sent to nobody in particular?"

--David Sarnoff's associates in response to his urgings for investment in the radio in the 1920s.

The concept is interesting and well-formed, but in order to earn better than a 'C', the idea must be feasible."

--A Yale University management professor in response to Fred Smith's paper proposing reliable overnight delivery service. (Smith went on to found Federal Express Corp.) 🌴

Paleface Alert

Forked Tongue Warning

When NASA was preparing for the Apollo Project, they did some astronaut training on a Navajo Indian Reservation in Arizona. One day, a Navajo Elder and his son were herding sheep and came across the space crew. The old man, who spoke only Navajo, asked a question which his son translated, "What are these guys in the big suits doing?"

A member of the crew said they were practicing for their trip to the moon. The old man got all excited and asked if he could send a message to the moon with the astronauts. Recognizing the promotional opportunity for the spin-doctors, the NASA folks found a tape recorder. After the old man recorded his message, they asked the son to translate it. He refused. So the NASA reps brought the tape to the reservation where the rest of the tribe listened and laughed but refused to translate the Elder's message to the moon. Finally, the NASA crew called in an official government translator. He reported that the moon message said, "Watch out for these bastards, they have come to steal your land." 🌴



Happy Thanksgiving