



Advent Resource

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IN THE NEWS

Data from
Powergram©

Nissan Builds More Green Sentras

After limiting production of its ultra-clean Sentra CA compact car to a few thousand units, Nissan will use the special emissions system in all four 1.8-liter Sentra models sold in California, the *Los Angeles Times* reports. The CA label will be dropped. The engine, which meets California's super-ultra-low-emission vehicle standard, will help Nissan earn credits because the engines partly fulfill California's zero-emission mandate.

Salespeople Can Turn Off New-Vehicle Buyers

New-vehicle buyers reject a model they originally consider mainly because of high price, according to the *J.D. Power and Associates 2002 Escaped Shopper and Owner Loyalty Study*.SM A more surprising reason for buyers to reject a model is related to salespeople's behavior. The study finds that 16% of vehicles are rejected due in part to shoppers' perceptions that the dealership staff is unprofessional or that salespeople treat them badly.

"Some people get an uneasy feeling about the way their salesperson handled their business," so they decide to buy an entirely different make rather than driving across town to find another dealership that sells that same type of vehicle," said Chris Denove, a partner at *J.D. Power and Associates*.

Toyota to Build Crew Cab

Toyota is developing a crew cab version of its Tundra full-size pickup for the 2004 model year. It should arrive in dealership showrooms in early to mid-2003, according to TheCarConnection.com

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Advent Welcomes



Advent's most recent additions to our client family are all located in California. We are delighted to welcome **Santa Ana Hyundai Isuzu** (previously Santa Ana Isuzu Hyundai). This dealership was acquired by the Planet Automotive Group headquartered in Coral Gables, Florida, which is one of the largest automobile retailing groups in the USA. Advent has been assisting in the transition to the new ownership and we are very excited about the use of the Advent system in this important group.

Greiner Pontiac Buick of Victorville are also new members. President Bob Grenier and General Manager Ron Frame will utilize the Advent System to further enhance their renowned customer service.

Finally, we welcome **Pearson Ford** of San Diego, and look forward to working with Dealer Principal John B. McCallan and General Manager Gary Hertica to streamline the business for their expanding dealership.

Again, welcome to all of our new members as we anticipate a prosperous future working together. 🌴

Power User of the Month

Tim James

*IT, Director,
LA Car Guy, Inc.*

This month we recognize as Power User



Tim James, IT Director for **LA Car Guy, The Sullivan Automotive Group**, a collection of six dealerships in Southern California: Lexus of Santa Monica, Pacific Audi, Pacific Porsche, Pacific Volkswagen, Toyota Lincoln Mercury of Hollywood and Volkswagen of Santa Monica. Tim and his crew provide hardware support, telephone system support, and application support for

both Advent and ADP to all of their dealerships, so you can imagine how busy they are.

In addition to holding down the fort, Tim has gained sufficient experience with the Advent Sales System that his group installed and brought up two new stores without our help – we didn't even know about it! This is normally handled by our support staff but Tim and his crew pulled it off without a hitch.

Nice going and congratulations on your power user selection, Tim! We will be sending you a small token as an award. 🌴

What's In A Word?

The Washington Post published a contest for readers in which they were asked to supply alternate meanings for various words. The following were some of the winning entries.

- Coffee (n.), a person who is coughed upon.
- Flabbergasted (adj.), appalled over how much weight you have gained.
- Abdicate (v.), to give up all hope of ever having a flat stomach.
- Esplanade (v.), to attempt an explanation while drunk.
- Willy-nilly (adj.), impotent
- Negligent (adj.), describes a condition in which you absentmindedly answer the door in your nightie.
- Lymph (v.), to walk with a lisp.
- Gargoyle (n.), an olive-flavored mouthwash.
- Flatulence (n.) the emergency vehicle that picks you up after you are run over by a steamroller.
- Balderdash (n.), a rapidly receding hairline.
- Testicle (n.), a humorous question on an exam.
- Rectitude (n.), the formal, dignified demeanor assumed by a proctologist immediately before he examines you.
- Oyster (n.), a person who sprinkles his conversation with Yiddish expressions.
- Circumvent (n.), the opening in the front of boxer shorts. 🌴

Know Your Labels

Label Formats used by Vehicle ID System

You've got an Advent Vehicle ID System. Ever wonder what label formats are in "Application Setup" of the "Vehicle Scan Setup Menu?"

Label 1 prints:

- a) Full VIN
- b) Year Make Model Body Color
- c) Stock number


Label 2 prints:

- a) Dealer name
- b) Full VIN
- c) Stock Number
- d) Year Make Model Body Color

Label 3 prints:

- a) Full VIN
- b) Stock number
- c) Rec-Date Lic No Key No Cylndrs
- d) Yr Make Model Body Color

Label 4 prints:

- a) Full VIN
- b) Stock number
- c) Lic No Key No MSRP
- d) Yr Make Model Body Color 


Software Debut

Bright Idea from Key Register

Advent Resources is pleased to announce the remote suite of products which are an add on to the Key Register Key Control System. The remote suite includes:

- **Remote Administrator** - the ability to access the Key Register software from any network connected PC. This gives the user the ability to add units, administrate users, and run reports from a remote desktop workstation.

- **Remote Printing** - allows the Key Register System to send report print jobs to network configured printers. This adds a great deal of flexibility to the use of the KRS system. Additionally, this new function enables the remote printing of bar code labels to a bar code printer connected to a remote PC device through a serial port.
- **Remote Comm Key Reader** – a new feature which allows a comm key reader to be connected to a network-connected PC through a serial port, and then enables many administration functions from a desktop workstation. These include: assign comm key to a set of keys, release comm key from a sold unit, assign comm key to a user, and change comm key assignments to users and vehicles.

These new functions enable a "server" function for the Key Register System and allows multiple users to access the software at the same time, thus enhancing productivity and the management of keys and inventory assets in the dealership environment. This is just one more reason that the Key Register System truly is, "The Brightest Idea in Key Control." 

Weird Things

So Now You Know

- ☞ Butterflies taste with their feet.
- ☞ A duck's quack doesn't echo, and no one knows why.
- ☞ In 10 minutes, a hurricane releases more energy than all of the world's nuclear weapons combined.
- ☞ On average, 100 people choke to death on ballpoint pens every year.
- ☞ On average people fear spiders more than they do death.
- ☞ Ninety percent of New York City cabbies are recently arrived immigrants.
- ☞ Thirty-five percent of the people who use personal ads for dating are already married.

- ☞ Elephants are the only animals that can't jump.
- ☞ Only one person in two billion will live to be 116 or older.
- ☞ It's possible to lead a cow upstairs... but not downstairs.
- ☞ Women blink nearly twice as much as men.
- ☞ It's physically impossible for you to lick your elbow.
- ☞ The Main Library at Indiana University sinks over an inch every year because when it was built, engineers failed to take into account the weight of all the books that would occupy the building.
- ☞ A snail can sleep for three years.
- ☞ No word in the English language rhymes with "MONTH."
- ☞ Average life span of a major league baseball: 7 pitches.
- ☞ Our eyes are always the same size from birth, but our nose and ears never stop growing. - SCARY!!!
- ☞ The electric chair was invented by a dentist.
- ☞ All polar bears are left-handed.
- ☞ In ancient Egypt, priests plucked EVERY hair from their bodies, including their eyebrows and eyelashes.
- ☞ An ostrich's eye is bigger than its brain.
- ☞ TYPEWRITER is the longest word that can be made using the letters only on one row of the keyboard.
- ☞ "Go," is the shortest complete sentence in the English language.
- ☞ If Barbie were life-size, her measurements would be 39-23-33. She would stand seven feet, two inches tall.
- ☞ A crocodile cannot stick its tongue out.
- ☞ The cigarette lighter was invented before the match.
- ☞ Americans on average eat 18 acres of pizza every day.
- ☞ Almost everyone who reads this email will try to lick their elbow.
Pass these weird facts on to everyone you know. (You tried to lick your elbow, didn't you?) 