



# ADVENT RESOURCES, INC.

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## IN THE NEWS

Data from  
*Powergram*®

### Toyota To Sell Ethanol Cars

Toyota Motor plans to sell vehicles that run on ethanol in the U.S. by 2008, the Financial Times reports. A Toyota representative in Japan said the automaker is developing flexible-fuel vehicles, mainly for the Brazilian market, where ethanol is a major fuel choice. General Motors and Ford have produced some 6 million flex-fuel vehicles capable of operating on E85 (85% ethanol and 15% gasoline).

### GM Adds E85 Stations

General Motors plans to add 20 E85 ethanol fuel stations in southeast Michigan through a partnership with Meijer and CleanFuel USA. The collaboration is part of GM's national campaign to boost the awareness and use of ethanol-based E85 fuel in the U.S. GM currently has 1.5 million vehicles on the road in the U.S. capable of running on E85 ethanol fuel. GM, Meijer and CleanFuel USA will work together to find retail locations for E85 fueling in Michigan—Lansing, Grand Rapids, Warren, Pontiac, Detroit, Rochester and Brighton. Meijer, based in Walker, MI, is a family-owned company with 170 "super centers" in the Midwest, while CleanFuel USA, based in Georgetown, TX, is a manufacturer of fuel dispensing equipment for propane and E85.

### Honda Civic GX In New York

Honda plans to begin selling the Civic GX, which is powered by natural gas, in New York this fall, in addition to selling the model in California. New York residents also will be able to lease Honda's natural-gas home-refueling appliance, called Phill. Phill leases for \$39 per month in California..

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## Advent Welcomes



**A**dvent is pleased to welcome two new members from the San Francisco Bay area of California.

**Peter Pan BMW** of San Mateo has been a family owned store for over forty years. During that time, they have built a solid customer base through outstanding customer service.

**North Bay Nissan** in Petaluma is a winner of the "Nissan Owner First Award of Excellence" for the last five years.

We welcome these new members and look forward to a prosperous partnership in the years ahead. 🌴

## Power Users of the Month

### Vinay Ruparell

*Owner, Kramer Mazda and  
Kramer North Hill Mazda  
Calgary, Alberta, Canada*



**W**hen Kramer Mazda and Kramer North Hill Mazda moved over to a new Linux system, owner **Vinay Ruparell** was an invaluable partner as we integrated an Advent System upgrade. Vinay insured the success of the upgrade.



*Sal Duarte  
North County Ford,  
Vista California*

**N**orth County Ford recently upgraded their system to utilize the new internet based crm. Sal was instrumental in making certain that the transition went smoothly.

Our products perform best when we have outstanding partners like Sal and Vinay.

Thanks guys. 🌴

## A Matter of Perspective

### *It's All About Him*

**A** man and his wife are dining at a table in a plush restaurant, and the husband keeps staring at an old drunken lady swigging her gin as she sits alone at a nearby table, when the wife asks, "Do you know her?"

"Yes," sighs the husband, "She's my ex-wife. She took to drinking right after we divorced seven years ago, and I hear she hasn't been sober since."

"My God!" says the wife, "Who would think a person could go on celebrating that long?" 🌴

## Beyond the Fringe

### *Stephen Wright's Perspectivet*

☛ I almost had a psychic girlfriend but she left me before we met.

☛ A conscience is what hurts when all your other parts feel so good.

☛ I'd kill for a Nobel Peace Prize.

☛ What happens if you get scared half to death twice?

☛ A conclusion is the place where you got tired of thinking.

☛ The problem with the gene pool is that there is no lifeguard.

☛ If at first you don't succeed, destroy all evidence that you tried.

☛ Why do psychics have to ask you for your name?

☛ Eagles may soar, but weasels don't get sucked into jet engines.

☛ When everything is coming your way, you're in the wrong lane.

☛ Hard work pays off in the future, laziness pays off now. 🌴

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## Do Not Call Registry

### *Check Before Calling*

*(The following article is reprinted courtesy of the California Automobile Dealers Association.)*

**D**ealers should take care before making telephone calls to prospective customers — even those that have taken test drives — without checking the national “Do Not Call Registry.” This list, which became effective in January of last year, provides telephone numbers of parties that commercial entities may not call without express permission from the specific party.

There are four exceptions to the rule:

- 1) Businesses may call parties with whom they have an established business relationship. This relationship is present if there has been a commercial transaction between the consumer and the business in the past 18 months.
- 2) Businesses receive an express oral or written request from a consumer to call — this supersedes the fact that the consumer is on the national Do Not Call Registry. Dealers should keep in mind however, that permission granted in this manner lasts only for 30 days under California law, and as such, dealers must be particularly careful when making calls to consumers — even those that have requested that the dealer do so.
- 3) Businesses may also make calls to other businesses without concern, and,
- 4) Businesses may make calls to consumers who provide express written consent meeting the requirements listed below.

Dealers must also keep a business-specific Do Not Call list, listing the numbers of those parties who have specifically requested that the dealership does not call. The importance of this list can not be exaggerated, as numbers on this list override the exclusions listed above.

A situation where the business-specific Do Not Call List overrides the national registry would arise, for example, when a dealer sells a car to a consumer on January 1, and then calls the consumer a few days later with an

offer of selling another product or service. If that consumer requests to be placed on the dealer’s business-specific Do Not Call List, the dealer may not call the consumer again, despite the fact that a business relationship has clearly been created.

The FCC has created regulations that provide business with protection from liability for accidental violations of the Do Not Call Registry rules by meeting certain requirements. Meeting these requirements should also provide for an affirmative defense from violations of California’s Do Not Call laws. Dealers can take advantage of these safeguard provisions by completing the following:

- Have written procedures on how to comply with the Do Not Call Rules
- Provide every employee or contractor that will call potential or existing customers with training on telemarketing policies and procedures
- Maintain and record the dealership’s internal Do Not Call list
- Create and maintain a process of preventing calls to numbers on the National and business-specific Do Not Call Registries
- Ensure that the most up-to-date Do Not Call List is used, and in no case make calls when an individual is listed on the list or if the list is more than 30 days out of date.
- Ensure that registry data is not sold to or shared with other businesses
- Ensure that the dealership purchases the required data and does not enter into cost-sharing arrangements with other businesses
- Maintain meticulous records of all aforementioned processes

Areas of concern arise with lease agreements, as when the lease is to last for more than 18 months, the dealer would, arguably, no longer have an established business relationship with the customer, since the continuing business relationship would then be with the assignee-finance source. To be safe, at the time of signing a sale or lease agreement, the dealer should seek that the consumer provides express written consent allowing the dealership to contact the consumer. This written consent should meet the following requirements:


- Be found in a written agreement
- State the name of the party that can make calls (i.e. the dealership’s name)
- Clearly state that the consumer wishes to be contacted by the dealership
- Specify the numbers that the dealership may call
- Be clear and conspicuous (i.e. be obvious that the consumer understands what he/she is signing)
- Not be part of an adhesion contract
- Be signed by the customer

The dealership should also take note that the customer may revoke this express written consent document at any time. In the event that the consent is revoked, the dealer must immediately act as if the consent was never given.

Penalties for violating the Do Not Call Registry provisions include fines up to \$11,000 for each violation, capped at \$87,500 for any single act or failure to act, and a minimum of \$500 for each violation if a consumer were to file a civil case against the dealership.

If the dealer checks both an updated version of the national Do Not Call Registry and the dealership’s own list without finding the number, then the dealer may feel free to make the call.

For more information on this important topic, be sure to read pages 151-162 of the 2005-2006 *Dealer Management Guide*. If additional questions remain, dealers should be sure to contact an attorney to find whether particular calls can be placed legally.

Please feel free to contact Advent if you have questions about meeting the requirements of the new bill. You can reach us at (310) 241-1500. 

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## Still About Him

*Dear Abby,*

*My husband is not happy with my mood swings. The other day, he bought me a mood ring so he would be able to monitor my moods.*

*When I'm in a good mood it turns green.*

*When I'm in a bad mood it leaves a big honking red mark on his forehead.*

*Maybe next time he'll buy me a diamond.*

*Sincerely,*

*Bitchy in Boston* 