



ADVENT RESOURCES, INC.

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

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IN THE NEWS

Data from
Powergram®

PACCAR Receives Major Award for Customer Satisfaction

PACCAR, a manufacturer of light-, medium- and heavy-duty trucks, and owner of the Kenworth, Peterbilt and DAF brands, has received the J.D. Power and Associates Founder's Award for its long-term commitment to customer satisfaction in the commercial vehicle industry. Gary Dilts, senior vice president of global automotive operations at J.D. Power and Associates, presented the award this week to Tom Plimpton, vice chairman of the Bellevue, WA,-based company, at the Heavy Duty Manufacturers Association 2009 Heavy Duty Dialogue event in Orlando, FL.

PACCAR brands consistently have received awards for customer satisfaction with product and dealer service in two annual J.D. Power and Associates studies—the Heavy-Duty Truck Customer Satisfaction Study and Medium-Duty Truck Customer Satisfaction Study. "PACCAR is dedicated to providing superior products and service and is also engaged in efforts to reduce emissions and enhance fuel efficiency in its vehicles, with the goal of protecting and preserving the environment," Dilts said.

The Founder's Award is presented periodically to recognize individuals or companies that demonstrate the commitment to sustained improvement in serving customers. During the 40-year history of J.D. Power and Associates, 23 companies or individual have been honored, including Toyota Motor Corp.; The Ritz Carlton Hotels; USAA, an insurance provider for the U.S. military community and their families; and Progress Energy, based in Raleigh, NC.

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Advent Welcomes



Lynnwood Honda, located in Edmonds, Washington, has been providing sales and service excellence ever since the Honda Motor Company pleaded with their dealers to sell "the little economy car."

They have one of the largest Honda dealerships in the Seattle area and are proud to offer an award winning service department and the largest parts department in the Pacific Northwest.


Fred Nelson, President, is part of a long tradition of automotive sales, following his father into the business in 1935. Fred's children, Erik and Wendy, have followed in their father's footsteps, joining Lynnwood Honda in 1984. They continue the family business model: provide a friendly, trustful atmosphere in which to sell and service cars and customers would reward them with their loyalty.

Customer testimonials illustrate the success of their method.

Becky Claus writes, "I am glad that we were referred to Lynnwood Honda from our friends. We have bought many cars from different dealers and you are by far the best dealer around."

In addition, Lynnwood Honda's service technicians have over 145 years of combined experience to help customers get right back on the road.

Contact this outstanding dealership online at www.lynnwoodhonda.com.

Advent is delighted to welcome this new member to our client family. Like Lynnwood Honda, Advent is dedicated to providing excellent service to all our client members. Working together, we can look forward to a long and mutually prosperous partnership. 

Power User of the Month

Mark Harding

General Sales Manager
Lexus, Santa Monica

Mike transferred in November of 2008 to Lexus



Santa Monica from Toyota of Santa Monica, another member of the Sullivan family LA Car Guy dealer group. When Mike came aboard as GSM at Lexus Santa Monica, he established the same Advent processes that had proved so successful in his previous store.

Mike's outstanding organizational skills and his understanding and usage of elements offered by the Advent System, particularly Advent CRM, immediately enhanced sales at Lexus Santa Monica. December, 2008, became the best month in unit sales in the history of the dealership.

Our partnership with savvy users like Mike benefits all of our employees, and promises future success for all of us.

You can contact Lexus Santa Monica online at www.lexussantamonica.com.

Great job, Mark and staff! 



Did You Know?

Did you know that your reports can be "time-triggered" in Advent?

That Inventory Report that you generate daily/weekly or the Sold Clients from yesterday can be set up to be on your printer first thing in the morning or whenever you choose!

Please contact Advent Support at (888)923-8368 for further assistance

Statistics

Telling what you already knew

The National Transportation Safety Board recently divulged they had covertly funded a project with U.S. auto makers for the past five years, whereby the auto makers were installing black boxes in four-wheel drive pickup trucks in an effort to determine, in fatal accidents, the circumstances in the last 15 seconds before the crash.

They were surprised to find in 47 of the 50 states the last words of drivers in 61.2 percent of fatal crashes were, "Oh, #&%!"

Only the states of Tennessee, West Virginia and Arkansas were different, where over 89.3 percent of the final words were: "Hold my beer and watch this!" 🌴

Icarus: *The son of Daedullass, who flew so high in his ultralight that the wings fell off and he plunged to his death onto a herd of three-wheelers in a dry riverbed at Scottsdale.....* Evel Knavel

Letter from Grandma

Got a letter from Grandma the other day. She wrote about an uplifting experience:

The other day I went up to a local Christian bookstore and saw a "Honk if you love Jesus" bumper sticker. I was feeling particularly sassy that day because I had just come from a thrilling choir performance, followed by a thunderous prayer meeting, so I bought the sticker and put it on my bumper.

Boy, I'm glad I did! What an uplifting experience that followed!

I was stopped at a red light at a busy intersection, just lost in thought about the Lord and how good He is, and I didn't notice that the light had changed. It is a good thing someone else loves Jesus because if he hadn't honked, I'd never have noticed. I found that LOTS of people love Jesus!

Why, while I was sitting there, the guy behind started honking like crazy, and then he leaned out of his window and screamed, "For the love of GOD! GO! GO! Jesus Christ, GO!" What an exuberant cheerleader he was for Jesus!

Everyone started honking! I just leaned out of my window and started waving and smiling at all these loving people. I even honked my horn few times to share in the love!

There must have been a man from Florida back there because I heard him yelling something about a "sunny beach."

I saw another guy waving in a funny way with only his middle finger stuck up in the air. Then I asked my teenage grandson in the back seat what that meant. He said that it was probably a Hawaiian good luck sign or something. Well, I've never met anyone from Hawaii, so I leaned out the window and gave him the good luck sign back. My grandson burst out laughing; why, even he was enjoying this religious experience!

A couple of the people were so caught up in the joy of the moment that they got out of their cars and started walking towards me. I bet they wanted to pray or ask what church I attended, but this is when I noticed the light had changed. So, I waved to all my sisters and brothers grinning, and drove on through the intersection.

I noticed I was the only car that got through the intersection before the light changed again and I felt kind of sad that I had to leave them after all the love we had shared, so I slowed the car down, leaned out of the window and gave them all the Hawaiian good luck sign one last time as I drove away.

Praise the Lord for such wonderful folks!

Love, Grandma 🌴

Idealog: *The kind of log preferred at the fireplace of a despot.....* Diction Harry

Reckless Youth

A hip young man goes out and buys the best car available: a brand new Ferrari 550. It is also the most expensive car in the world, and it costs him \$500,000. He takes it out for a spin and stops for a red light.

An old man on a moped (about 75 years old) pulls up next to him. The old man looks over at the sleek, shiny car and asks, "What kind of car ya' got there, sonny?"

The young man replies, "A Ferrari 550. It cost half a million dollars!"

"That's a lot of money," says the old man. "Why does it cost so much?"

Because this car can do up to 320 miles an hour!" states the young dude proudly.

The moped driver asks, "Mind if I take a look inside?"

"No problem," replies the owner.

So the old man pokes his head in the window and looks around. Then sitting back on his moped, the old man says, "That's a pretty nice car, all right...but I'll stick with my moped!"

Just then the light changes so the guy decides to show the old man just what his car can do. He floors it, and within 30 seconds the speedometer reads 160 mph.

Suddenly, he notices a dot in his rear view mirror. It seems to be getting closer! He slows down to see what it could be and suddenly, whhhooooosshhh! Something whips by him, going much faster!!!

"What on earth could be going faster than my Ferrari?!" the young man asks himself. He floors the accelerator and takes the Ferrari up to 250 mph. Then, up ahead of him, he sees that it's the old man on the moped.

Amazed that the moped could pass his Ferrari he gives it some more gas and passes the moped at 275 mph. Whoooooosh!

He's feeling pretty good until he looks in his mirror and sees the old man gaining on him again. Astounded by the speed of this old guy he floors the gas pedal and takes the Ferrari all the way up to 320 mph. Not ten seconds later he sees the moped bearing down on him again. The Ferrari is flat out and there's nothing he can do.

Suddenly the moped plows into the back of his Ferrari, demolishing the rear. The young man jumps out, and unbelievably, the old man is still alive!!!

He runs up to the mangled old man and says, "Oh my God! Is there anything I can do for you?"

The old man whispers with his dying breath, "Yeah. Unhook my suspenders from your side-view mirror." 🌴

Impecunious: Having never cheated the tax collector..... Diction Harry

