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To: Total Service Support Participants, Independent Service Centers and Alliance Jobber Program Participants	Category: ACDelco News
From: John Putnam, Total Service Support Program	Line(s): All

Subject: January ACDelco News

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Attachment

January ACDelco News

TSS Advisory Council Message from Rob Abbott



36 Reasons to be a TSS Program Participant in 2008

Why should you be a member of the ACDelco Total Service Support (TSS) Program? I'll give you thirty-six reasons you should be a member, and note a few of them that I feel you should know about right away to start your new year out right.

I joined up with the ACDelco TSS Program because I felt that the ACDelco brand is a symbol of high quality that is recognized by many across the nation for its reliability and history. I have not been disappointed.

There are many benefits that the ACDelco TSS shop owner receives that your average Independent Service Center shop cannot get anywhere else.

The first thing that comes to mind is the world-class training that is part of the ACDelco TSS Program. The line-up of classes offered by ACDelco range from Instructor-led to Web-based training, with new "Tech Assist" training classes this year that help the technician refresh himself in certain subjects. These training classes would normally cost \$20 to \$175 a class for non-TSS shops, and that in itself is reason enough to be part of the TSS Program!

Add to that the fact that a TSS shop can also save literally THOUSANDS of dollars off a new GM Vehicle through the GM Supplier Discount Program, and you've got another convincing reason to belong to the Total Service Support Program. This benefit is directly related to the association of ACDelco with General Motors, and it is a benefit that no other auto parts company can offer. To make it even more appealing, you can apply the supplier discount on top of the incentives that the dealer is already offering on your chosen GM vehicle. So don't hold off on buying that new Chevrolet Silverado Truck, Pontiac G6 Coupe, Buick Lucerne Sedan, or GMC Acadia Cross-over vehicle that you've been eyeing up lately. It may cost you less than you think!

Another benefit of being affiliated with General Motors is the Automotive Service Educational Program (ASEP) Technician Co-op Training. If you are having a hard time finding qualified technicians in your area, all you need to do is contact your local college that offers this program. You can find out which colleges participate by going to http://www.gmasepbsep.com/index_redirect.asp, and selecting "find a school" and "GM ASEP" (in the left-hand upper corner of each page). There are over 80 participating colleges and universities in North America that offer this program, which helps you "grow your own" technician by allowing an Automotive Technology student to work in your facility while he is enrolled at the college. This allows you to teach the student from the ground up about your business and for him to have some hands-on training while he is at college. Many shops have hired their co-op students permanently after they graduate with their Automotive Technology degree because they know what they are getting—a highly trained technician who already knows their shop and the way they do business. Some TSS shops say they've gotten their best technicians this way. I know I have!

There are other discounts that are part of the TSS Program on useful things like Service Manuals, Tools, On-hold Messaging through American Impact Company, Enterprise Car Rentals and even Dell Computers. The TSS Program covers almost everything a shop needs to run your business efficiently with the newest technology at the best price.

As I stated before, there are thirty-six reasons to join up with TSS, and they are the thirty-six benefits that the ACDelco Total Service Support Program offers. Look for the new 2008 TSS benefit kit, which will be arriving in February. It contains the details you need to have a great year in 2008 when you take advantage of all the benefits, listed below:

- ACDelco Image Materials and Signage
- acdelco.com Locator Listing
- ACDelco Customer Retention System (CRS)
- ACDelco Uniform Program (Cintas®)
- ASE Discount
- Automotive Service Educational Program (ASEP) Technician Co-op
- Bosch Diagnostics
- Business Forms Discount
- Business Management Training
- Business Websites/Newsletters
- College Scholarship Program for TSS
- Technicians & Dependents
- Complimentary Subscription to Babcox Trade Magazines
- Consumer Assurance Warranty Program
- Credit Card Processing Discount (Credinet)
- Customer Satisfaction Index (CSI) Cards
- Dell Computer Discounts
- Diagnostic Hotline
- Direct-mail Prospecting Program and Products (R.J. Conlin)
- Enterprise Rental Car Discount
- GE Fleet Preferred Vendor Program
- GM Credit Card
- GM Restoration Parts
- GM Service Information (SI) Discount
- GM Vehicle Supplier Discount Program
- Merchandising, Marketing and Advertising Support from ACDelco
- On-Hold Messaging (American Impact Media)
- GMAC Home Mortgage and Vehicle Insurance Discounts
- Rewards Program and Merchandising Catalog (exclusively yours®)
- Service Manuals Discount
- SPX Tools and Equipment Discounts
- Technician of the Millennium(TOM) Contest
- Technical Training and Service Seminars
- UCoat It® Epoxy Floor Coating System Discount
- WISE/WIP e-Business Tools
- Yellow Pages Advertising
- Online Degree Program Discount

Don't hesitate. Start 2008 off right, and continue all the way down the road to a better bottom-line and efficient business with the brand you know—ACDelco.

Product

Special Return - Fuel Tank Modules and Sensor Kits

Effective immediately through February 29, 2008, please return all service inventory of the following fuel tank modules and sensor kits:

- MU1377 (88966950)
- SK1146 (88966951)
- 88966952 (88966952)
- SK1145 (88965821)
- MU1376 (88965820)

For replacement, please reorder the following part numbers:

For Part Number	Order Part Number
MU1377 (88966950)	MU1835 (19206120)
SK1146 (88966951)	SK1308 (19206121)
88966952	M10198 (19206122)
SK1145 (88965821)	SK1309 (19206123)
MU1376 (88965820)	MU1837 (19206124)

- Please identify the carton(s) as "Returned Material" and reference Distributor Bulletin 08D-002.
- Return material to your servicing ACDelco Distributor

Programs/Promotions

2008 ACDelco exclusively yours® Rewards Program

Effective January 1, 2008–December 31, 2008, the ACDelco exclusively yours® (ey) Tiered Rewards Program will continue for 2008, allowing TSS accounts the opportunity to increase their exclusively yours® Rewards Card point balance just by asking for ACDelco!

Incentive

All TSS customers can earn and receive monthly Rewards points up to 3% of their reported ACDelco purchases on their Rewards Card based on the following tiered schedule:

<u>2008 Total Reported Purchases</u>	<u>Tiered Rewards Earnings</u>
\$0 – \$17,999	1.5%
\$18,000 – \$35,999	2.0%
\$36,000 – \$53,999	2.5%
\$54,000 – Up	3.0%

All TSS Accounts start the calendar year earning 1.5% on all purchases (regardless of which tier earnings they reached at the end of 2007). ACDelco will perform quarterly adjustments to move each TSS into the appropriate Rewards earnings tier as their monthly purchases accumulate throughout the year.

Quarterly: Each account that increases purchases to earn the next tier level will receive a quarterly adjustment on all prior purchases equal to the new earned tier percentage. In addition, TSS accounts that increase purchases to earn the next tier level will also begin earning the new percentage equal to their year-to-date earned tier purchase level.

General Information

- To be eligible for monthly Rewards points or quarterly adjustments you must be an active TSS customer.
- The exclusively yours® Rewards Card operates on points, rather than on dollars, with one point equaling one dollar in purchasing power. The Card can be used to purchase goods and services in the store, by phone or via the web, from dozens of participating retailers like Bass Pro Shops, Cabela's, Eddie Bauer®, J. Crew, Lands' End®, Marshall's, Sam Goody and the Pottery Barn.
- In addition, you can use your ACDelco exclusively yours® Card points to order from the rewards Catalog or web site, each including hundreds of items for home or office, work or play.
- If you are not a current Cardholder, the ACDelco exclusively yours® Card will be mailed to you approximately four weeks after the first 25 points have been accumulated, along with support materials explaining how and where to use the Card.
- ACDelco reserves the right to alter or cancel any or all aspects of the program at any time with written notice to all program participants. In the event of alterations or cancellations, ACDelco will be liable for only those rewards that have been earned by participants under the program rules in effect up to the time of such changes. The rules and regulations of this program have been approved by ACDelco.
- ACDelco will be the official judge of all program rules and rewards recipients, and its decision on such matters will be final.
- exclusively yours® is a registered mark of Maritz Inc.
- Purchases from GM Dealerships are not eligible for this program.
- Participants are responsible for reading and agreeing to all the terms and conditions in the ACDelco exclusively yours® Card Agreement. Usage of the Card implies agreement to these terms and conditions.
- Complete program rules and guidelines are posted on the ACDelco Incentives web site (acdelco.programhq.com), or for further assistance with this program, you can contact Program Headquarters at 1-800-253-3428.

ACDelco's "Navigate your Succe\$\$" Promotion

Effective January 1–April 30, 2008, TSS customers will have an opportunity to earn the hottest personal navigation devices with ACDelco's "Navigate your Succe\$\$" promotion. ACDelco will award hundreds of prizes to top Total Service Support (TSS) accounts based on their incremental purchases of ACDelco products from January 1–April 30, 2008. Prizes include the Garmin nuvi 260, eTrex Venture HC and Forerunner 101.



ACDelco will determine each TSS's 4-month base objective and their corresponding program level. This will be determined by averaging the account's ACDelco monthly purchases, as reported through the EY Rewards database from January–November, 2007, and multiplying by 4. Based upon the account's program level, the top accounts with the greatest dollar increase over their 4-month objective made January 1–April 30, 2008 will win the award listed.

After we award the accounts with the top dollar increase, we will award the top accounts with the greatest percent increase over their 4-month objective for purchases made January 1–April 30, 2008. An account can either win for dollar increase or percent increase, but not for both.

Additionally, if an account does not win a Grand Prize award, they may still qualify for a Consolation Prize as long as they achieve the growth objective of their program level. TSS's are eligible to win only one prize in this promotion; they can not win a Grand Prize award and a Consolation Prize.

All prizes will be shipped via FedEx (signature required) to the "Business Owner" at the "Business Address" that is on file with ACDelco's Customer Records.

TSS Program Level	4-Month Base Objective (2007 Monthly Average X 4)	Grand Prize Awards	Number of top accounts to receive awards		Consolation Prize Objective	Consolation Prize Award
Gold	\$18,000 +	Garmin™ nüvi 260 GPS (Top 60)	Top 30 for \$ increase first, then top 30 for % increase	OR	15% Incremental Increase over 4 Month Base Objective	\$50 Best Buy™ Gift Certificate
Silver	\$12,000 – \$17,999	Garmin™ nüvi 260 GPS (Top 40)	Top 20 for \$ increase first, then top 20 for % increase		20% Incremental Increase over 4 Month Base Objective	\$35 Best Buy™ Gift Certificate
		Garmin™ eTrex Venture HC (Next 100)	Top 50 for \$ increase first, then top 50 for % increase		25% Incremental Increase over 4 Month Base Objective	\$25 Best Buy™ Gift Certificate
Bronze	\$6,000–\$11,999	Garmin™ nüvi 260 GPS (Top 20)	Top 10 for \$ increase first, then top 10 for % increase			
		Garmin™ Forerunner 101 (Next 350)	Top 175 for \$ increase first, then top 175 for % increase			

Qualifications

- All ACDelco TSS Program participants will be automatically enrolled. Only purchases as reported through the EY Rewards database will be counted.
- KFLT accounts are not eligible for this promotion.

General Information

- Customers who receive an award from the ACDelco Navigate your Succe\$\$ Promotion MAY NOT receive an award from the Spring ePromotion. Those customers who receive an award from the Navigate your Succe\$\$ Promotion will be removed from the award list for the Spring ePromotion (bulletin # 07D-200).
- Reported and approved TSS purchases from all DDGs and Jobbers will count toward an account's totals. All reported purchases are subject to audit by ACDelco.
- New TSS participants with less than a 6 month's Rewards purchase history will be assigned a base objective of \$6,000 for the four-month promotion period. TSS Accounts that have less than the minimum objective will automatically receive a base objective of \$6,000.
- Participant program levels and base objective started being posted on www.acdelco.programhq.com JANUARY 1, 2008. Final results will be announced by May 30, 2008.
- Grand Prize and Consolation Prize winners must show positive growth by exceeding their four-month base objective.
- ACDelco may change or discontinue this promotion at any time with 30 days written notification.
- Participants cannot substitute earned award for another.
- ACDelco reserves the right to change prize for equal value.
- ACDelco is not responsible for any federal, state or local taxes that may be applicable on any segment of this promotion.
- Once placed in a program level, accounts cannot "move up" to the next level award.
- Garmin and Best Buy are not sponsors of this promotion.

WIP/WISE/WISEConnect Spring ePromotion



Effective January 1 – April 30, 2008, WIP/WISE/WISEConnect customers will have an opportunity to earn Amazon.com or Omaha Steak Bucks certificates during the Spring ePromotion. ACDelco will award prizes based on incremental purchases of ACDelco products made through WIP and/or WISE from January 1–April 30, 2008.



ACDelco will determine each WIP/WISE/WISEConnect customer's base objective and their corresponding program level. This will be determined by averaging the account's ACDelco WIP and/or WISE purchases from January–October 2007 and multiplying by 4. Based upon the account's program level, the top accounts with the greatest dollar increase over their 4-month objective made between January 1–April 30, 2008, will win the award listed.

After we award the accounts with the top dollar increase, we will award the top accounts with the greatest percent increase over their 4-month objective for WIP and/or WISE purchases made January 1–April 30, 2008. An account can either win for dollar increase or percent increase, but not for both.

Additionally, if an account does not win a Grand Prize award, they may still qualify for a Consolation Prize as long as they achieve the growth objective for their program level. Accounts are eligible to win only one prize in this promotion; they cannot win a Grand Prize award and a Consolation Prize.

All prizes will be shipped electronically to the e-mail address that is provided during the registration for this promotion.

Qualifications

- **BEGINNING JANUARY 1**, WIP/WISE/WISEConnect customers **MUST REGISTER** from a link that will be located on their WIP/WISE/WISEConnect promotional screen.
- Promotion is available only to those WIP/WISE/WISEConnect customers that **REGISTER**. Please note: New Vehicle Dealerships are **EXCLUDED**.
- **ONLY** purchases (net of returns) made through WIP and/or WISE/WISEConnect will count. Purchases made **OUTSIDE** WISE or WIP will not count toward qualifying purchases.
- All ACDelco automotive parts product lines will count.

Program Level	4-Month Base Objective (2007 Monthly Average X 4)	Grand Prize Awards	Number of top accounts to receive awards		Consolation Prize Objective	Consolation Prize Award
Gold	\$18,000 +	\$300 Amazon.com™ Gift Cert	Top 10 for \$ increase first, then top 10 for % increase	O R	15% Incremental Increase over 4 Month Base Objective	\$50 Omaha Steak Bucks®
Silver	\$12,000 - \$17,999	\$ 300 Amazon.com™ Gift Cert	Top 5 for \$ increase first, then top 5 for % increase		20% Incremental Increase over 4 Month Base Objective	\$30 Omaha Steak Bucks®
		\$ 150 Amazon.com™ Gift Cert	Top 15 for \$ increase first, then top 15 for % increase			
Bronze	\$6,000 - \$11,999	\$ 300 Amazon.com™ Gift Cert	Top 5 for \$ increase first, then top 5 for % increase		25% Incremental Increase over 4 Month Base Objective	\$20 Omaha Steak Bucks®
		\$75 Amazon.com™ Gift Cert	Top 50 for \$ increase first, then top 50 for % increase			

General Information

- Customers who receive an award from the ACDelco Navigate your Succe\$\$ promotion (bulletin # 07D-199) MAY NOT receive an award from this promotion. Those customers who receive an award from the Navigate your Succe\$\$ promotion will be removed from the award list for this promotion.
- Registered customers will see their individual program level as well as their current standings (updated daily) from their WIP/WISE/WISEConnect promotional screen.
- New WIP and/or WISE/WISE Connect customers who do not have a 4-month purchase (either via WIP, WISE/WISEConnect or eSmart) history will be automatically placed within the BRONZE program level.
- Participants cannot substitute earned prize for another.
- ACDelco reserves the right to change prize for equal value.
- ACDelco is not responsible for any federal, state or local taxes that may be applicable on any segment of this promotion.
- Once placed in a program level, accounts cannot "move up" to the next level award.
- Amazon.com and Omaha Steaks are not sponsors of this promotion.
- A copy of the "official rules" of the ACDelco WIP/WISE/WISEConnect Spring ePromotion can be found on acdelcotechconnect.com.
- ACDelco may change or discontinue this promotion at any time with 30 days' written notification.

2009 ACDelco Wheels of the World Calendar - Vehicle Submission

Effective January 14–March 31, 2008, ACDelco announces the 2009 Global Calendar! The calendar will feature ACDelco customers and their vehicles from around the world. With almost 100 years' experience and distribution in over 100 countries, ACDelco is one of the leading aftermarket brands in the world. Our products are made available via a distribution network that is second to none, comprised of some of the best distributors and installers in the world.

If you are interested in ACDelco considering your classic, custom or import vehicle for the 2009 calendar, submit your photo and completed submission form no later than March 31, 2008, to the address below:

GM SPO World Headquarters
6200 Grand Pointe Blvd.
Grand Blanc, MI 48439
Mail Code: 484-393-312
Attention: Lea George

The 2009 Global calendar will feature vehicles and their owners from around the world. Each month will include a story about the vehicle and/or its owner along with information regarding ACDelco's business in that part of the world.

The 15 featured vehicles and their owners will receive 100 free calendars along with a framed photo of the featured vehicle as it appears in the ACDelco 2009 Global calendar.

Owners, full- or part-time employees of an ACDelco Warehouse Distributor, TSS accounts, Alliance Jobbers and Independent Service Centers that purchase ACDelco parts qualify to participate in the calendar program.

Catalogs

Spark Plug Application Correction

Effective immediately, spark plug part number 41-105 shows an application for a 2002 Saturn Vue w/V6 3.0 Liter. This application is incorrect. Please use part number 24425327 for the 2002 Saturn Vue w/V6 3.0 Liter. This error will be corrected in the Activant January release and the Wrenhead February release.

New ACDelco Catalogs Released

ACDelco announces the release of the following new catalogs. Bulk quantities of these catalogs were shipped to Distributors beginning December 17, 2007. For additional catalogs, contact your ACDelco Sales Representative.

- **2007 ACDelco Snowmobile and Recreation Equipment Belts and Hoses (35A-105-07) -**
 - This catalog has been updated and supersedes 35A105-06.
- **2007 ACDelco Chassis Parts Universal Joints Off Road, Industrial and Agricultural (45A-201-07)**
 - This catalog supersedes 45A-201-03. This catalog contains updated information for off road, industrial and agricultural applications.
- **2007 ACDelco Chassis Parts Coil Springs (45A-110-07)**
 - This catalog supersedes 45A-110-06.
 - This publication contains updated coil springs application information.
- **2008 ACDelco DuraStop Brake Parts (14A-100-08-V1)**
 - This catalog release supersedes catalog 14A-100-06 Vol. 1. Order using 14A-100-08-V1 instead of the number printed on the catalog.
 - The 2008 ACDelco DuraStop Brake Catalog contains:
 - Updated All Makes/ All Models applications from 1976 through 2008 for passenger cars, light and medium-duty trucks, and bus applications
 - Make-Model-Year Format
 - Reference Materials:
 - ACDelco Disc Pad and Brake Shoe Suffix Explanations (a complete Suffix Guide listing is available on ACDelco EPIC/Periodicals/Inquiry/Brakes)
 - Explanation of D Number Difference (Pad thickness)
 - Medium / Heavy-Duty Rotor Interchange
 - Brake Information:
 - Friction (ceramic brake pads are highlighted where recommended due to OE brake system parameters)
 - Drums & Rotors
 - Caliper & Caliper Kits: Bare, Loaded, and Friction Ready
 - Master Cylinders
 - Hoses & Cylinders
 - Kits
 - Miscellaneous

- **2008 DuraStop Brake Parts Competitive Cross-Reference (14A-138-08) and 2008 DuraStop Brake Parts Buyer's Guide (14A-139-08)**
 - The 2006 DuraStop Brake Parts Competitive Cross-Reference and Wholesale Buyer's Guide has been divided into two separate catalogs, 14A-138-08 and 14A-139-08. These catalogs supersede catalog 14A-138-139-06.
 - 2008 DuraStop Brake Parts Competitive Cross-Reference 14A-138-08 contains:
 - Competitor interchanges to DuraStop
 - ACDelco DuraStop Brake Pad Line Matrix: contains competitor pad prefixes/suffixes
 - ACDelco DuraStop Brake Shoe Line Matrix: contains competitor shoe prefixes/suffixes
 - 2008 DuraStop Brake Parts Wholesale Buyer's Guide 14A-139-08 contains:
 - Buyers guide abbreviated headers and meanings:
 - POP = Pop Code
 - Loc = Location
 - Per Car Qty = Per Car Quantity
 - Std Pkg = Standard Pack
 - Vehicle Description and Applications (Please consult your catalog for application specific part information)
 - A complete list of DuraStop part prefixes and suffixes is available at ACDelco EPIC/Periodical Reference/Inquiry/Publication Type/Brakes. Click on Search/Subject: DuraStop Brakes Suffix - Prefix Guide.