

integrity and distinction



the 2002 annual report



Foreword

The Cleveland Automobile Dealers' Association (CADA) was originally assembled in 1903 for the purposes of participating in parades, contests and automobile shows. In fact, the first Cleveland Auto Show, which was held at Gray's Armory in downtown Cleveland in February that same year, featured about 15 Cleveland-made automobiles, in addition to several other manufacturer exhibits from other cities throughout the country.

With leading automakers of the time, like Winton, White, Jordan and Peerless...to name just a few, the city of Cleveland was regarded as one of the leading manufacturers early in the American automobile industry. Cleveland was considered the first Motor City until 1908, before Detroit became center stage of the burgeoning industry.

CADA was incorporated as the Cleveland Automotive

Trade Association (CATA) in 1915 as a for-profit corporation. Even though its activities were of a nonprofit nature, the advent of corporate income tax regulations later made it apparent that the Association's financial growth consistent with industry growth could only be made at the sacrifice of large tax ramifications, even though the activities were nonprofit in scope.

With growth, came the complexities of taxes, federal and state regulations, and a myriad of other issues facing the franchised motor vehicle industry. As a result, motor vehicle retailers turned to their Association for solutions and relief in these important matters.

Later, the organization evolved to enhance dealer services to the membership, provide educational training programs, and philanthropic benefits, like fund-raising and donations to the community. Swamped by increasing government regulations and growing consumer demands, dealers



Akron-native, Patrick Schiavone, design director, Ford Tough Truck Division, leads a discussion on the Ford Mighty F-350 TONKA concept with local students during the 2002 Cleveland Auto Show's media preview day. Ford Motor Co. provided the official vehicles for the show.

increasingly came to rely on CADA's expertise and specialized personnel.

The Automobile Dealers Educational Assistance Foundation, Inc. (ADEAF) was founded in 1970. Originally formed as a legal defense fund, providing financial assistance to dealers in legal proceedings, today ADEAF funds charitable contributions on behalf of the dealer group, provides a number of scholarship awards, and funds industry public affairs, public relations, and other communications programs. It also assists with the funding

of the Association's general operating budget.

Today, the Greater Cleveland Automobile Dealers' Association, which represents 215 members in a 14-county region of Northern Ohio, as well as motorcycle and recreational vehicle (RV) dealers, provides more than 35 products and programs, as well as many specialized services, like a second-tier financing company, sales consultant and title clerk training, in-house legal services, and promotes the Greater Cleveland International Auto Show.

GCADA Products, Programs & Services



In today's ever-changing retail motor vehicle industry, which includes new-car and -truck, motorcycle and recreational vehicle (RV) dealers, associations are a dealers' true ally. Since 1915, GCADA has led the country in providing products, programs and services to members. Today, GCADA provides more than 35 services that enhance dealership operations, reduce costs through group buying power, and positively affect public policy and public affairs through grassroots communications efforts.

In the mid-1980's, GCADA began the strategic planning process, with the goal of remaining a true, relevant business partner to member dealers in an ever-changing business and political environment. With that in mind, the organization focused on a dealership's human resource functions and implemented programs, products and services to help the dealer meet and exceed those important needs. The GCADA Strategic Planning Committee meets every three years.

President's Message

The automotive industry and its franchised motor vehicle dealer network demonstrated tremendous resiliency in 2002. Many analysts expected sales to fizzle, but underestimated the success that interest-free financing and historically low interest rates would have on new vehicle sales. In addition, auto dealerships received steadily improving marks among new-car and light-truck shoppers in 2002, according to independent national surveys.

A 2002 *Consumer Reports* annual reader survey on dealership satisfaction, published in a spring edition of the magazine, found that 93 percent of new-car buyers ranked their overall buying and dealership experiences from “very” to “moderately” satisfied, up 9 percent since 1995, and a 1.2 percent climb from 2001. This upward trend was also reflected in surveys conducted by the Gallup Organization and Wirthlin Worldwide. Together, the two polling groups found that more than 90 percent of new-car buyers were satisfied with their dealership experiences — up from 85 percent in 1998.

Year in and year out, franchised motor vehicle dealers continue to positively impact the local communities of Northern Ohio by providing employment opportunities and personal income, economic growth and civic development, and generate millions of dollars in sales tax revenues. Franchised motor vehicle dealers provided more than 28,000 jobs in 2002 both directly and indirectly in an 11-county region of Northeast Ohio.

GCADA's role, as it has been in the past, is to make it as easy as possible for dealers and their customers to buy or lease, sell, trade and maintain their motor vehicles in our ever-growing, high-tech and mobile society.



Gary S. Adams
President



2002 GCADA Officers

GCADA officers in 2002 included (l to r): Gary S. Adams, GCADA president; Joseph D. Firment, GCADA chairman; Robert A. Gillingham II, immediate past chairman; Gary Panteck, first vice chairman; Frederick Baker, second vice chairman; and Richard M. Bass, treasurer. The photograph was taken at Cleveland Brown's Stadium.

2002 New-Car and -Truck Sales in Northeast Ohio Down 9.5 Percent 12 Brands Post Sales Increases in 2002; Five Brands Post Modest Declines

The Greater Cleveland Automobile Dealers' Association has served the retail-automobile industry and community with integrity and distinction since 1915. Today, located in Brecksville, Ohio, GCADA represents 215 motor vehicle dealers in the communities of Northeast Ohio. In today's ever-changing retail climate, a dealers only true ally is their association. GCADA has led the country in providing more than 35 products, programs and services to its member dealers, including the promotion of the Greater Cleveland International Auto Show.



In an 11-county region of Northeast Ohio in 2002, sales of new cars, light-trucks and some commercial vehicles reached 210,333 units, down 9.5 percent from sales in 2001. Despite a 17 percent drop in new vehicle sales, Ford Division brand dealers sold or leased 41,659 vehicles, which was 8,405 units more than the runner-up, Chevrolet, with 33,254 vehicles delivered. Honda was a distant third with 17,086 vehicles delivered. Toyota dealers in the region sold 15,118 units, which edged out Dodge sales of 14,262.

Meanwhile, several brands posted sales increases in 2002, driven in part by the strong sales of entry-level luxury models. Acura, Honda, Hummer, Hyundai, Infiniti, Jaguar, Land Rover, Lexus, Mazda, Mercedes-Benz, Nissan and Suzuki posted gains while Audi, BMW, GMC, Kia and Volvo posted only modest declines in 2002.

Northeast Ohio's New-Car and -Truck Sales Year-to-Date by Brand 2002 vs. 2001

Car/Truck Makes	YTD 2002	YTD 2001	% Change YTD
ACURA	1529	1464	4.4%
AUDI	1529	1572	- 2.7%
BMW	1832	1851	- 1.0%
BUICK	7016	7715	- 9.1%
CADILLAC	3173	3339	- 5.0%
CHEVROLET	33254	36369	- 8.7%
CHRYSLER	8776	10157	- 13.6%
DODGE	14262	15221	- 6.3%
FORD	41659	49933	- 16.6%
GMC	3993	4021	- 0.7%
HONDA	17086	15907	7.4%
HUMMER	138	4	863.0%
HYUNDAI	4590	3984	15.2%
INFINITI	707	694	1.9%
ISUZU	247	504	- 51.0%
JAGUAR	691	394	75.4%
JEEP	6062	7551	- 19.7%
KIA	2172	2226	- 2.4%
LAND ROVER	589	247	138.5%
LEXUS	3104	3053	1.7%
LINCOLN	2216	2468	- 10.2%
MAZDA	1850	1792	3.2%
MERCEDES-BENZ	1268	1238	2.4%
MERCURY	4511	6309	- 28.5%
MINI	323	N/A	N/A
MITSUBISHI	3062	3551	- 13.8%
NISSAN	4391	4054	8.3%
OLDSMOBILE	2884	5572	- 48.2%
PONTIAC	8436	8855	- 4.7%
PORSCHE	207	275	- 24.7%
SAAB	585	625	- 6.4%
SATURN	4477	4747	- 5.7%
SUBARU	1264	1468	- 13.9%
SUZUKI	753	744	1.2%
TOYOTA	15118	17104	- 11.6%
VOLKSWAGEN	4367	4646	- 6.0%
VOLVO	799	813	- 1.7%

BOLD TYPE INDICATES SALES INCREASES IN 2002

Foreign automakers gained U.S. market share in 2002. Nationwide, the Big 3 accounted for about 61 percent of U.S. auto sales in 2002, collectively posting their lowest combined market share to date. In an 11-county region of Northeast Ohio in 2002, Big 3 market share accounted for 68 percent of sales, which exceeded U.S. market share by about 7 percent.

Ford, General Motors and the Chrysler group continued to get hit from many sides, *Automotive News* reported. American international automakers, Toyota, Honda and Nissan continued to add North American manufacturing and assembly capacity, with several new vehicles slated to compete in the Big 3's light-truck market. In addition, Hyundai became the tenth best selling brand in Northeast Ohio in 2002.



Eric Stoddard, a 1998 graduate of the Cleveland Institute of Art and exterior designer of the Chrysler Crossfire, hosts a forum with students from his alma mater during the 2002 Cleveland Auto Show.

Top 15 Brands in an 11-County Region of Northeast Ohio 2002 vs. 2001

Rank	Make	2002 Units Delivered	2001 Units Delivered
1	FORD	41659	49933
2	CHEVROLET	33254	36369
3	HONDA (4)	17086	17104
4	TOYOTA (3)	15118	15907
5	DODGE	14262	15221
6	CHRYSLER	8776	10157
7	PONTIAC	8436	6855
8	BUICK	7016	7715
9	JEEP	6062	7551
10	HYUNDAI (16)	4590	6309
11	MERCURY (10)	4511	5572
12	SATURN	4477	4747
13	NISSAN (14)	4391	4646
14	VOLKSWAGEN (13)	4367	4054
15	GMC	3993	4021

NUMBERS IN PARENTHESES INDICATE 2001 RANKING

Used-Car and Truck Sales in an 11-County Region of Northeast Ohio 2002 vs. 2001

	2002	2001
JAN	11857	10641
FEB	10005	10307
MAR	11076	11972
APR	12299	12344
MAY	12339	12949
JUN	11359	12180
JUL	12777	12944
AUG	13002	13801
SEP	12142	11015
OCT	12791	12148
NOV	10135	13490
DEC	9658	13702
TOTAL	139440	147493

New-Car and -Truck Sales in an 11-County Region of Northeast Ohio (1998 – 2002)

	2002	2001	2000	1999	1998
JAN	16173	16075	17075	13225	15273
FEB	12494	13317	15043	14083	12819
MAR	18577	20414	24341	23925	17638
APR	18995	20547	19448	22335	20266
MAY	18376	19661	19753	19584	19675
JUN	18932	21670	21502	23640	22274
JUL	22116	21304	19979	22984	20778
AUG	21458	20767	21608	22072	16223
SEP	18067	17230	19127	21467	18584
OCT	17476	24597	17437	19076	18655
NOV	13854	21402	15178	16202	15117
DEC	13815	15536	12560	18466	16754
TOTAL	210333	232520	223051	237059	214056

The Ohio Bureau of Motor Vehicles provided 2002 statistics. The numbers are based on vehicle registration reports of consumers living in an 11-county region of Northeast Ohio. The counties include: Ashtabula, Cuyahoga, Erie, Geauga, Huron, Lake, Lorain, Medina, Portage, Stark and Summit.



GCADA Group Health Plan

The Greater Cleveland Automobile Dealers' Association's Group Health Plan offers member dealers and dealership employees a full range of medical coverage, including medical, prescription, dental, vision, life and disability insurance. The plan offers a wide range of medical providers and facilities across Ohio with competitive rates. The number of employees covered in 2002 was 3,919 plus dependents.

The cost of rising health care continues to be a major issue for small, medium to large business owners. GCADA is committed to providing members with quality health benefits at a reasonable cost. Member dealer participation in the GCADA Group Health Plan continued to increase in 2002 because of favorable premiums and rates.

The self-funded GCADA Group Health Plan is available to all members. Premiums paid into the plan are used to pay claims. Dealers can offer their employees medical and prescription drug coverage, dental, vision, short-term disability and life insurance.

Although the Group Health Plan has been in existence for more than 25 years, several changes occurred Jan. 1, 1999. GCADA contracted with Medical Mutual of Ohio. The Association uses Medical Mutual's highly discounted rates to pay member claims.

Medical Mutual's care management and medical review programs assure patients with serious health problems that they will receive the proper care. Prescription coverage is provided through PharmaCare, a national organization that negotiates substantial discounts for GCADA from drug manufacturers. Dental and vision claims are paid by Employee Benefit Consultants, which has a local facility to process claims.

The Association hired a benefits administrator for the Group Health Plan to provide personalized service to dealers and their employees. The benefits administrator has the capability to view medical, prescription, dental and vision claims online. Members have a dedicated "problem solver" to look up and explain claim payments, find out why a claim hasn't been paid, and make corrections as needed, often when the member is still on the phone.

The Gavel Must Travel!

Gary Panteck (right), incoming GCADA chairman, receives the gavel from 2002 GCADA Chairman, Joe Firment, at the Dec. 6, 2002 GCADA Reception and Dinner held at Cleveland Brown's Stadium.



GCADA Workers' and Unemployment Compensation Program

In 2000, the GCADA Workers' and Unemployment Compensation Program was reorganized and brought in-house with one goal in mind — to maximize group rating savings for member dealers. That goal was met as 2002 proved to be a more successful year than 2001. Today, GCADA members pay 75 percent less in premiums than other employers on average.

There are three financial components of claims costs. The components are medical expense, compensation expense and reserve. Although there are times that one can be driven by another, GCADA recognizes that each component has its own distinct characteristics. This is what makes the GCADA Workers' Compensation program unlike a traditional third party administrator.

The organizational structure allows GCADA to proactively evaluate each claim component individually and collectively to minimize or eliminate the potential future financial impact on member dealers. GCADA's proven formula for success is attributed to case management conferences with member dealers that swiftly address all angles of a claim. Thorough analysis of administrative, legal, labor, medical and financial aspects of a claim ensure that all available options and effective solutions are offered to member dealers at the early stages of a claim.

Continuing in the spirit of proactively managing claims, the GCADA Occupational Physicians Network kicked off in September 2002. The network has been met with overwhelmingly positive feedback from member dealers. The network of physicians reaches 14 counties with more than 120 facilities. Injured employees are treated five times faster than emergency rooms and communication between the facility and the dealership has drastically improved. Most importantly, the immediate contact with GCADA has enhanced our ability to quickly intervene in difficult situations and analyze the potential financial impact on a member dealer.

Legal representation and review is provided for all unemployment claims throughout the administrative hearing process, which enables member dealers to better control their expenses.

GCADA is committed to promoting safe dealership work environments and accident prevention programs; providing access to effective medical care by occupational specialists; supervision by an aggressive in-house claims administration; and providing legal representation and actuarial evaluations for member dealers. The GCADA Workers' and Unemployment Compensation Program has gained the reputation as one of the most aggressive and cost-effective programs in the industry.

Dealer Inquiry Survey

In order to improve membership services to dealers, GCADA began tracking telephone calls in 2002 from member dealers regarding the Association's products, programs and services. More than 10,500 calls were received by Association personnel for this year. The Group Health Plan, Legal and Regulatory Affairs, Workers' and Unemployment Compensation, Education, Training and Recruitment were the departments that received the most dealership inquiries. GCADA will continue to track inquiries in 2003.

GCADA's SAFE Program

Safety Awareness For Employees (SAFE) program, developed by GCADA, specializes in providing onsite Occupational Safety and Health Administration (OSHA) compliance and safety training at motor vehicle dealerships. SAFE is designed to help dealerships create a safe and healthy work environment, while complying with OSHA regulations. SAFE also helps reduce dealer's Workers' Compensation claims, OSHA fines, injuries and associated costs, and is also improving dealership employee morale and loyalty.



The comprehensive safety, health and environmental program is designed exclusively for motor vehicle dealerships and provides extensive reporting and guidance on all applicable OSHA regulations, which helps make compliance with OSHA's strict regulations more manageable.

Laws and regulations have placed a heavy burden on businesses to create a safe environment for employees, local communities and the environment. For motor vehicle dealerships this means following OSHA regulations, including Hazard Communication Standard (HAZCOM).

Membership in SAFE includes everything a dealership needs to create a safe and healthy work environment with OSHA compliance. It includes a comprehensive and easily understandable program manual, which covers: HAZCOM, Emergency Action, HAZMAT, Respiratory Protection, Lockout/Tagout, Welding and Hoists, and Office Safety. Some training is available online.

In addition, SAFE includes a comprehensive dealership safety audit, which helps identify problem areas. After the audit is completed, a corrective action program is designed specifically for dealerships to address potential problem areas.

GCADA Legal & Regulatory Services

With demand for motor vehicle dealership legal assistance expected to significantly increase in the nation's litigious society, the GCADA Legal and Regulatory Services program is designed to financially assist, represent and counsel dealers in all legal areas.

GCADA's mission is to promote and maintain honesty and dependability; employ truth and accuracy in dealer advertising; strive to constantly improve business methods and ethics; and maintain fair competition to serve the dealer, customer and community.

If a consumer files a Consumer Sales Practices Act (CSPA), breach of warranty or odometer lawsuit against a member dealer where the dealer is named as a defendant or third party defendant, GCADA financially assists the dealer with legal expenses incurred. This service has saved dealers hundreds of thousands in legal fees. Additionally, employment, labor law, regulatory issues, Workers' Compensation and benefits, and general business counsel is provided under GCADA's legal services program.



GCADA President, Gary S. Adams (left), responds to questions from Jeff Maynor, WKYC Channel 3 anchor/reporter (NBC), concerning a potential Ohio class action lawsuit involving the Ford Explorer and Firestone tires.

Previously, the U.S. Court of Appeals for the Seventh Circuit denied the plaintiffs' request for rehearing arguments about the prior reversal of class certification. The court, in its earlier reversal of class certification, recognized that Ford Motor Co. and Firestone had already addressed the tire issue by replacing about 30 million tires. In addition, the National Highway Traffic Safety Administration (NHTSA) had investigated the safety of the tires and Explorers and did not find any additional action to be warranted. The interview took place at Liberty Ford in Bedford in July 2002.

2002 Cleveland Auto Show Sustains Sales Momentum Final Attendance Reaches 640,086 Visitors



WJW Fox 8 Reporter/Anchor, Jacque Smith (right) interviews Darlene Gray, Ford GT40 product specialist about the automotive industry's latest "concept to reality" vehicle. The world's second largest automaker announced in mid-February that it would produce the car. GT40 joins Thunderbird, Mustang and the Forty-Nine concept as part of Ford's "Living Legends" lineup. Production capacity, vehicle specifications, performance numbers, pricing and the final name of the production vehicle will be revealed at a later date.

As automotive main attractions heated up around the country — like the 2002 Greater Cleveland International Auto Show 75th Anniversary, held March 2–10 at the I-X Center in Cleveland, Ohio — automakers gauged the public's reaction to vehicle introductions and concepts, while dealers waited for auto show traffic to soon spill into their showrooms.

Reversing lackluster sales through the early months of 2002, new-car and -truck shoppers returned to dealer showrooms as sales rebounded — boosted by auto show promotions and interest-free financing — and posted a 3.9 percent increase during the third quarter 2002.

"Interest-free financing was certainly a hard act to follow, but auto shows and the introduction of exciting new vehicles are the driving forces behind the success of the spring market and sales later in the year," said Gary S. Adams, GCADA president and the auto show's executive director.

The Cleveland Auto Show allows consumers to compare several brands of new cars, trucks, minivans, pickups, SUVs and CUVs side-by-side in one convenient venue in 900,000 square feet of showroom space on one floor. "In addition, consumers took advantage of all the rebates and incentives resulting directly from auto show promotions," Adams added.

"Despite a sluggish economy and turbulent stock market potentially dampening consumer confidence, consumers continued to take advantage of deals that were simply too good to pass up," Adams concluded.

Center for Automotive Education & Training

The key to dealership success is continuing automotive training and education. Since 1990, GCADA's Center for Automotive Education & Training has offered more than 50 practical "how-to" workshops each year that are presented by the most respected automotive instructors in the country. Participants receive a comprehensive course manual for each program and may earn college Continuing Education Units. Workshop fees are minimal because the courses are held locally at GCADA in Brecksville, Ohio.

Other training programs offered include sales consultant and title clerk training. Sales training is dealership specific and provides participants with a strong foundation of skills needed to be successful in the retail-automobile industry. The title clerk workshop is designed to train new dealership professionals or

to cross-train current personnel. Each participant receives a GCADA State of Ohio Title Clerk Manual. GCADA also launched MyAutoCareer.com, which serves as an online job bank for dealerships seeking qualified personnel.

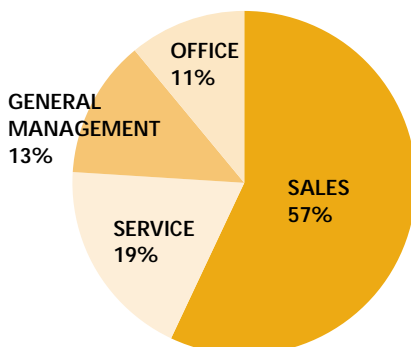


The GCADA classroom is a spacious, sky-lit, circular room with high ceilings, which seats up to 75 people with a variety of room set-ups. The classroom is equipped with two, 32-inch ceiling-mounted televisions, VCR, satellite dish, sound system and projection screen.

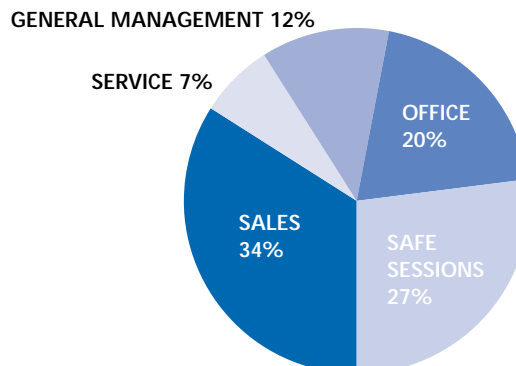
The Year in Review

- 2002 Total Number of Seminars Held: 56
- 2002 Total Number of Participants: 2,415
- 13-Year Total: 468
- Total Number of Participants: 30,730
- Average Number of Participants per Training Session: 41
- Average Cost Per Person for One Training Session (excluding 3-day introduction to sales training): \$43
- Total Dealership Cost if One Person Attended Every Seminar (excluding 3-day introduction to sales training): \$2,176
- Total Dealership Cost if One Person Attended a Similar Seminar NOT presented by GCADA: \$7,903
- Total Number of Member Dealerships Participating: 203
- Total Number of Nonmember Dealerships Participating: 57

Participation by Dealership Department in 2002



Dealership Participation by Seminar



"A Night of Lights" Charity Preview Fund-Raiser

On the eve of the 2002 Greater Cleveland International Auto Show — 75th Anniversary, GCADA hosted "A Night of Lights" Charity Preview Fund-raiser to benefit two local organizations. More than 500 guests attended the Friday, March 1 event at the I-X Center and raised \$115,000 for the Epilepsy Foundation of Northeast Ohio and the Western Reserve Historical Society's Crawford Museum of Transportation and Industry.



Lou Kaltenstein (left), president of Gene Norris Oldsmobile/GMC in Middleburg Heights, Ohio and Richard Bass, GCADA treasurer and president of Bass Chevrolet in Warrensville Heights, Ohio celebrate "A Night of Lights" on the eve of the 2002 Cleveland Auto Show. Photo Courtesy of Currents/Kathryn Riddle.

During the night's scheduled events, friends of the Crawford Museum auctioned a 1981 Aston Martin Lagonda. The live auction, in addition to a silent auction was held to raise additional funds. The event was chaired by 2002 Auto Show Chairman Robert A. Gillingham II. The honorary committee included: GCADA President, Gary S. Adams; GCADA Treasurer, Richard Bass; GCADA First Vice Chairman, Gary Panteck; GCADA Chairman, Joseph D. Firment; GCADA Second Vice Chairman, Fred Baker; GCADA members Michael Lally and Patrick Lally; Stefani Schaefer and Tim Taylor of WJW Fox-8 TV; and Frank Mocilnikar.



Post Auto Show Advertisements

To continue the sales momentum generated during the Cleveland Auto Show, GCADA and *The Plain Dealer* embark on a month-long campaign, creating several advertisements that run after the show concludes. "Arrive in Style...Get a New Car!" is one of five post-show ads that ran in the newspaper in 2002.

Harvest for Hunger/GCADA Food Drive

Later that same evening on Friday, March 1, 2002 — for the third year in a row — GCADA dealership employees and their families donated non-perishable food items to the Harvest for Hunger campaign during Harvest for Hunger/ Dealership Employee Appreciation Night. Over the past three years, dealership employees and their families have donated more than 45,000 pounds of nonperishable food items in 12 total hours.



As one of several contributors to the month-long food drive, the Harvest for Hunger campaign recognized GCADA in July 2002 during a ceremony held at Cleveland City Hall for gathering canned food at the 2002 Cleveland Auto Show. Pictured right: Cleveland Mayor Jane Campbell and GCADA Chairman, Joe Firment, president of Joe Firment Chevrolet in Lorain and Joe Firment's Lupe Chevrolet in Avon Lake.



"Buckle Down Cleveland" – The Focus is Teen Driving at Auto Show

Research has shown that new drivers take more risks while driving — speeding, passing, drinking and driving, and not wearing a safety belt. Excessive speed is the number one cause of fatal crashes involving teenage drivers. Statistics show that more fatal crashes involving teens occur when additional passengers are in the car.

"Promoting safety belt use among new-car and -truck shoppers at the Auto Show is a direct link to the audience the campaign is trying to reach," said Gary S. Adams, GCADA president. "Families can learn about vehicle safety together and remind each other to buckle down every time they drive."



BUCKLE DOWN
CLEVELAND

Cuyahoga County Safety Belt Program

Across Ohio, teenage drivers are overrepresented in traffic crashes while drivers aged 16 to 20 make up less than seven percent of the driving population. Teenagers account for 14 percent of the drivers involved in fatal crashes.

"Franchised dealers in the communities throughout Northeast Ohio can help parents of young drivers find vehicles that meet their safety needs," Adams said. "In addition, teens must focus on the task at hand and avoid taking unnecessary risks while operating a motor vehicle."

Launched in January 2000, "Buckle Down Cleveland" is a multi-faceted, safety belt community outreach campaign funded by The National Highway Traffic Safety Administration, the Federal Highway Administration, through the Ohio Department of Public Safety, Office of the Governor's Highway Safety Representative and University Hospitals' Rainbow Babies & Children's Hospital.

The campaign continued its work in 2002 with businesses, educators and community supporters to spread the message about safety belt compliance for children, teens and adults of all ages. GCADA provided the campaign with a booth and space for "The Convincer," used by the Ohio Department of Public Safety to demonstrate the importance of wearing seatbelts.

Education a Top Priority for Auto Dealers

The Cleveland Auto Show is more than a place to showcase all the latest production and concept vehicles. It's also an opportunity for GCADA to showcase its year-round commitment to a wide range of educational, career technical and training programs.



10th Annual Automotive Technology Competition

Automotive technology students representing high schools and career technical schools throughout northern Ohio "took to the pits" as part of the Greater Cleveland International Auto Show's 10th Annual Automotive Technology Competition on March 3, 2002.

Members of the top four teams each received scholarships to continue their education in the field. Students from Penta Career Center in Perrysburg, Ohio won first place and earned a trip to the 2002 Greater New York International Auto Show to challenge 40 other regional champions in the 2002 Auto Tech Super Bowl.

There is an estimated shortage of 65,000 skilled automotive technicians nationwide, including Northeast Ohio. The industry is fighting the "grease monkey" stigma, while attempting to attract young career-minded professionals into this ever-changing, high-tech and high-paying career opportunity. The Auto Tech Competition during the Cleveland Auto Show is an opportunity

to showcase GCADA's commitment to enhancing the image of this profession, supporting future technicians, and awarding college scholarships.

Following a rigorous written test of automotive skills, conducted by the Cuyahoga Community College Department of Automotive Technology, seven pairs of finalists tested their troubleshooting skills in a hands-on "pit area" on the lower concourse of the I-X Center.

"With today's extremely sophisticated automotive technology, it's important that technicians become highly trained in computers, as well as electronics and engineering," said Gary S. Adams, GCADA president. "The auto industry needs to work closely with automotive educators to see that talented automotive technology students receive the quality, broad-based education they need to meet the increasing demand in the field."

Automotive Education & Career Day

Local high school students, instructors, administrators and guidance counselors had the opportunity to learn more about a wide variety of careers in the retail-automobile industry as part of Automotive Education & Career Day held March 4, 2002 during the Cleveland Auto Show.

"Tremendous income and growth opportunities exist for talented young people," Adams said. "Career day is a resourceful way for students to learn about educational and career development programs such as Automotive Youth Educational Systems (AYES), a school-to-career partnership between automakers, franchised dealers and high school students. AYES provides students with trained technicians through a mentoring program, shadowing and paid internship opportunities."

Cleveland Auto Dealers Scholarship Program

Since 1989, the Greater Cleveland Automobile Dealers' Educational Assistance Foundation has awarded about \$275,000 in scholarships to local students. This year, the foundation awarded up to \$20,000 in scholarships to students competing in the 2002 Auto Show Tech Competition.

2002 Cleveland Auto Show/ Graphics Art Council Design Contest

The Graphic Arts Council of Cleveland partnered with GCADA to create a special Cleveland Auto Show poster design competition in 2002. The design contest was open to students involved in commercial art, graphic design, computer graphics, printing, journalism or communications programs at high schools and career technical schools.

Euclid High School student, Shannon Daugherty, was the first place winner and designed the 2002 Auto Show poster. She was awarded a \$1,000 scholarship for her design. Entries received represented work performed on a regular or special class assignment. Second place (\$750) went to Drew Hudson, Lakewood High School; and the third place winner (\$400), was Carly Scott of Medina County Career Center.

Automotive Youth Educational Systems (AYES) Initiative Expands in Region

In 2002, GCADA continued to grow the Automotive Youth Educational Systems (AYES) in Northeast Ohio. Last year, 22 students from six area high schools worked at local dealerships as apprentice technicians.

AYES is a school-to-career partnership between dealerships and local secondary and career technical schools that offer high-quality programs in automotive service technology and collision repair/refinish.

SCHOOLS AND PARTICIPATING DEALERSHIPS IN 2002

Akron East High School

Burt Greenwald Chevrolet, Klaben Ford, Lambert Buick/GMC, Fred Martin Motor Co., Klaben Chrysler/Jeep, Park Acura

Canton South High School

Downtown Ford, Park Ford

Cuyahoga Valley JVS

Metro Toyota, Rick Case Mitsubishi

Lorain County JVS

Jack Matia Chevrolet, Nick Abraham Buick/Chrysler/Jeep, Stang Motors, Joyce Buick/Pontiac, Nick Abraham Ford

Mahoning Career Center

Bob Eddy's Chrysler, Spartan Chevrolet, Greenwood Chevrolet

Valley Forge High School

Ganley Dodge West

School-to-career programs, like AYES, build a network of partnerships with local educators, government officials, parents and students. Taking part in AYES not only has the potential for long-term direct benefits for a dealer, it also is a valuable community relations initiative.

Participating AYES dealers enjoy the advantage of cultivating their own young technicians for future employment. Dealership involvement with the schools and students increases positive visibility among members of the community, including prospective sales and service customers. Most importantly, AYES involvement also helps enhance the public perception of automotive technical service careers and the dealership as well.



NADCF Breathes New Life into CPR Training Auto Dealer Foundation Donates \$2 Million Worth of CPR Units Since 1975

Across the nation, the National Automobile Dealers Charitable Foundation (NADCF) has donated more than 3,300 cardiopulmonary resuscitation (CPR) training units, valued at about \$2 million, to an estimated 1.6 million emergency professionals and civilians trained through the program since 1975.

Closer to home, in cooperation with NADCF, the GCADA presented four CPR gifts to hospitals, fire departments and other emergency units in 2002. CPR units were presented to University Hospitals of Cleveland, Orange Village Fire Department, Wickliffe Fire Department and Pymatuning Ambulance Service.

"If the right kind of treatment can be given to a victim in distress within seconds after he or she is stricken, the chances increase that a life can be saved," said Gary S. Adams, GCADA president, who presented the August 8, 2002 donation to University Hospitals with GCADA Chairman, Joe Firment, president Joe Firment Chevrolet and Joe Firment's Lupe Chevrolet. "New-car and -truck dealers throughout the country, including northern Ohio, have devoted much of their time and money to the development of community projects, like CPR donations, that enrich and can potentially save lives."

University Hospitals of Cleveland hopes to teach hundreds of professionals and medical technicians each year how to perform "lifesaving" CPR on an individual in distress.

"The Resusci Anne manikin will be put to good use to help train a wide variety of clinicians here at University Hospitals Health System of Cleveland," said Dr. Thomas Bruno, chief anesthetist, University Hospitals Health System. "Equipment like this is necessary for us to maintain our training programs so that we can train and certify all of our care practitioners who provide services throughout the Greater Cleveland area."

The Orange Village Fire Department's training program was enhanced Sept. 12, 2002, by the donation of a Resusci Baby Complete CPR unit.

"CPR training teaches a person how to keep the heart beating while a professional has been notified," said Orange Village Fire Chief, Fred Fritz. "We would like to see a number of Village residents take a CPR course during the coming year."



A common situation affecting a person that requires CPR is often related to the loss of the airway that leads to respiratory or cardiac arrest. Common conditions are severe asthma, seizures and a variety of respiratory conditions as well as head injury and other types of traumatic conditions; choking and drowning situations could also require CPR use.

"We're grateful to the Greater Cleveland Automobile Dealers' Association for providing us with a safety-enhancing piece of equipment which will benefit the residents of the community," said Kathy Mulcahy, mayor of Orange Village.

The National Automobile Dealers Charitable Foundation is part of the National Automobile Dealers Association, located in McLean, Virginia. Its membership includes more than 21,000 franchised new-car and -truck dealers in the country. GCADA represents more than 215 automobile dealers in Northeast Ohio.

Building Image Through Public Relations

GCADA continued to address all public relations or public affairs challenges that faced the Association and its member franchised motor vehicle dealers in 2002. Through GCADA's targeted communications and marketing strategy, GCADA continued to:

- (1) manage the reputation of auto dealers while building credibility in the community;
- (2) use public relations as a marketing tool (complement advertising function); promote GCADA membership growth; gain publicity during the Greater Cleveland International Auto Show; and strengthen relationships with public/elected officials through grassroots communications.

The Greater Cleveland Automobile Dealers' Association's public relations/public affairs objective is to convey the viewpoint of franchised new-car and -truck dealers to the media, consumers elected officials and government agencies via the media.

Public relations is about educating your identified target audience — the media, your current and future customers, government and civic officials, the media or whomever you choose as your target audience or constituency.

The Association distributes or publishes GCADA *Newswire Briefs*, GCADA *Newswire*, the Auto Show program, *Auto Show Exhibitor Report*, monthly vehicle registration reports, *Auto Outlook*, *NADA Industry Analysis & Outlook* and maintains the Web site at www.gcada.org.

THE ENGINE THAT DRIVES NORTHEAST OHIO'S ECONOMY.

Greater Cleveland Automobile Dealers' Association

Y ou've never gotten the standard news on local savings and banking. Throughout the communities of Northeast Ohio, you know that your tremendous selection of new and used cars, trucks, minivans and SUVs... providing you with safe, reliable and affordable transportation... and for many years to come.

As consumers of public safety in our region, we're proud to be a part of an industry that's dedicated to you and your vehicle's day-to-day and long-term safety needs. They are Northeast new-car and truck dealers.

But there's something you may not know. Your local new-car and truck dealers are part of an economic engine that drives Northeast Ohio's economy and plays a vital role in the health of the region's economy. Northeast Ohio's automotive industry including employees about 75,000 men and women, accounting for more than 10 percent of that state's gross product in Ohio.

From sponsoring Little League baseball teams, to providing vehicles for fundraising purposes and other charitable endeavors, local dealerships contribute to their communities.

28,000	3,700,000	450,800,000	300,000,000
new cars and trucks sold in Northeast Ohio	new cars and trucks sold in Northeast Ohio	new cars and trucks sold in Northeast Ohio	new cars and trucks sold in Northeast Ohio

"The Engine That Drives Northeast Ohio's Economy," was an advertorial published Sept. 30, 2002 in The Plain Dealer. In addition to the cover with strong public relations messages about franchised new-car and -truck dealers, the special classified advertising section also included 27 positive stories about GCADA member dealers' involvement in the community.

BUSINESS Car sales speed up Near-luxury line leads way. **D1**

SPORTS Work in progress Give it time, Browns say. **C1**

AKRON BEACON JOURNAL

TUESDAY, October 15, 2002

News Online www.ohio.com

Outgoing Art House Delivery 800-77

Near-luxury vehicle sales in overdrive

From, Chevrolet will lead pack, but Acura, Lexus, Jaguar - Acura makes large gains in Northeast Ohio

By Mike Smith
From the Akron Beacon Journal

When it comes to luxury vehicles, the market is hot. In the Northeast Ohio market, the Acura, Lexus, Jaguar and other near-luxury brands are leading the way.

Acura, for example, has seen a 40 percent increase in sales in the Northeast Ohio market. The Acura Integra, a compact sedan, is a popular choice. The Acura Integra is a compact sedan, a popular choice.

Lexus, another near-luxury brand, has also seen a significant increase in sales. The Lexus ES, a midsize sedan, is a popular choice. The Lexus ES is a midsize sedan, a popular choice.

Jaguar, a British luxury brand, has also seen a significant increase in sales. The Jaguar XJ, a full-size sedan, is a popular choice. The Jaguar XJ is a full-size sedan, a popular choice.

The growth of the near-luxury vehicle market is a reflection of the growing middle class in the Northeast Ohio market. The middle class is growing, and the middle class is growing.

Public Relations' Marketing

The "Near-luxury vehicle sales in overdrive article" that appeared in the Oct. 15, 2002 edition of the *Akron Beacon Journal* is an example of a public relations' trend report based on an analysis of 2002 third quarter auto sales in Northeast Ohio.

GCADA Speakers' Bureau

As another method to improve the image of dealerships and highlight careers in the retail-automobile industry, the GCADA Speakers' Bureau was formed in November 2002. Several member dealers signed up for the speakers' bureau and began taking positive messages about dealership careers to students, parents and educators.

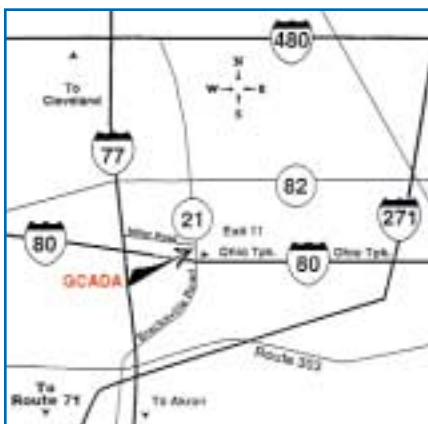
DATE COMPLETED	DEALER PRINCIPAL	DEALERSHIP	SCHOOL VISITED
Nov. 18, 2002	Frank Porter	Central Cadillac/Central Hummer	Jane Addams High School
Dec. 12, 2002	Gary Panteck	Brunswick Auto Mart	Valley Forge High School
Dec. 4, 2002	Dick Marcellino	Motorcars Acura/Volvo	Lakewood High School
Dec. 9, 2002	Joe Firment	Joe Firment Chevrolet	Lorain Admiral King H.S.
Dec. 12, 2002	Rob Schimmelpfennig	True North Chrysler/Dodge/Jeep	Ashtabula County JVS
Dec. 18, 2002	Dave Towell	Dave Towell Cadillac/Saab	Akron East High School

Purpose & Goals of GCADA's Speakers' Bureau

- Inform students, parents and educators about the vast number of careers available in the retail-automobile industry;
- Help recruit and retain next-generation dealership employees;
- Create a positive line of communication between local schools and area new motor vehicle dealers in the community; and
- Implement PR/media efforts to highlight dealership career opportunities while promoting dealer/dealership in the community.



Frank Porter, president of Central Cadillac/Central Hummer on Carnegie Ave. in Cleveland, kicks off the GCADA Speakers' Bureau at Jane Addams High School on Nov. 18, 2002. The ninth grade class, Diversified Business, explores student interest in technical careers through surveys, Internet searches, videos and guest speakers.



GCADA Conference Center

The perfect place for meetings and workshops

The GCADA Conference Center, conveniently located at 10100 Brecksville Road just minutes from Ohio Turnpike Exit 11 or the Miller Road Exit off U.S. Interstate-77 and 15 minutes away from both Cleveland and Akron, offers a state-of-the-art board room and meeting room with full catering services and amenities.

The boardroom features executive-level appointments and a large mahogany table that seats up to 18 people in plush burgundy chairs. The room is also equipped with a built-in 45-inch television, VCR, satellite dish, sound system, dry-erase marker board and projection screen.

The training facility is a spacious, sky-lit, circular room with high ceilings. It seats up to 75 people classroom-style but the modular furniture system allows for a variety of room set-ups. The room is equipped with two, 32-inch ceiling-mounted televisions, VCR, satellite dish, sound system and projection screen.

The Conference Center has a modern kitchen facility that allows clients to choose from a full range of menu items as well as special dietary or catering needs. Please contact Kathy Livingston at GCADA at 440.746.1500, toll free at 888.740.2886 or email klivingston@gcada.org to help you plan your next meeting or workshop.

GCADA's Automotive Consumer Action Program (AUTOCAP)

Dedicated to Improving Dealership/Customer Relations

Since 1974, GCADA's Automotive Consumer Action Program (AUTOCAP) has helped member motor vehicle dealers and consumers resolve disputes quickly and without expensive legal costs burdening either the consumer or dealer. It's a free service to consumers.

AUTOCAP is a cost-effective and timesaving method for resolving inevitable consumer complaints against dealers. AUTOCAP is made up of five panelists — three represent consumer groups (Better Business Bureau, WJW Fox 8 TV's "Call for Action," and Consumer Protection Agency) and two are GCADA member dealer representatives.

How Does AUTOCAP Work?

AUTOCAP works to resolve the dispute between the consumer and dealer in conjunction with the Attorney General's Office and GCADA. If the Attorney General's Office receives a consumer complaint involving a member of AUTOCAP, the complaint is not handled directly by the Attorney General's Office, but instead is forwarded to GCADA to be resolved by AUTOCAP.

GCADA's AUTOCAP staff notifies the dealer that the customer has a problem requiring his attention. In processing a consumer inquiry, GCADA encourages the dealer to resolve the complaint prior to an AUTOCAP hearing.

If the complaint remains unresolved, it's then referred to the GCADA's AUTOCAP panel, which meets monthly (12 times per year). Both the customer and the dealer are present at the panel hearing. The decision rendered at an AUTOCAP hearing is binding on the dealer, not the consumer.

AUTOCAP Resolves Problems

As an enforcement agency, the Ohio Attorney General's Office of Consumer Protection Section views complaints from a legal perspective. Violations of the law, even technical ones not related to a complaint, are often pursued by the Attorney General. AUTOCAP is an equitable process relying on principles of fairness when rendering decisions.

GCADA's AUTOCAP staff will attempt to resolve the dispute through written correspondence submitted by the parties. If the dispute can't be resolved through written correspondence, the dispute may then be referred to the AUTOCAP panel.

Why Does GCADA Support AUTOCAP?

GCADA supports AUTOCAP to make the automotive-retailing industry more responsive to the needs of the motoring public. The AUTOCAP panel strives in every instance to be fair and impartial in complaint mediation to all parties concerned.

Today, dealers can also experience frustration in today's marketplace when purchasing different kinds of products and services, just like consumers. Most problems occur when there's a breakdown in communication between a dealer and consumer. AUTOCAP's primary goal is to repair the avenues of communication, which allows consumers to state their grievances and obtain fair, equitable results.

GCADA'S AUTOCAP Builds Good Will

Members of the GCADA – some third and fourth generation dealers – have worked very hard in their respective communities, building a solid foundation of good will and a reputation established only through their countless, satisfied customers. Simply, GCADA's member dealers care about their customers. Today, customer satisfaction reports and surveys put a dealer's reputation on the line in an ever-growing, fiercely competitive franchised motor vehicle dealer network.

2002 AUTOCAP Summary

COMPLAINT PROFILE

	2001	2002
Total # of Complaint Forms Mailed	77	105
Total Number of Complaints Filed	154	205
GCADA	21	37
Attorney General	133	168

HEARING PROFILE

	2001	2002
Number of Cases Heard by Panel	24	16
For the Dealer	10	7
For the Consumer	6	3
Compromised	7	1
Unresolved	1	4
No Show (Both Parties)	0	1

Motor Vehicle Acceptance

Motor Vehicle Acceptance (MVA), a second-tier, retail-finance company, was launched in November 1994 after receiving many dealer complaints about holdback charges from other subprime finance companies. The MVA staff specializes in assisting finance personnel close in the subprime market.



Backed by an exclusive partnership with Akron-based FirstMerit Bank, N.A., Motor Vehicle Acceptance purchases nonrecourse loans made by franchised dealers to consumers who are unable to obtain financing from traditional sources. Because of this strategic alliance with FirstMerit, participating dealers receive payments quickly without hassles and unnecessary delays.

Here's How Motor Vehicle Acceptance Stacks Up Against the Industry Standard:

Motor Vehicle Acceptance

- MVA advances 120% of NADA trade plus tax and title
- MVA pays up to a 3% reserve with no discount
- Ease and timeliness of MVA funding is completed within 24 hours after receiving package
- Flexible underwriting terms

Industry Standard

- Industry Standard offers 110 to 115% of NADA trade plus tax and title
- Industry Standard is 2% with discounts up to 35%
- Industry Standard can take three to five days
- Rigid underwriting policies

Year	Total Units	Total Volume
2002	2,093	\$23,036,171
2001	1,439	\$16,454,278
2000	1,698	\$19,732,900
1999	1,356	\$15,615,549

Martha Reeves and The Vandellas
perform December 6, 2002 at
Cleveland Brown's Stadium during
GCADA's Annual Dinner and Reception



2002 GCADA Products, Programs & Services

In today's ever-changing retail automobile industry, a franchised motor vehicle dealer's only true ally is their dealer association. Since 1915, the Greater Cleveland Automobile Dealers' Association has led the country in providing products, programs, services, and counseling to motor vehicle dealers of Northeast Ohio.

Information Resource Center

GCADA is the leading information resource center for new vehicle dealers, providing timely information on topics that affect their business. GCADA uses a number of processes to make this information available to the dealers including, publishing a weekly fax, a quarterly newsletter, and correspondence by email and mail. More importantly, member dealers can contact GCADA's professional staff at anytime for counseling.

GCADA Group Health Plan

A self-funded group health plan that offers member dealers a full range of medical coverage for dealership owners and employees including medical, prescription, dental, vision, life and disability insurance. With nearly 4,000 employee lives, the plan offers a wide range of medical providers and facilities across Ohio and the rates are competitive.

Center for Automotive Education and Training

The key to dealership success is continuing education. GCADA offers more than 50 practical "how-to" workshops each year, presented by the most respected automotive instructors in the country. Participants receive a comprehensive course manual for each program and may earn college continuing education units. Workshop fees are minimal because the courses are held locally at GCADA.

The Road to Success — An Introduction to Sales

This monthly workshop is designed to jump-start a new sales career in the right direction or to re-energize a seasoned sales professional. We cover everything from the greeting through follow-up during a 3-day interactive workshop. Participants will discover how to develop business through prospecting, handle objections, close the deal and the proper follow-up techniques. It is three days packed full of immediately useful techniques that will ensure sales professionals discover success every day of their career.

Title Clerk

The Title Clerk Workshop is designed to train new employees or cross-train current employees on the proper procedures to obtain an Ohio motor vehicle title. This two-day hands-on workshop teaches new title clerks the valuable skills and effective title processing techniques it takes to become an experienced and knowledgeable title clerk. The Title Clerk Manual is included with this training program.

Title Clerk Manual

GCADA produces a comprehensive State of Ohio Title Clerk Manual that assists dealership title clerks to prepare the many documents needed to title a motor vehicle. This extensive manual is a great reference tool for your entire staff.

Legal Services Program

Designed to financially assist dealers with consumer lawsuits. For example, if a consumer brings a Consumer Sales Practices Act (CSPA) or breach of warranty or odometer lawsuit against a member dealer, GCADA will financially assist the dealer with legal expenses incurred. This service has saved dealers hundreds of thousands in legal fees. Additionally, employment, labor law and general business counsel is provided under the Legal Services program.

Workers' & Unemployment Compensation Program

A full-service Workers' & Unemployment Compensation program for member dealers. This comprehensive service offers member dealers legal counsel representation on disputed claims through the administrative process and handles all of the bothersome paperwork and filings with the Ohio Bureau of Workers' Compensation (OBWC) at no charge. We also offer members free legal consultation on all Workers' and Unemployment Compensation claims. Unlike other large third party administrators, the GCADA Workers' & Unemployment Compensation legal group and staff can provide the personal attention to ensure claims are handled properly and efficiently.

Group Rating Program

Saves qualifying member dealers up to 95 percent on Workers' Compensation premiums. GCADA groups its members and spreads the risk accordingly to save member dealers Workers' Compensation premium dollars. The savings are incredible, saving dealers tens of thousands of dollars each year in Workers' Compensation premiums.

Occupational Physicians Network

Because Workers' Compensation medical-only costs continue to rise, GCADA has assembled an Occupational Physicians Network to effectively manage medical costs associated with member dealers Workers' Compensation claims. By controlling the primary care of an injured employee, a dealer can be sure the initial medical treatment their valued employee receives is properly administered. Our unique Occupational Physicians Network does just that.

Safety Awareness For Employees (SAFE)

Provides on-site OSHA compliance and safety training for new car dealers. This comprehensive program provides dealers with extensive reporting and guidance on all applicable OSHA regulations. All federally required employee hazardous communication training is free-of-charge for SAFE Participants.

Refrigerant Certification Program

Under federal law, all technicians who repair auto air conditioners must be certified in Freon Recovery and Recycling by an EPA-approved program. GCADA is one of only eight companies nationwide approved by the federal EPA that can certify technicians. The process is easy for your technicians and you.

Government Liaison Service

GCADA will assist member dealers with the regulations and procedures of state and county government that affect their business including any dealings with the Ohio Bureau of Motor Vehicles, County Clerk of Courts, and The Ohio Department of Taxation.

Automotive Consumer Action Program (AUTOCAP)

Since 1974, the AUTOCAP program has helped member dealers and consumers resolve disputes without interference from the courts. The membership and area consumer action groups support the program.

ADA Printing

Gives member dealers an alternative to high-priced national business forms companies. ADA Printing was developed by GCADA to offer member dealers a full-service automotive business forms company with great customer service and fantastic pricing.

Telecommunications Program

GCADA and XO Communications joined forces to enable member dealers to save 30-50 percent off their telecommunication expenses. This full-service program offers discounted local phone service, low in- and out-bound long distance rates, excellent calling card rates, and user-friendly invoices with no hidden charges.

Environmental Services

GCADA and Chemical Solvents Inc. (CSI) have teamed up to provide dealers with a very reliable service to dispose of hazardous wastes. Improper disposal of parts cleaner solvent and body shop waste can cost dealers millions in clean-up costs. CSI, based in Cleveland, has an excellent reputation and is a leader in the waste recovery industry. GCADA's partner EverClear Inc. is the preferred vendor to properly handle your used oil and antifreeze waste disposal. EverClear has a state-of-the-art facility in Youngstown that ensures the waste your dealership generates is disposed of properly. CSI and EverClear offer special pricing to GCADA members.

Utilisave Program

Developed to take advantage of the deregulation of Ohio utilities, GCADA's goal is to provide a comprehensive co-op utility purchasing program so member dealers can enjoy reduced pricing on their electric and natural gas expenses.

General Application Fastener Program (Source Products)

GCADA and Source Products provide member dealership service and body shops with high-quality fasteners and parts at 10-30 percent savings. The program also offers free shipping to member dealers. Because Source Products is a locally based company, dealers receive excellent customer service and pricing.

MasterCard/Visa Processing (Heartland Payment Systems)

Heartland Bank is one of the largest credit card processors in the country and is able to offer GCADA members a low fixed rate of 1.57 percent. The rate, coupled with excellent customer service, makes this program very attractive. Member dealers are saving thousands each year on credit card processing fees through this outstanding program.

Check Guarantee Service (TeleCheck)

TeleCheck, a national check authorization service, offers better than competitive rates and great customer service. They also offer a number of excellent programs that help member dealers sell more vehicles while helping control unforeseen losses.

Call Measurement and Monitoring Service (Who's Calling)

Who's Calling has the leading technology in call measurement and monitoring services. Who's Calling has teamed up with GCADA to offer a service that can capture all inbound call data including phone number, time of call, call length, name and address — with no hardware or software, records inbound calls to review staff performance, and tracks the advertising source that prompted each call. GCADA members enjoy discounted pricing on Who's Calling Services.

Customer Relationship Management (CRM) Solution (Autobase)

GCADA and Autobase have joined to provide member dealers with a computerized development system that maximizes showroom control and business development. The Autobase system provides automated follow-up letters for both prospects and owners, integration with both ADP and Reynolds & Reynolds computer systems, interactive log-books that catalog every customer that visits or phones, a real-time scoreboard that updates to accurately track dealership activity, and daily management reports that assist your personnel with analyzing inventory, advertising, sales, and much, much more. GCADA members receive special discounted pricing.

Dealership Lighting Program (Five Star Lighting)

Five Star Lighting/Lighting Services Inc. and GCADA provide member dealers with wholesale pricing on all lighting supplies and services. They not only have the best pricing in

the area on lighting supplies, but also have the equipment to replace all parking lot pole light fixtures quickly and inexpensively. Eliminate the liability of having employees change your parking lot light fixtures and let the GCADA Dealership Lighting Program do the work for you.

Ohio Sales Tax Fund

A quick and easy way for member dealers to collect and submit sales tax on motor vehicle sales, the fund works in a manner similar to your commercial checking account. The dealer keeps a properly funded account with GCADA and sends the Title application to the Clerk of Courts of Cuyahoga County as usual, but no remittance for sales tax is required. Each day, GCADA pays the appropriate amount of sales tax for each participating dealer. This program eliminates the need to cut a check for each deal that is sent to the Title Office and possible problems arising from improper funds. It will also save you money on costs associated with check processing.

Carfax Vehicle History Reports

Identify vehicles with hidden problems: salvage brands, odometer rollbacks, flood damage, etc. Protect the dealership and the customer by accessing Carfax's extensive title database to ensure the vehicle you're purchasing or selling has a clean title.

Collection Services

Corporate Collection Services (CCS) has maintained a proven collection ratio for GCADA members. CCS is a full-service collection agency with tested techniques to get results. Let CCS handle your nagging collection problems.

Salesperson's Professional Evaluation (SPE)

A fresh, creative approach to sales performance analysis, GCADA has designed the SPE program to give the dealer an objective evaluation of their salespeople's performance. A team of professionally trained evaluators will examine specific areas of each salesperson's performance through in-store visits and/or telephone evaluations.

Pre-Employment Screening Services (Access Cleveland)

Get the specific facts you need to know about an applicant by utilizing Access Cleveland Pre-Employment Screening Service. Access Cleveland services include researching work history, drug testing, investigating any criminal records, and determining the ability to perform the job. This service could save you thousands of dollars in personnel expenses.

Motor Vehicle Acceptance (MVA)

Formed in 1994 to help dealers sell more vehicles through alternative financing, the company has grown drastically and has made more than \$200 million in vehicle loans since then. The company was developed with the best interest of new car dealers and is staffed by professionals with years of experience in this business.

Greater Cleveland International Auto Show

Promoted by GCADA and recognized as the fifth largest auto show in the country. The show is housed at the I-X Center that offers the public over 900,000 square feet of class "A" exhibits and has an annual attendance that exceeds 630,000. The show has been very successful for member dealers and the industry by promoting new vehicle sales with excellent results. Several special events take place for dealers, employees and the general public throughout the show.

GCADA Public Relations Program

The objective of the Greater Cleveland Automobile Dealers' Association's public relations and public affairs program is to convey the viewpoint of franchised new-car and -truck dealers to the media, consumers, elected officials and government agencies. GCADA is prepared to address any communications challenges that face the Association and dealers. GCADA full-time communications staff works to manage the reputation of dealers while building credibility with the media, automotive industry and community. GCADA also promotes the Greater Cleveland International Auto Show.

GCADA Speaker Bureau

In an effort to spark interest in careers at local dealerships, GCADA member dealers, through community-based efforts, are traveling to area high schools and highlighting the vast number of career opportunities available in the retail-automobile industry. Today, about 30 GCADA members are available to host workshops throughout the communities and schools in northern Ohio. The workshop includes a video segment, "What's the Deal on Dealerships?," a PowerPoint presentation, and Question & Answer session.

Automotive Youth Educational Systems, Inc. (AYES)

A unique program that GCADA administers to build partnerships between dealerships and high schools with an automotive service technology curricula and internships through a full-time AYES coordinator. The mission is to create a pipeline of future technicians for GCADA Members.

MyAutoCareer.com

A GCADA sponsored Web site is designed to assist member dealers attract quality employees. Member dealers can post an employment ad — free of charge — on the site and take advantage of the Internet recruitment opportunities. The posting procedure is simple and easy to use.

Internet Lead Generation Service

cleveland.com/cars is Northeast Ohio's foremost Internet sales lead generation service for new car dealers. GCADA's partner, Cleveland.com is the largest online community in Northeast Ohio and provides outstanding traffic for its advertisers. This proven, inexpensive advertising medium is an excellent tool for new car dealers to increase their new and used car sales volume.

ACURA

MOTORCARS ACURA/VOLVO, INC.
18123 Rockside Rd. • Bedford, OH 44146
(440) 439-8400

AUDI

CASCADE AUTO GROUP, LTD.
4149 State Rd. • Cuyahoga Falls, OH 44223
(330) 929-1861

FRED BAKER PORSCHE/AUDI, INC.
19400 Rockside Rd. • Bedford, OH 44146
(440) 232-4700 www.fredbakerporscheaudi.com

STODDARD IMPORTED CARS, INC.
38845 Mentor Ave. • Willoughby, OH 44094
(440) 951-1040 www.stoddard.com

SUNNYSIDE PORSCHE/AUDI
7660 Pearl Rd. • Middleburg Heights, OH 44130
(440) 243-5588 www.sunnysideauto.com

SUNNYSIDE VW/AUDI/HONDA OF SANDUSKY
2055 Cleveland Rd. • Sandusky, OH 44870
(419) 626-1061 www.sunnysideauto.com

BMW

CLASSIC BMW, INC.
6951 Center St. • Mentor, OH 44060
(440) 942-7500 www.classicautocampus.com

DAVE WALTER BMW
450 West Exchange St. • Akron, OH 44302
(330) 762-0791

DAVIS AUTOMOTIVE GROUP, INC.
6135 Kruse Drive • Solon, OH 44139
(440) 542-0600 www.davisautomotive.com

GANLEY BMW
6976 Pearl Rd. • Middleburg Heights, OH 44130
(440) 845-9333 www.ganleybmw.com

BUICK

ANDY SIMS BUICK, INC.
8000 Broadview Rd. • Broadview Hts., OH 44147
(440) 526-1900 www.gmbuypower.com

BANNER CHEVROLET/PONTIAC/BUICK, INC.
329 North Main St. • Orrville, OH 44667
(330) 683-6050 www.bannerautogroup.com

BILL LAKE BUICK, INC.
15200 Lorain Ave. • Cleveland, OH 44111-5580
(216) 941-5000

CHARLES CHEVROLET OLDSMOBILE, INC.
10851 North St. • Garrettsville, OH 44231
(330) 527-2101

CLASSIC BUICK/OLDSMOBILE/PONTIAC/GMC, INC.
1700 Mentor Ave. • Painesville, OH 44077
(440) 942-6400 www.classicautocampus.com

JAY PONTIAC/BUICK, INC.
18800 Rockside Rd. • Bedford, OH 44146
(440) 232-5000 www.jayauto.com

JOYCE BUICK, INC.
1400 Park Ave. West • Mansfield, OH 44906
(419) 529-3211

JOYCE BUICK/PONTIAC, INC.
1860 Colorado Ave. • Lorain, OH 44052
(440) 288-1288 www.joycebuickpontiac.com

JUNCTION BUICK/PONTIAC/GMC
12423 Ravenna Rd. • Chardon, OH 44024
(440) 285-5700 www.junctionauto.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphorn.com

LEIKIN MOTOR COMPANIES
38750 Mentor Ave. • Willoughby, OH 44094
(440) 946-6900 www.leikinmotor.com

NICK ABRAHAM BUICK, INC.
1111 E. Broad St. • Elyria, OH 44035
(440) 366-6446

NORRIS AUTO MALL, LTD.
3205 Medina Rd. • Medina, OH 44256
(330) 723-3291 www.norrisautoteam.com

POLICHENA MOTORS, INC.
4886 State Route 59 • Ravenna, OH 44266
(330) 296-2866

QUA BUICK-PONTIAC, INC.
3393 Warrensville Center Rd. • Shaker Hts., OH 44122
(216) 561-1177

SIMS BROTHERS BUICK, INC.
21601 Euclid Ave. • Euclid, OH 44117
(216) 481-8800 www.simsauto.com

SPITZER BUICK/MITSUBISHI, INC.
10901 Brookpark Rd. • Parma, OH 44130
(216) 362-1000 www.spitzer.com

STEVE BARRY BUICK, INC.
16000 Detroit Ave. • Lakewood, OH 44107
(216) 221-7000 www.stevebarrybuick.com

TOTH MOTOR SALES, INC.
880 North Rocky River Dr. • Berea, OH 44017
(440) 234-2222 www.tothberea.com

VAN DEVERE, INC.
300 West Market St. • Akron, OH 44303
(330) 253-6137

CADILLAC

BARRY OLDSMOBILE/CADILLAC, INC.
750 Cleveland St. • Elyria, OH 44036
(440) 365-7373

CENTRAL CADILLAC LIMITED
2801 Carnegie Ave. • Cleveland, OH 44115
(216) 861-5800 www.centralcadillac.com

CLASSIC PONTIAC-CADILLAC-GMC
36933 Vine St. • Willoughby, OH 44094
(440) 951-3232 www.classicautocampus.com

CRESTMONT CADILLAC/ROLLS ROYCE CORP.
26000 Chagrin Blvd. • Beachwood, OH 44122
(216) 831-5300

DAVE TOWELL CADILLAC-SAAB, INC.
111 West Market St. • Akron, OH 44303
(330) 376-9600 www.davetowell.com

DeLOREAN CADILLAC, INC.
1600 W. 117th St. • Lakewood, OH 44107
(216) 226-2250

NORRIS AUTO MALL, LTD.
3205 Medina Rd. • Medina, OH 44256
(330) 723-3291 www.norrisautoteam.com

PRESTON CHEVROLET/CADILLAC/KIA, INC.
13600 West Center St. • Burton, OH 44021
(440) 834-9700

PROGRESSIVE OLDSMOBILE/CADILLAC/DODGE
7966 Hills & Dales Roads • Massillon, OH 44646
(330) 833-8585

WEIDNER MOTORS
1411 Park Ave. • Mansfield, OH 44906
(419) 529-7800

CHEVROLET

ANDY CHEVROLET
5180 Mayfield Rd. • Lyndhurst, OH 44124
(440) 442-7700

BANNER CHEVROLET/PONTIAC/BUICK, INC.
329 North Main St. • Orrville, OH 44667
(330) 683-6050 www.bannerautogroup.com

BASS CHEVROLET, INC.
4499 Northfield Rd. • Warrensville Hts., OH 44128
(216) 475-4800 www.basschevy.com

BROTHERS CHEVROLET/OLDSMOBILE, INC.
46767 St. Rt. 18W • Wellington, OH 44090
(440) 647-5381 www.brotherschevy.com

BURT GREENWALD CHEVROLET
1490 Wooster Ave. • Akron, OH 44320-8068
(330) 867-3010 www.burtgreenwald.com

CHARLES CHEVROLET OLDSMOBILE, INC.
10851 North St. • Garrettsville, OH 44231
(440) 527-2101

CLASSIC CHEVROLET, INC.
6877 Center St. • Mentor, OH 44060
(440) 953-1070 www.classicautocampus.com

CLASSIC EAST, INC.
6300 North Ridge Rd. • Madison, OH 44057
(440) 428-1141 www.classicautocampus.com

DICK BIGELOW CHEVROLET, INC.
7800 Broadview Rd. • Parma, OH 44134
(216) 524-9500 www.dickbigelowchevrolet.com

DON'S BROOKLYN CHEVROLET
4941 Pearl Rd. • Cleveland, OH 44109-5184
(216) 741-1500 www.donsbrooklyn.com

DORR CHEVROLET/OLDSMOBILE
12400 Milan Rd. • Milan, OH 44846
(419) 499-2511 www.dorr.com

DOUG CHEVROLET
3281 South Arlington • Akron, OH 44312
(330) 644-7500

FAIRCHILD CHEVROLET
12120 Detroit Ave. • Lakewood, OH 44107
(216) 521-6000 www.fairchildautogroup.com

GALLUCCI CHEVROLET, INC.
3880 Pearl Rd. • Medina, OH 44256
(330) 725-4588

GANLEY CHEVROLET, INC.
15315 Lorain Ave. • Cleveland, OH 44111
(216) 671-1620 www.ganley.com

HALLEEN CHEVROLET/OLDSMOBILE
27932 Lorain Rd. • North Olmsted, OH 44070
(440) 777-7600

INTEGRITY CHEVROLET, INC.
6376 Pearl Rd. • Parma Heights, OH 44130
(440) 888-2121

JACK MATIA CHEVROLET, INC.
1100 East Broad St. • Elyria, OH 44035
(440) 365-7311

JOE FIRMENT CHEVROLET, INC.
4500 Grove Ave. • Lorain, OH 44055
(440) 277-5700

JOE FIRMENT'S LUPE CHEVROLET, INC.
607 Miller Rd. • Avon Lake, OH 44012
(440) 933-6151

LAKE SHORE CHEVROLET LLC
543 East 185th St. • Euclid, OH 44119
(216) 486-4400 www.lakeshorechevy.com

MERRICK CHEVROLET COMPANY
520 Front St. • Berea, OH 44017
(440) 243-6700 www.bannerautogroup.com

PRESTON CHEVROLET/CADILLAC/KIA, INC.
13600 West Center St. • Burton, OH 44021
(440) 834-9700

PROGRESSIVE CHEVROLET
8000 Hills & Dales Roads • Massillon, OH 44648
(330) 833-8564 www.progressivechevrolet.com

SERPENTINI CHEVROLET
310 W. Garfield Rd. • Aurora, OH 44202
(330) 562-8585 www.bannerautogroup.com

SHARPNACK CHEVROLET
4545 Liberty Ave. • Vermilion, OH 44089
(440) 967-3144 www.sharpnack.com

SHARPNACK II CHEVROLET/OLDSMOBILE
1330 South Conwell Ave. • Willard, OH 44890
(419) 935-0194 www.sharpnack.com

SPITZER AUTO WORLD-AMHERST
200 N. Leavitt Rd. (Rt. 58) • Amherst OH 44001
(440) 988-4444 www.spitzer.com

STAR CHEVROLET
140 West Ave. • Tallmadge, OH 44278
(330) 630-2000 www.bannerautogroup.com

SUNNYSIDE CHEVROLET
12577 GAR Highway • Chardon, OH 44024
(440) 286-9000

TIM LALLY CHEVROLET/ISUZU, INC.
19000 Rockside Rd. • Bedford, OH 44146
(440) 232-2000 www.timlally.com

TONY LaRICHE CHEVROLET
2810 Bishop Rd. • Willoughby Hills, OH 44092
(440) 585-9300 www.tonylarichechevrolet.locality.com

TONY PERRY CHEVROLET
869 Broad St. • Wadsworth, OH 44281
(330) 334-1515 www.bannerautogroup.com

CHRYSLER

AUTO PARK CHRYSLER JEEP, INC.
4100 State Rd. • Cuyahoga Falls, OH 44223
(330) 929-3066

AXELROD CHRYSLER, INC.
6767 Brookpark Rd. • Parma, OH 44129
(216) 459-8350 www.axelrodchrysler.com

AXELROD CHRYSLER/DODGE/JEEP, INC.
900 Broad St. • Wadsworth, OH 44282
(330) 336-8855 www.axelrodcdj.com

BRUNSWICK AUTO MART, INC.
3031 Center Rd. • Brunswick, OH 44212
(330) 273-3300 www.brunswickautomart.com

CLASSIC EAST, INC.
6300 North Ridge Rd. • Madison, OH 44057
(440) 428-1141 www.classicautocampus.com

COURTESY CHRYSLER/DODGE/KIA
1345 E. Main St. • Ravenna, OH 44266
(330) 296-6455 www.courtesyohio.com

DEACON'S CHRYSLER, INC.
835 SOM Center Rd. • Mayfield Village, OH 44143
(440) 442-0424

DeLUCA CHRYSLER/JEEP, INC.
18180 Rockside Rd. • Bedford, OH 44146
(440) 232-0880 www.deluacacpj.com

DON JORDAN CHRYSLER-JEEP, INC.
25855 Chagrin Blvd • Beachwood, OH 44122
(216) 831-2100 www.donjordan.com

ED TOMKO CHRYSLER/JEEP, INC.
33725 Walker Rd. • Avon Lake, OH 44012
(440) 933-3500

GANLEY CHRYSLER/JEEP, INC.
6780 Pearl Rd. • Middleburg Hts., OH 44130
(440) 845-3200 www.autoconnect.net/ganley_chrysler

HALPERT CHRYSLER/JEEP, INC.
36845 Euclid Ave. • Willoughby, OH 44094
(440) 946-5700 www.halpertchrysler.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphorn.com

KLABEN CHRYSLER JEEP, INC.
1106 West Main St. • Kent, OH 44240-2008
(330) 673-2122 www.klaben.com

LIBERTY VERMILION CHRYSLER/DODGE/JEEP, INC.
4721 Liberty Ave. • Vermilion, OH 44089
(440) 967-3108 www.libertyautogroup.com

MEDINA WORLD CARS, INC.
3950 Pearl Rd. • Medina, OH 44256
(330) 725-4901 www.4worldcars.com

MOTORCARS CHRYSLER/JEEP
27500 Lorain Rd. • North Olmsted, OH 44070
(440) 777-8200 www.motorcarschrysler.com

NICK ABRAHAM CHRYSLER/JEEP, INC.
1111 E. Broad St. • Elyria, OH 44035
(440) 366-6446

NORWALK CHRYSLER/DODGE/JEEP
226 Milan Ave. • Norwalk, OH 44857-0546
(419) 668-4836

PALLOTTA CHRYSLER-JEEP
544 East Liberty • Wooster, OH 44691
(330) 262-1010

PORTAGE MOTORS, INC.
10724 South St. • Garrettsville, OH 44231
(330) 527-0100

SPITZER-LAKEWOOD CHRYSLER/JEEP, INC.
13815 Detroit Ave. • Lakewood, OH 44107
(216) 521-1000 www.spitzer.com/lakewood_chrysler

TRUE NORTH CHRYSLER, INC.
6119 Lake St. • Kingsville, OH 44048
(440) 224-2075

DODGE
AXELROD CHRYSLER/DODGE/JEEP, INC.
900 Broad St. • Wadsworth, OH 44282
(330) 336-8855 www.axelrodcdj.com

CLARKE DODGE/KIA
7272 Mentor Ave. • Mentor, OH 44061-0806
(440) 951-2900 www.clarkeauto.com

CLASSIC EAST, INC.
6300 North Ridge Rd. • Madison, OH 44057
(440) 428-1141 www.classicautocampus.com

COURTESY CHRYSLER/DODGE/KIA
1345 East Main St. • Ravenna, OH 44266
(330) 296-6455 www.courtesyohio.com

FALLS DODGE
3457 State Rd. • Cuyahoga Falls, OH 44223
(330) 929-5700 www.fallsdodge.com

GANLEY DODGE, INC.
123 Broadway Ave. • Bedford, OH 44146
(440) 232-2121 www.ganley.com

GANLEY DODGE WEST, INC.
15600 Lorain Ave. • Cleveland, OH 44111
(216) 476-1000 www.ganleydodgewest.com

GANLEY EAST, INC.
28840 Euclid Ave. • Wickliffe, OH 44092
(440) 585-1000

GREAT NORTHERN DODGE, INC.
26100 Lorain Rd. • North Olmsted, OH 44070
(440) 779-4000

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphthorn.com

KLABEN DODGE, INC.
1338 W. Main St. • Kent, OH 44240-1940
(330) 673-9971 www.klabendodge.com

LIBERTY VERMILION CHRYSLER/DODGE/JEEP, INC.
5652 Liberty Ave. • Vermillion, OH 44089
(440) 967-3108 www.libertyautogroup.com

NORRIS AUTO MALL, LTD
3205 Medina Rd. • Medina, OH 44256
(330) 723-3291 www.norrisautoteam.com

NORWALK CHRYSLER/DODGE/JEEP
226 Milan Ave. • Norwalk, OH 44857-0546
(419) 668-4836

PORTAGE MOTORS, INC.
10724 South St. • Garrettsville, OH 44231
(330) 527-0100

PROGRESSIVE OLDSMOBILE/CADILLAC/DODGE
7966 Hills & Dales Roads • Massillon, OH 44646
(330) 833-8585

SPITZER AUTO WORLD
140 East Bridge St. • Elyria, OH 44035
(440) 323-3311 www.spitzer.com

SPITZER AUTOWORLD SHEFFIELD
3480 Colorado Ave. • Lorain, OH 44052
(440) 288-1116

SPITZER MOTOR CENTER, INC.
6060 Mayfield Rd. • Mayfield Hts., OH 44124
(440) 461-6400 www.spitzer.com

SPITZER MOTOR CITY, INC.
13001 Brookpark Rd. • Cleveland, OH 44142
(216) 267-2100 www.spitzer.com

STRONGSVILLE DODGE, INC.
11800 Pearl Rd. • Strongsville, OH 44136-3357
(440) 238-8100 www.strongsvilledodge.com

DYNASTY
BOB KRIHWAN, INC.
38047 Vine St. • Willoughby, OH 44096-1235
(440) 946-9460 www.krihwan.com

FORD
ABRAHAM FORD, INC.
1115 East Broad St. • Elyria, OH 44035
(440) 366-3673

BOB GILLINGHAM FORD
8383 Brookpark Rd. • Parma, OH 44129
(216) 398-1300 www.bobgillinghamford.com

BUD BRADY FORD, INC.
8003 Broadway Ave. • Cleveland, OH 44105
(216) 341-6655 www.budbrady.com

CLARKE FORD
5715 Darrow Rd. • Hudson, OH 44236
(330) 655-2121 www.clarkeauto.com

CLASSIC FORD, INC.
7799 Mentor Ave. • Mentor, OH 44060-5533
(440) 942-3898 www.classicautocampus.com

CLASSIC FORD/MERCURY OF CHARDON
500 Center St. • Chardon, OH 44024
(440) 286-7131 www.theclassicchoice.com

CRANDALL FORD, INC.
16600 Thompson Rd. • Thompson, OH 44086
(440) 298-3323 www.autoconnect.net/crandall_ford

DOWNTOWN FORD, INC.
1423 W. Tuscarawas St. • Canton, OH 44702
(330) 456-2781

ED MULLINAX FORD, INC.
8000 Leavitt Rd. • Amherst, OH 44001
(440) 984-2431 www.edmullinaxford.com

HARRISON FORD/MERCURY, INC.
820 North Main St. • Wellington, OH 44090-0100
(440) 647-3614 www.harrisonfordmercury.com

JOHN LANCE FORD, LLC.
23775 Center Ridge Rd. • Westlake, OH 44145
(440) 871-8600 www.johnlanceford.com

KEPICH FORD MERCURY
10301 Liberty St. • Garrettsville, OH 44231
(330) 527-3673

KLABEN FORD, INC.
1089 W. Main St. • Kent, OH 44240
(330) 673-3139 www.klaben.com

LEGACY FORD, INC.
3101 Center Rd. • Brunswick, OH 44212
(330) 225-9141 www.mylegacyford.com

LIBERTY FORD, INC.
310 Broadway Ave. • Bedford, OH 44146
(440) 439-8350 www.liberty.com

LIBERTY FORD/LINCOLN/MERCURY
4215 East Liberty Ave. • Vermillion, OH 44089
(440) 967-6191 www.libertyautogroup.com

LIBERTY FORD OF SOLON
32811 Aurora Rd. • Solon, OH 44139
(440) 248-1550 www.libertyautogroup.com

LIBERTY FORD SOUTHWEST
6600 Pearl Rd. • Parma Heights, OH 44130
(440) 888-2600 www.liberty.com

MARSHALL FORD EAST
6200 Mayfield Rd. • Mayfield Hts., OH 44124
(440) 449-1000

MARSHALL FORD WEST
16100 Lorain Ave. • Cleveland, OH 44111
(216) 941-9800 www.marshallford.com

MIKE BASS FORD, INC.
5050 Detroit Rd. • Lorain, OH 44052-0844
(440) 871-8072 www.mikebassford.com

MULLINAX FORD EAST, INC.
28825 Euclid Ave. • Wickliffe, OH 44092
(440) 585-8000

MULLINAX FORD NORTH CANTON
5900 Whipple Ave. N.W. • North Canton, OH 44720
(330) 497-9100 www.mullinaxfordcanton.com

PALLOTTA FORD
4199 Cleveland Rd. • Wooster, OH 44691
(330) 345-6600

PARK FORD
400 West Ave. • Tallmadge, OH 44278
(330) 633-6222

PAUL HRNCHAR FORD-MERCURY, INC.
366 West Main St. • Canfield, OH 44406
(330) 533-3673

PRESTON FORD, INC.
13580 West Center Rd. • Burton, OH 44021
(440) 834-1600

PROGRESSIVE FORD
2309 Locust St. SE • Canal Fulton, OH 44614
(330) 833-4197 www.progressiveford.com

SHARPNACK FORD, INC.
US Route 224E • Willard, OH 44890
(419) 935-4571

VALLEY FORD TRUCK SALES, INC.
5715 Canal Rd. • Cleveland, OH 44125
(216) 524-2400 www.valleyfordtruck.com

WADSWORTH FORD SALES, INC.
851 Broad St. • Wadsworth, OH 44281
(330) 335-1546 www.thewadsworthway.com

WILLIAMS MOTOR COMPANY, INC.
739 Front St. • Berea, OH 44017-0220
(440) 234-2770 www.williamsmotorinc.com

GMC
CLASSIC BUICK/OLDSMOBILE/PONTIAC/GMC, INC.
1700 Mentor Ave. • Painesville, OH 44077
(440) 942-6400 www.classicautocampus.com

CLASSIC PONTIAC-CADILLAC-GMC
36933 Vine St. • Willoughby, OH 44094
(440) 951-3232 www.classicautocampus.com

EARL OLDSMOBILE/GMC, INC.
11300 Brookpark Rd. • Cleveland, OH 44130
(216) 433-7100 www.earloldsgmc.com

GENE NORRIS OLDSMOBILE/GMC
18170 Bagley Rd. • Middleburg Hts., OH 44130
(440) 243-0660 www.norrisoldsgmc.com

JUNCTION BUICK/PONTIAC/GMC
12423 Ravenna Rd. • Chardon, OH 44024
(440) 285-5700 www.junctionauto.com

MORRIS PONTIAC/GMC
39290 Center Ridge Rd. • North Ridgeville, OH 44039
(440) 777-7577 www.morrispontiacgmc.com

PETE BAUR OLDSMOBILE/GMC
424 Broadway Ave. • Bedford, OH 44146
(440) 439-1000

POLICHENA MOTORS, INC.
4886 State Route 59 • Ravenna, OH 44266
(330) 296-2866

HINO TRUCK
CHURNEY'S BODYWORKS, INC.
20660 Aurora Rd. • Warrensville Hts., OH 44146
(216) 475-3322 www.churneys.com

MIKE BASS FORD, INC.
5050 Detroit Rd. • Lorain, OH 44052-0844
(440) 871-8072 www.mikebassford.com

HONDA
CHESROWN MEDINA HONDA
3157 Medina Rd. • Medina, OH 44256
(330) 725-3999 www.chesrownhonda.com

CLASSIC HONDA
900 Classic Drive • Streetsboro, OH 44241
(330) 422-7000

GANLEY PONTIAC/HONDA
25870 Lorain Rd. • North Olmsted, OH 44070
(440) 777-9400 www.ganleypontiachonda.com

HONDA OF MENTOR
8505 Mentor Ave. • Mentor, OH 44060
(440) 974-9500 www.hondaofmentor.com

JACK MATIA HONDA, INC.
1100 East Broad St. • Elyria, OH 44035
(440) 366-5501 www.jackmatia.com

JAY HONDA, INC.
175 Broadway Ave. • Bedford, OH 44146
(440) 439-1846 www.jayhonda.com

MOTORCARS HONDA
2953 Mayfield Rd. • Cleveland Hts., OH 44118
(216) 932-2400 www.motorcarshonda.com

RICK CASE HONDA
915 East 200th St. • Euclid, OH 44119
(216) 531-7835 www.rickcase.com

SUNNYSIDE HONDA
7700 Pearl Rd. • Middleburg Hts., OH 44130
(440) 243-5577 www.sunnysideauto.com

SUNNYSIDE VW/AUDI/HONDA OF SANDUSKY
2055 Cleveland Rd. • Sandusky, OH 44870
(419) 626-1061 www.sunnysideauto.com

HUMMER
CENTRAL CADILLAC LIMITED
2801 Carnegie Ave. • Cleveland, OH 44115
(216) 861-5800 www.centralcadillac.com

HYUNDAI
GANLEY, INC.
7115 Brookpark Rd. • Parma, OH 44129
(216) 749-2525 www.ganleyimports.com

GANLEY WESTSIDE IMPORTS, INC.
25600 Lorain Rd. • North Olmsted, OH 44070
(440) 734-2000 www.ganleywestsideimports.com

RICK CASE MITSUBISHI/HYUNDAI
18300 Rockside Rd. • Bedford, OH 44146-2082
(440) 439-0700 www.rickcase.com

RICK CASE MOTORS, INC.
19991 Villaview Rd. • Cleveland, OH 44119
(216) 531-7835 www.rickcase.com

INFINITI
INFINITI OF BEDFORD
18122 Rockside Rd. • Bedford, OH 44146
(440) 439-0400

INFINITI OF NORTH OLMSTED
28400 Lorain Rd. • North Olmsted 44070
(440) 779-7999 www.infiniti-usa.com

ISUZU
RELIABLE OLDSMOBILE/ISUZU, INC.
6200 Brecksville Rd. • Independence, OH 44131
(216) 447-0987 www.reliableolds-isuzu.com

TOTH MOTOR SALES, INC.
880 North Rocky River Drive • Berea, OH 44017
(440) 234-2222 www.tothberea.com

ISUZU HD
MIKE BASS FORD
5050 Detroit Ave. • Lorain, OH 44052-0844
(440) 871-8072 www.mikebassford.com

JAGUAR
DAVIS AUTOMOTIVE GROUP, INC.
6135 Kruse Drive • Solon, OH 44139
(440) 542-0600 www.davisautomotive.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphthorn.com

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9600 Brookpark Rd. • Brooklyn, OH 44129
(216) 351-9999

JEEP
AUTO PARK CHRYSLER JEEP, INC.
4100 State Rd. • Cuyahoga Falls, OH 44223
(330) 929-3066

AXELROD CHRYSLER/DODGE/JEEP, INC.
900 Broad St. • Wadsworth, OH 44282
(330) 336-8855 www.axelrodcdj.com

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3031 Center Rd. • Brunswick, OH 44212
(330) 273-3300 www.brunswickautomart.com

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6300 North Ridge Rd. • Madison, OH 44057
(440) 428-1141 www.classicautocampus.com

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18180 Rockside Rd. • Bedford, OH 44146
(440) 232-0880 www.delucacpj.com

DON JORDAN CHRYSLER/JEEP, INC.
25855 Chagrin Blvd • Beachwood, OH 44122
(216) 831-2100 www.donjordan.com

ED TOMKO CHRYSLER/JEEP, INC.
33725 Walker Rd. • Avon Lake, OH 44012
(440) 933-3500

GANLEY CHRYSLER/JEEP, INC.
6780 Pearl Rd. • Middleburg Hts., OH 44130
(440) 845-3200 www.autoconnect.net/ganley_chrysler

HALPERT CHRYSLER/JEEP, INC.
36845 Euclid Ave. • Willoughby, OH 44094
(440) 946-5700 www.halpertchrysler.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphthorn.com

KLABEN CHRYSLER/JEEP, INC.
1106 W. Main St. • Kent, OH 44240-2008
(330) 673-2122 www.klaben.com

LIBERTY VERMILION CHRY/DODGE/JEEP, INC.
5652 Liberty Ave. • Vermilion, OH 44089
(440) 967-3108 www.libertyautogroup.com

MEDINA WORLD CARS, INC.
3950 Pearl Rd. • Medina, OH 44256
(330) 725-4901 www.4worldcars.com

MOTORCARS CHRYSLER/JEEP
27500 Lorain Rd. • North Olmsted, OH 44070
(440) 777-8200 www.motorcarschrysler.com

MULLINAX OF MAYFIELD, INC.
5930 Mayfield Rd. • Mayfield Hts., OH 44124
(440) 442-8000 www.mullinaxofmayfield.com

NICK ABRAHAM BUICK, INC.
1111 E. Broad St. • Elyria, OH 44035
(440) 366-6446

NORWALK CHRYSLER/DODGE/JEEP
226 Milan Ave. • Norwalk, OH 44857-0546
(419) 668-4836

PALLOTTA CHRYSLER-JEEP
544 East Liberty • Wooster, OH 44691
(330) 262-1010

POLICHENA MOTORS, INC.
4886 State Rte. 59 • Ravenna, OH 44266
(330) 296-2866

PORTAGE MOTORS, INC.
10724 South St. • Garrettsville, OH 44231
(330) 527-0100

SPITZER-LAKEWOOD CHRYSLER/JEEP, INC.
13815 Detroit Ave. • Lakewood, OH 44107
(216) 521-1000 www.spitzer.com/lakewood_chrysler

KIA

BILL DORATY KIA
4160 Pearl Rd. • Medina, OH 44256
(330) 721-9102

BOB MORRIS KIA
3414 Brookpark Rd. • Cleveland, OH 44134
(216) 398-3000 www.biglot.com

CLARKE AUTO PARK
5735 Darrow Rd. • Hudson, OH 44236
(330) 342-7500 www.clarkeauto.com

CLARKE DODGE/KIA
7272 Mentor Ave. • Mentor, OH 44061-0806
(440) 951-2900 www.clarkeauto.com

COURTESY CHRYSLER/DODGE/KIA
1345 East Main St. • Ravenna, OH 44266
(330) 296-6455 www.courtesyohio.com

COURTESY KIA ALLIANCE
2209 West State • Alliance, OH 44601
(330) 823-7333 www.courtesyohio.com

HALLEEN KIA
27726 Lorain Rd. • North Olmsted, OH 44070
(440) 777-2424

NORRIS AUTO MALL, LTD.
3205 Medina Rd. • Medina, OH 44256
(330) 723-3291 www.norrisautoteam.com

PRESTON CHEVROLET/CADILLAC/KIA, INC.
13600 West Center St. • Burton, OH 44021
(440) 834-9700

TRI COUNTY KIA
39293 Center Ridge Rd. • North Ridgeville, OH 44039
(440) 327-3333 www.tri-countykia.com

LAND ROVER

DAVIS AUTOMOTIVE GROUP, INC.
6135 Kruse Drive • Solon, OH 44139
(440) 542-0600 www.davisautomotive.com

LAND ROVER AKRON
469 Cedar St. • Akron, OH 44307
(330) 374-1500 www.landroverakron.com

WESTSIDE AUTOMOTIVE GROUP
9600 Brookpark Rd. • Brooklyn, OH 44129
(216) 351-9999

LEXUS

CLASSIC LEXUS, INC.
8470 Tyler Blvd. • Mentor, OH 44060
(440) 255-2501 www.classicautocampus.com

LEXUS OF AKRON/CANTON
1000 Interstate Parkway • Akron, OH 44312
(330) 645-4800 www.lexusofakron-canton.com

METRO LEXUS
13600 Brookpark Rd. • Brook Park, OH 44135
(216) 916-6000 www.metrolexus.com

LINCOLN/MERCURY

CLASSIC FORD/MERCURY OF CHARDON
500 Center St. • Chardon, OH 44024
(440) 286-7131 www.theclassicchoice.com

CROSS ROADS LINCOLN/MERCURY, INC.
6700 Rockside Rd. • Independence, OH 44131-8002
(216) 524-0770 www.crossroadsauto.com

FRANK NERO LINCOLN/MERCURY, INC.
270 Broadway Ave. • Bedford, OH 44146
(440) 232-6440 www.nerolm.com

GANLEY LINCOLN/MERCURY, INC.
6930 Pearl Rd. • Cleveland, OH 44130
(440) 845-6000 www.ganleylm.com

HARRISON FORD/MERCURY, INC.
820 N. Main St. • Wellington, OH 44090-0100
(440) 647-3614 www.harrisonfordmercury.com

KEPICH FORD MERCURY
10301 Liberty St. • Garrettsville, OH 44231
(330) 527-3673

LIBERTY FORD/LINCOLN/MERCURY
4215 East Liberty Ave. • Vermilion, OH 44089
(440) 967-6191 www.libertyautogroup.com

MULLINAX OF MAYFIELD, INC.
5930 Mayfield Rd. • Mayfield Hts., OH 44124
(440) 442-8000 www.mullinaxofmayfield.com

MULLINAX LINCOLN/MERCURY
1700 Pearl Rd. • Brunswick, OH 44212
(330) 225-3700 www.mullinaxlincoln.com

NICK MAYER LINCOLN/MERCURY, INC.
24400 Center Ridge Rd. • Westlake, OH 44145
(440) 835-3700 www.nickmayer.com

NORTH COAST LINCOLN/MERCURY
34343 Euclid Ave. • Willoughby, OH 44094
(440) 951-0800 www.northcoastlm.com

PAUL HRNCHAR FORD-MERCURY, INC.
366 West Main St. • Canfield, OH 44406
(330) 533-3673

SHARPNACK FORD, INC.
US Route 224E • Willard, OH 44890
(419) 935-4571

SPITZER AUTO WORLD
140 East Bridge St. • Elyria, OH 44035
(440) 323-3311 www.spitzer.com

MAZDA

CASCADE AUTO GROUP, LTD.
4149 State Rd. • Cuyahoga Falls, OH 44223
(330) 929-1861

CLASSIC MAZDA, INC.
8465 Tyler Blvd. • Mentor, OH 44060
(440) 205-6500 www.classicautocampus.com

FRED-VINCENT VOLKSWAGEN/MAZDA
28400 Chardon Rd. • Willoughby Hills, OH 44092
(440) 944-8700

GANLEY, INC.
7115 Brookpark Rd. • Parma, OH 44129
(216) 749-2525 www.ganleyimports.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphthorn.com

MAZDA SAAB OF BEDFORD
11 Broadway Ave. • Bedford, OH 44146-2091
(440) 439-2323 www.mazdasaaabofbedford.com

MEDINA WORLD CARS, INC.
3950 Pearl Rd. • Medina, OH 44256
(330) 725-4901 www.4worldcars.com

PARK MAZDA OF WOOSTER
4404 Cleveland Rd. • Wooster, OH 44691
(330) 345-8500 www.parkmazda.com

POLICHENA MOTORS, INC.
4886 State Rte. 59 • Ravenna, OH 44266
(330) 296-2866

SPITZER AUTO WORLD
140 East Bridge St. • Elyria, OH 44035
(440) 323-3311

WEIDNER MOTORS
1411 Park Ave. • Mansfield, OH 44906
(419) 529-7800

MERCEDES-BENZ

GANLEY AKRON, INC.
1345 E. Market St. • Akron, OH 44305
(330) 733-7511 www.ganleysuperstore.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphthorn.com

LEIKIN MOTOR COMPANIES
38750 Mentor Ave. • Willoughby, OH 44094
(440) 946-6900 www.leikinmotor.com

MERCEDES-BENZ OF BEDFORD
18122 Rockside Rd. • Bedford, OH 44146
(440) 439-0100 www.mercedesbenz.com

MERCEDES-BENZ OF NORTH OLMSTED
28450 Lorain Rd. • North Olmsted, OH 44070
(440) 716-2700

SPITZER AUTO WORLD
140 East Bridge St. • Elyria, OH 44035
(440) 323-3311 www.spitzer.com

WEIDNER MOTORS
1411 Park Ave. • Mansfield, OH 44906
(419) 529-7800

MITSUBISHI

MEDINA MITSUBISHI
2825 Medina Rd. • Medina, OH 44256
(330) 722-7725

MENTOR MITSUBISHI
9090 Mentor Ave. • Mentor, OH 44060
(440) 953-1000 www.mentormitsubishi.com

RICK CASE MITSUBISHI/HYUNDAI
18300 Rockside Rd. • Bedford, OH 44146-2082
(440) 439-0700 www.rickcase.com

SPITZER AUTO WORLD
140 East Bridge St. • Elyria, OH 44035
(440) 323-3311 www.spitzer.com

SPITZER BUICK/MITSUBISHI, INC.
10901 Brookpark Rd. • Parma, OH 44130
(216) 362-1000 www.spitzer.com

VALLEY FORD TRUCK SALES, INC.
5715 Canal Rd. • Cleveland, OH 44125
(216) 524-2400 www.valleyfordtruck.com

MOTORCYCLES

LIBERTY HARLEY-DAVIDSON
32 East Cuyahoga Falls Ave • Akron, OH 44310
(330) 535-9900 www.libertyhd.com

NORRIS MOTOR SPORTS
3147 East Pointe Drive • Medina, OH 44256
(330) 723-3105

WESTERN RESERVE HARLEY-DAVIDSON
8567 Tyler Blvd. • Mentor, OH 44060
(440) 974-6900

NISSAN

ARCH ABRAHAM NISSAN
820 Cleveland St. • Elyria, OH 44036
(440) 365-4147

BEDFORD NISSAN
18115 Rockside Rd. • Bedford, OH 44146
(440) 439-5785 www.bedford.nissan.com

BRUNSWICK NISSAN/SUBARU, INC.
1633 Pearl Rd. • Brunswick, OH 44212
(330) 273-1555 www.brunswicknissan.com

CHURNEY'S BODYWORKS, INC.
20660 Aurora Rd. • Warrensville Hts., OH 44146
(216) 475-3322 www.churneys.com

GANLEY NISSAN, INC.
16005 Chagrin Blvd. • Shaker Heights, OH 44120
(216) 751-8100 www.ganleynissan.com

NISSAN OF NORTH OLMSTED, LLC.
28500 Lorain Rd. • North Olmsted, OH 44070
(440) 734-6900 www.nissannortholmsted.com

NORTH COAST NISSAN
7168 Pearl Rd. • Middleburg Hts., OH 44130
(440) 884-7800 www.northcoastnissan.com

STANG MOTOR SALES, INC.
820 Cleveland St. • Elyria, OH 44036-1230
(440) 365-4147 www.stangmotors.com

WEIDNER MOTORS
1411 Park Ave. • Mansfield, OH 44906
(419) 529-7800

ZARZOUR NISSAN, INC.
38809 Mentor Ave. • Willoughby, OH 44094
(440) 951-1100 www.zarzourautostore.com

OLDSMOBILE

BARRY OLDSMOBILE/CADILLAC, INC.
750 Cleveland St. • Elyria, OH 44036
(440) 365-7373

BROTHERS CHEVROLET/OLDSMOBILE, INC.
46767 St. Rt. 18W • Wellington, OH 44090
(440) 647-5381 www.brotherschevy.com

CASCADE AUTO GROUP, LTD.
4149 State Rd. • Cuyahoga Falls, OH 44223
(330) 929-1861

CHARLES CHEVROLET OLDSMOBILE, INC.
10851 North St. • Garrettsville, OH 44231
(330) 527-2101

CLASSIC BUICK/OLDSMOBILE/PONTIAC/GMC, INC.
1700 Mentor Ave. • Painesville, OH 44077
(440) 942-6400 www.classicautocampus.com

DORR CHEVROLET/OLDSMOBILE
12400 Milan Rd. • Milan, OH 44846
(419) 499-2511 www.dorr.com

EARL OLDSMOBILE/GMC, INC.
11300 Brookpark Rd. • Cleveland, OH 44130
(216) 433-7100 www.earloldsgmc.com

GANLEY EAST, INC.
28840 Euclid Ave. • Wickliffe, OH 44092
(440) 585-1000

GANLEY OLDSMOBILE/SUBARU, INC.
13123 Lorain Rd. • Lakewood, OH 44107
(216) 226-6433 www.ganley.com

GENE NORRIS OLDSMOBILE/GMC
18170 Bagley Rd. • Middleburg Heights, OH 44130
(440) 243-0660 www.norrisoldsgmc.com

HALLEEN CHEVROLET/OLDSMOBILE
27932 Lorain Rd. • North Olmsted, OH 44070
(440) 777-7600

LEIKIN MOTOR COMPANIES
38750 Mentor Ave. • Willoughby, OH 44094
(440) 946-6900 www.leikinmotor.com

MOTORCARS PONTIAC/OLDSMOBILE, INC.
3077 Mayfield Rd. • Cleveland Heights, OH 44118
(216) 321-2552 www.motorcarspontiacolds.com

PETE BAUR OLDSMOBILE/GMC
424 Broadway Ave. • Bedford, OH 44146
(440) 439-1000

PROGRESSIVE OLDSMOBILE/CADILLAC/DODGE
7966 Hills & Dales Roads • Massillon, OH 44646
(330) 833-8585

RELIABLE OLDSMOBILE/ISUZU, INC.
6200 Brecksville Rd. • Independence, OH 44131
(216) 447-0987 www.reliableolds-isuzu.com

SHARPBACK CHEVROLET CO.
4545 Liberty Ave. • Vermillion, OH 44089
(440) 967-3144 www.sharpback.com

SHARPBACK II CHEVROLET/OLDSMOBILE
1330 South Conwell Ave. • Willard, OH 44890
(419) 935-0194 www.sharpback.com

SPITZER AUTO WORLD-AMHERST, INC.
200 N. Leavitt Rd. (Rt.58) • Amherst, OH 44001
(440) 988-4444 www.spitzer.com

VANDEVERE, INC.
300 West Market St. • Akron, OH 44303
(330) 253-6137

WEIDNER MOTORS
1411 Park Ave. • Mansfield, OH 44906
(419) 529-7800

PANOZ

BUD BRADY FORD, INC.
8003 Broadway Ave. • Cleveland, OH 44105
(216) 341-6655 www.budbrady.com

PONTIAC
AXELROD PONTIAC, INC.
6603 Brookpark Rd. • Parma, OH 44129
(216) 661-5060 www.axelrodpontiac.com

BANNER CHEVROLET/PONTIAC/BUICK, INC.
329 North Main St. • Orrville, OH 44667
(330) 683-6050 www.bannerautogroup.com

CHARLES CHEVROLET OLDSMOBILE, INC.
10851 North St. • Garrettsville, OH 44231
(330) 527-2101

CLASSIC BUICK/OLDSMOBILE/PONTIAC/GMC, INC.
1700 Mentor Ave. • Painesville, OH 44077
(440) 942-6400 www.classicautocampus.com

CLASSIC PONTIAC-CADILLAC-GMC
36933 Vine St. • Willoughby, OH 44094
(440) 951-3232 www.classicautocampus.com

CLAY MATTHEW'S PONTIAC, INC.
940 Babbitt Rd. • Euclid, OH 44123
(216) 289-5700 www.claymatthews.com

GANLEY PONTIAC/HONDA
25870 Lorain Rd. • North Olmsted, OH 44070
(440) 777-9400 www.ganleypontiachonda.com

JAY PONTIAC/BUICK, INC.
18800 Rockside Rd. • Bedford, OH 44146
(440) 232-5000 www.jayauto.com

JOYCE BUICK/PONTIAC, INC.
1860 Colorado Ave. • Lorain, OH 44052
(440) 288-1288 www.joycebuickpontiac.com

JUNCTION BUICK/PONTIAC/GMC
12423 Ravenna Rd. • Chardon, OH 44024
(440) 285-5700 www.junctionauto.com

MORRIS PONTIAC/GMC, INC.
39290 Center Ridge Rd. • North Ridgeville, OH 44039
(440) 777-7577 www.morrispontiacgmc.com

MOTORCARS PONTIAC/OLDSMOBILE, INC.
3077 Mayfield Rd. • Cleveland Heights, OH 44118
(216) 321-2552 www.motorcarspontiacolds.com

NORRIS AUTO MALL, LTD.
3205 Medina Rd. • Medina, OH 44256
(330) 723-3291 www.norrisautoteam.com

PETE BAUR PONTIAC, INC.
14000 Pearl Rd. • Strongsville, OH 44136
(440) 238-5600

POLICHENA MOTORS, INC.
4886 State Rte. 59 • Ravenna, OH 44266
(330) 296-2866

QUA BUICK-PONTIAC, INC.
3393 Warrensville Center Rd. • Shaker Hts., OH 44122
(216) 561-1177

VANDEVERE, INC.
300 West Market St. • Akron, OH 44303
(330) 253-6137

WEIDNER MOTORS
1411 Park Ave. • Mansfield, OH 44906
(419) 529-7800

PORSCHE
CASCADE AUTO GROUP, LTD.
4149 State Rd. • Cuyahoga Falls, OH 44223
(330) 929-1861

FRED BAKER PORSCHE/AUDI, INC.
19400 Rockside Rd. • Bedford, OH 44146
(440) 232-4700 www.fredbakerporscheaudi.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphorn.com

STODDARD IMPORTED CARS, INC.
38845 Mentor Ave. • Willoughby, OH 44094
(440) 951-1040 www.stoddard.com

SUNNYSIDE PORSCHE/AUDI
7660 Pearl Rd. • Middleburg Hts., OH 44130
(440) 243-5588 www.sunnysideauto.com

ROLLS ROYCE
CRESTMONT CADILLAC/ROLLS ROYCE CORP.
26000 Chagrin Blvd. • Beachwood, OH 44122
(216) 831-5300

SAAB
DAVE TOWELL CADILLAC-SAAB, INC.
111 West Market St. • Akron, OH 44303
(330) 376-9600 www.davetowell.com

MAZDA SAAB OF BEDFORD
11 Broadway • Bedford, OH 44146-2091
(440) 439-2323 www.mazdasaabofbedford.com

SHAKER SAAB
10299 Shaker Blvd. • Cleveland, OH 44104-3742
(216) 231-7222 www.shakersaab.com

SATURN
SATURN OF CHAGRIN
27100 Chagrin Blvd. • Orange Village, OH 44122
(216) 765-1000 www.glavic.com

SATURN OF MENTOR
6960 Center St. • Mentor, OH 44060
(440) 205-4000 www.glavic.com

SATURN OF MIDDLEBURG HEIGHTS
7629 Pearl Rd. • Middleburg Hts., OH 44130
(440) 243-7711 www.sunnysideauto.com

SATURN OF NORTH OLMSTED
27000 Lorain Rd. • North Olmsted, OH 44070
(440) 777-8883 www.sunnysideauto.com

STERLING TRUCK
VALLEY FORD TRUCK SALES, INC.
5715 Canal Rd. • Cleveland, OH 44125
(216) 524-2400 www.valleyfordtruck.com

VALLEY STERLING TRUCKS OF CANTON
4824 Corporate St. SW • Canton, OH 44706
(330) 639-1100 www.valleysterlingtruck.com

VALLEY STERLING TRUCKS OF CLEVELAND
4985 West 150th St. • Brookpark, OH 44135
(216) 267-4800 www.valleysterlingtruck.com

SUBARU
BRUNSWICK NISSAN/SUBARU, INC.
1633 Pearl Rd. • Brunswick, OH 44212
(330) 273-1555 www.brunswicknissan.com

ELLACOTT-SHAKER VOLKSWAGEN, INC.
4459 Northfield Rd. • Warrensville Hts., OH 44128
(216) 475-3444 www.ellacott.com

GANLEY EAST, INC.
28840 Euclid Ave. • Wickliffe, OH 44092
(440) 585-1000

GANLEY OLDSMOBILE/SUBARU, INC.
13123 Detroit Rd. • Lakewood, OH 44107
(216) 226-6433 www.ganley.com

GANLEY WESTSIDE IMPORTS, INC.
25600 Lorain Rd. • North Olmsted, OH 44070
(440) 734-2000 www.ganleywestsideimports.com

HALPERT SUBARU/SUZUKI, INC.
1991 Mentor Ave. • Painesville, OH 44077
(440) 352-3700

SUZUKI
ARCH ABRAHAM SUZUKI
820 Cleveland St. • Elyria, OH 44036
(440) 365-4147

GANLEY, INC.
7115 Brookpark Rd. • Parma, OH 44129
(216) 749-2525 www.ganleyimports.com

GANLEY EAST, INC.
28840 Euclid Ave. • Wickliffe, OH 44092
(440) 585-1000

HALPERT SUBARU/SUZUKI, INC.
1991 Mentor Ave. • Painesville, OH 44077
(440) 352-3700

TOYOTA
BRUNSWICK AUTO MART, INC.
3031 Center Rd. • Brunswick, OH 44212
(330) 273-3300 www.brunswickautomart.com

CLASSIC TOYOTA, INC.
8460 Tyler Blvd. • Mentor, OH 44060
(440) 953-0910 www.classicautocampus.com

DON JOSEPH TOYOTA, INC.
1111 West Main St. • Kent, OH 44240
(330) 673-2200 www.donjosephtoyota.com

GANLEY AKRON, INC.
1345 E. Market St. • Akron, OH 44305
(330) 733-7511 www.ganleysuperstore.com

METRO TOYOTA
13775 Brookpark Rd. • Cleveland, OH 44142
(216) 267-7000 www.metrotoyota.com

MOTORCARS TOYOTA IN CLEVELAND HEIGHTS
2950 Mayfield Rd. • Cleveland Heights, OH 44118
(216) 321-9100 www.toyotadealer.com/heights

SPITZER AUTO WORLD
140 East Bridge St. • Elyria, OH 44035
(440) 323-3311 www.spitzer.com

SUNNYSIDE TOYOTA
27000 Lorain Rd. • North Olmsted, OH 44070
(440) 777-9911 www.sunnysideauto.com

TOYOTA OF BEDFORD
18151 Rockside Rd. • Bedford, OH 44146
(440) 439-8600 www.toyotaofbedford.com

UD TRUCK
CHURNEY'S BODYWORKS, INC.
20660 Aurora Rd. • Warrensville Hts., OH 44146
(216) 475-3322 www.churneys.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphorn.com

VOLKSWAGEN
CLARKE AUTO PARK
5735 Darrow Rd. • Hudson, OH 44236
(330) 342-7500 www.clarkeauto.com

DAVE WALTER VOLKSWAGEN
447 West Exchange St. • Akron, OH 44302
(330) 434-8989 www.dwww.com

ELLACOTT-SHAKER VOLKSWAGEN, INC.
4459 Northfield Rd. • Warrensville Hts., OH 44128
(216) 475-3444 www.ellacott.com

FRED-VINCENT VOLKSWAGEN/MAZDA
28400 Chardon Rd. • Willoughby Hills, OH 44092
(440) 944-8700

GANLEY, INC.
7115 Brookpark Rd. • Parma, OH 44129
(216) 749-2525 www.ganleyimports.com

GANLEY WESTSIDE IMPORTS, INC.
25600 Lorain Rd. • North Olmsted, OH 44070
(440) 734-2000 www.ganleywestsideimports.com

KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphorn.com

MEDINA WORLD CARS, INC.
3950 Pearl Rd. • Medina, OH 44256
(330) 725-4901 www.4worldcars.com

SPITZER AUTO WORLD
140 East Bridge St. • Elyria, OH 44035
(440) 323-3311 www.spitzer.com

SUNNYSIDE VW/AUDI/HONDA OF SANDUSKY
2055 Cleveland Rd. • Sandusky, OH 44870
(419) 626-1061 www.sunnysideauto.com

VOLVO
KEMPTHORN MOTORS, INC.
1449 Cleveland Ave. NW • Canton, OH 44703
(330) 452-6511 www.kemphorn.com

LEIKIN MOTOR COMPANIES
38750 Mentor Ave. • Willoughby, OH 44094
(440) 946-6900 www.leikinmotor.com

MOTORCARS ACURA/VOLVO, INC.
18123 Rockside Rd. • Bedford, OH 44146
(440) 439-8400

WEIDNER MOTORS
1411 Park Ave. • Mansfield, OH 44906
(419) 529-7800

WESTSIDE AUTOMOTIVE GROUP
9600 Brookpark Rd. • Brooklyn, OH 44129
(216) 351-9999

WESTERN STAR
VALLEY FORD TRUCK SALES, INC.
5715 Canal Rd. • Cleveland, OH 44125
(216) 524-2400 www.valleyfordtruck.com

VALLEY STERLING TRUCKS OF CANTON
4824 Corporate St. SW • Canton, OH 44706
(330) 639-1100 www.valleysterlingtruck.com

VALLEY STERLING TRUCKS OF CLEVELAND
4985 West 150th St. • Brookpark, OH 44135
(216) 267-4800 www.valleysterlingtruck.com

2002 GCADA MEMBERS by County

Ashtabula	1
Cuyahoga	98
Erie	3
Geauga	6
Huron	3
Lake	26
Lorain	21
Mahoning	1
Medina	13
Portage	11
Richland	2
Stark	8
Summit	19
Wayne	3

2002 TOTAL MEMBERSHIP: 215

MAP OF NORTHERN OHIO, MAJOR CITIES, ALL 14 COUNTIES

 GCADA Franchised-member Dealers

10100 Brecksville Road
Brecksville, Ohio 44141
Tel.: 440.746.1500
Toll Free: 888.740.2886
Fax: 440.746.1504
www.gcada.org
www.MyAutoCareer.com