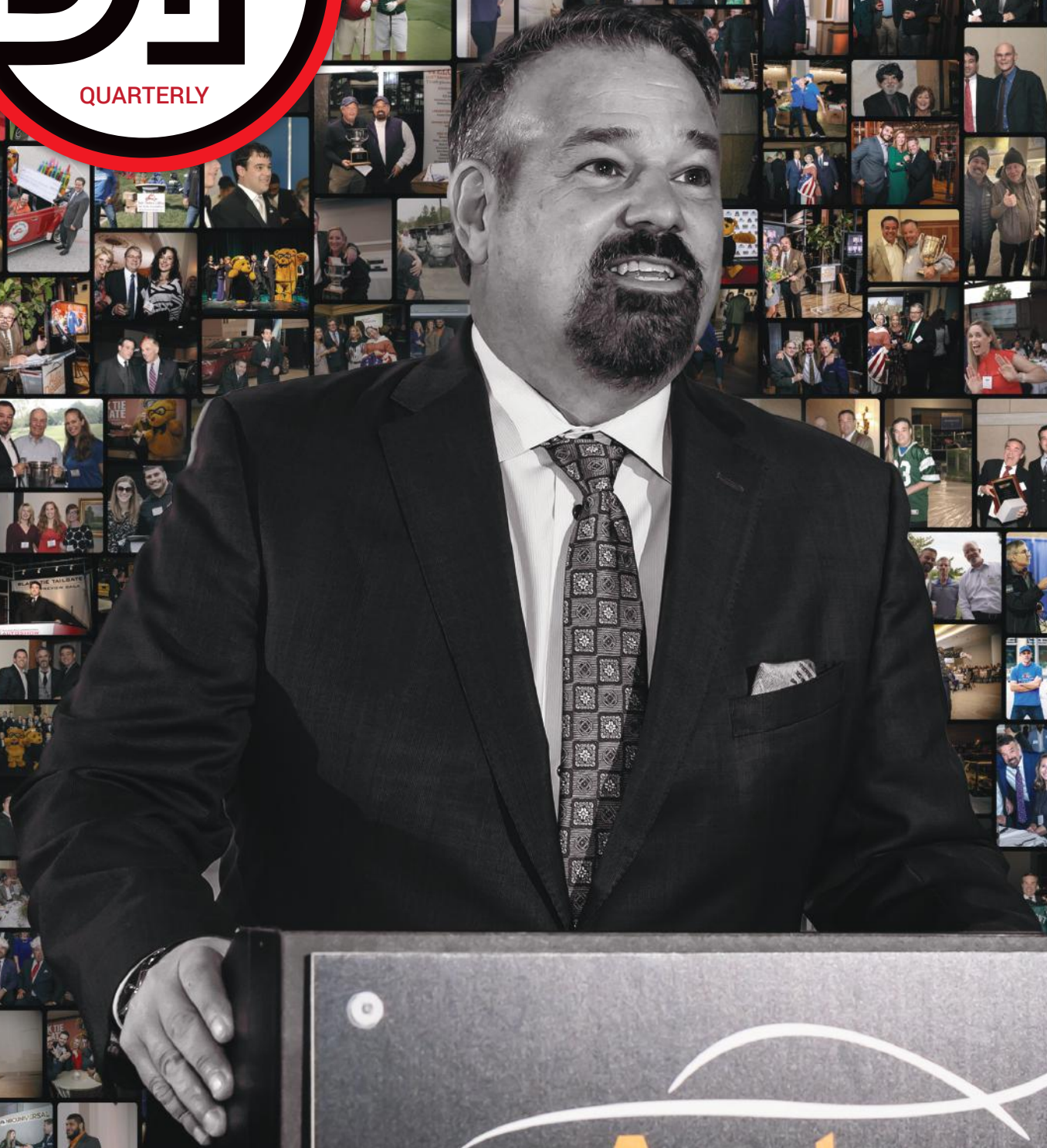


DRIVING FORCE

DTF

QUARTERLY



Auto
Dealers
ASSOCIATION
OF GREATER PHILADELPHIA

Results **DRIVEN** by Zurich.

THE ZURICH ADVANTAGE **INNOVATIVE**

Backed by the strength of a global organization, we embrace the opportunity to inspire the growth and success of our dealer customers. We are focused on driving technology and services that can keep your business evolving and thriving in a dynamic industry.

Bring Zurich's innovation to your dealership.

Contact Steve McLaughlin at 610-716-2609 or visit zurichna.com/automotive.

**ZURICH INSURANCE.
FOR THOSE WHO TRULY LOVE THEIR BUSINESS.**



This is intended as a general description of products and services available to qualified customers through the individual companies of Zurich in North America and is provided solely for informational purposes. Nothing herein should be construed as a solicitation, offer, advice, recommendation, or any other service with regard to any type of insurance or F&I product underwritten or distributed by individual member companies of Zurich in North America, which include Zurich American Insurance Company and Universal Underwriters Service Corporation (1299 Zurich Way, Schaumburg, IL 60196). Certain restrictions may apply. All products and services may not be available in all states. Please consult with your sales professional for details.

(C) 2020 Zurich American Insurance Company. All Rights Reserved.

Auto Dealers
ASSOCIATION
OF GREATER PHILADELPHIA
3311 Swede Road, Suite A
East Norriton, PA 19401
MoreThanAutoDealers.com

OFFICERS

President
Jeff Glanzmann
Glanzmann Subaru

Vice President
Tom Hessert
Hessert Chevrolet

Secretary/Treasurer
Peter Lustgarten
Concordville Nissan
Concordville Subaru

Immediate Past President
Jason Friedman
Colonial Nissan

DIRECTORS

Luke Bergey
Bergey's Auto Dealerships

Chris Bernicker
Springfield Hyundai

Joe Bush
Bush Auto Group

Ben Cook
The Wynn Group

Michael Roy Chapman
Chapman Auto Sales

Kevin Dunphy
Dunphy Ford

Ben Mears
Audi of Fort Washington

Ben Stein
Keystone Volvo Cars

HONORARY
Jay Dunphy
Dunphy Ford
David B. Penske
Penske Buick GMC Truck
Peter H. Watson



AD INDEX:

PG. 19 ACV AUCTIONS

PG. 23 ARDEX

PG. 25 ATC

PG. 26 BOYER & RITTER

PG. 28 DEALERMAX

PG. 20 EISNERAMPER

PG. 13 ITS WOOP

PG. 21 JM&A

PG. 15 NJM INSURANCE

PG. 17 MCNEES

PG. 26 PHL17

PG. 05 TRUIST

PG. 11 UTI

PG. 27 VOYNOWBAYARD

PG. 17 WITHUM

PG. 03 WPVI-6ABC

PG. 02 ZURICH



These interactive sales training programs will be led by Heather McFadden, Training & Delivery Supervisor at JM&A Group.

SALES TRAINING

(8/11) 8:30am - 4:30pm
ADAGP Members: \$349
Non-Members/\$449

- Today's Customer & Mindset
- Customer Engagement How To's
- Meeting the Guest Where They're At
- Conversations/Needs Analysis
- Self-Awareness
- Professional Demeanor
- SMART Goals
- Accountability
- Priority Management

SALES MANAGEMENT TRAINING

(8/12) 8:30am - 4:30pm
ADAGP Members: \$349
Non-Members/\$449

- Industry Data
- Levels of Leadership
- Communication Skills
- Development for Career Path
- Coaching - GROW Model
- SMART Goals
- Accountability
- Priority Management

UPCOMING EVENTS

CFO/Controllers Roundtable - 9/9
Fixed Ops Roundtable - 9/16

Human Resources Training - 9/24
Service Management - 11/4 & 11/5



NOW STREAMING
24/7

6abc ACTION NEWS

SEVERE WEATHER
UPDATES

6abc ORIGINALS



Google TV



DOWNLOAD TODAY
Search 6abc Philadelphia

FROM THE MAZZ...

Dear ADAGP Members & Friends,

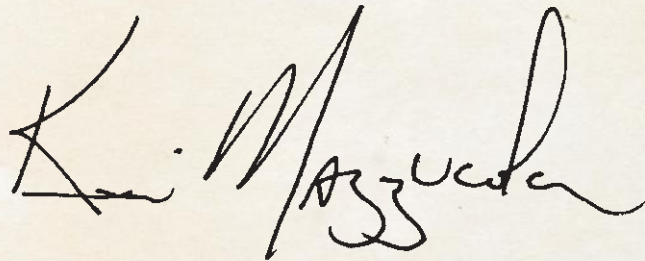
Well folks, after 27 years, which is more than 100 Driving Force letters, here I am penning my last one. I could write two simple words that I want to leave you with but thank you without context just isn't enough here...so allow me to elaborate.

Thank you to your incredible Dealer Members, especially your Board of Directors, who from day one instilled their trust in me. Many of them were mentors to me, others challenged me in a way only they could, and many turned into very dear friends. When I moved here with my beautiful wife nearly 30 years ago, we had no acquaintances on the East Coast. Now we are leaving with what I know will be life-long friends and a lot of them are familiar faces from around the infamous ADAGP Board Table.

Next, I have the upmost gratitude for your Associate Members and current agencies of record. They understand how Associations work, how successful partnerships can be, the importance of loyalty and so much more. I've been privileged to work with some great company leads who are truly dedicated to the betterment of the local retail auto industry and I take great pride in passing on those strong relationships to your future ADAGP Staff, which leads me to my next note of thanks...

Someone once told me that one of the greatest measurements of a company's success is the tenure of its staff. I am beyond proud and grateful to have one of the most tenured Association staff in the country. While I know they all share a little bit of crazy to work with me for as long as they have, they all share the DNA that's needed to continue to make your Association, Foundation, Auto Show and so much more the very best it can be. When I made the decision to retire, knowing who I was leaving the work with made the decision all the easier. With that, get ready for many more successes, fresh ideas, new events and more in the months to come. You're in great hands.

- Kevin Mazzucola

A handwritten signature in black ink, reading "Kevin Mazzucola". The signature is fluid and cursive, with the first name "Kevin" and last name "Mazzucola" clearly legible.

We're more than a financial partner. We're an invested one.

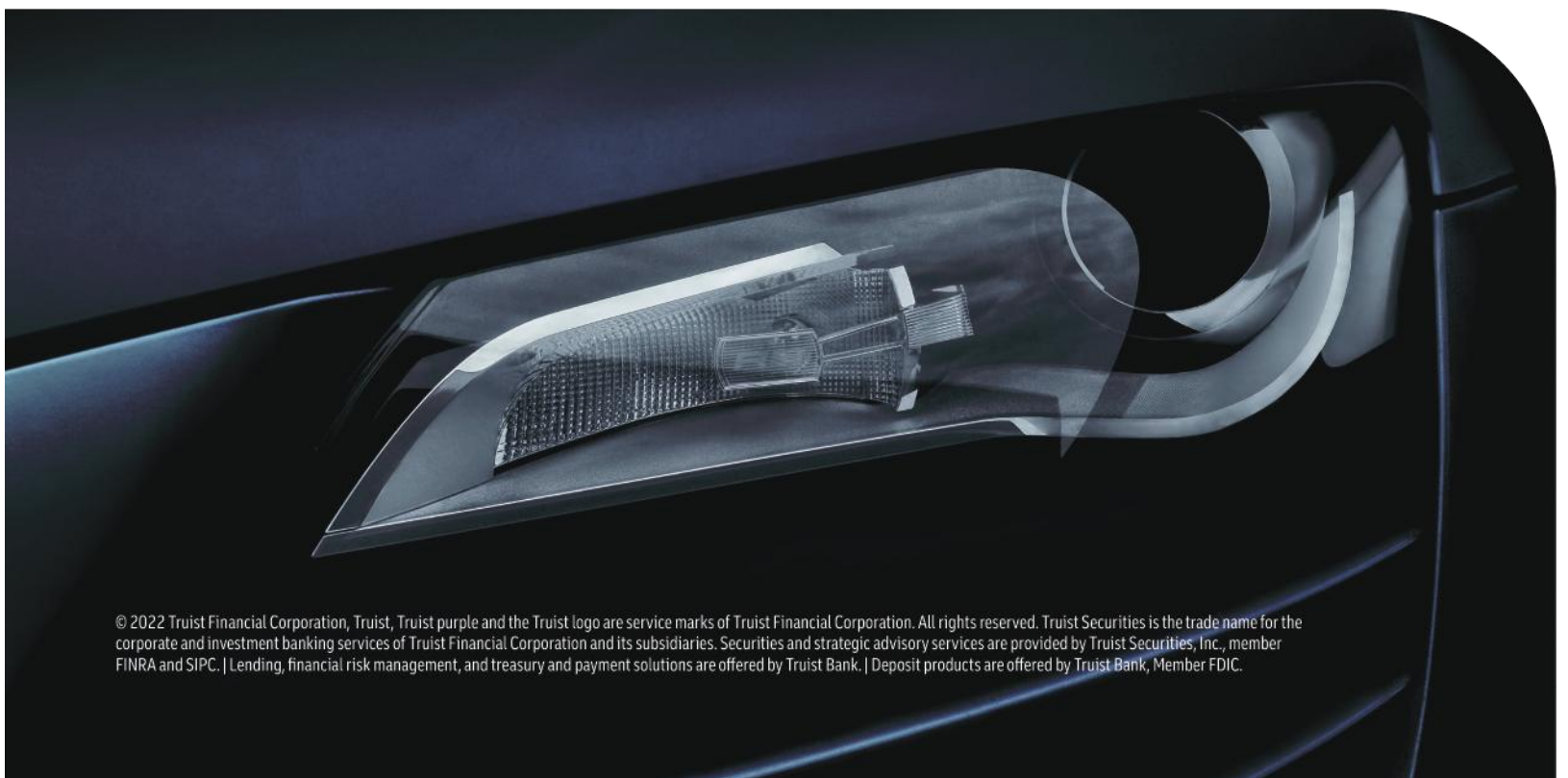
True relationships matter. We don't take this lightly. The best are built on a deep understanding of your short- and long-term goals and always backed by thoughtful, strategic advice in support of your vision. With full-service financial solutions and a deep bench of industry expertise, we'll build a team around your organization to focus on your success. So, let's drive further—together.

Chris Broomhead

Relationship Manager

Dealer Commercial Services

Mobile: 856-220-2213

christopher.broomhead@truist.com

© 2022 Truist Financial Corporation. Truist, Truist purple and the Truist logo are service marks of Truist Financial Corporation. All rights reserved. Truist Securities is the trade name for the corporate and investment banking services of Truist Financial Corporation and its subsidiaries. Securities and strategic advisory services are provided by Truist Securities, Inc., member FINRA and SIPC. | Lending, financial risk management, and treasury and payment solutions are offered by Truist Bank. | Deposit products are offered by Truist Bank, Member FDIC.

FROM THE PRESIDENT

Fellow Dealers & Associate Members,

I trust you are all doing well! I will cover a bit of business and conclude with our 27th farewell to Kevin Mazzucola! Just kidding... kinda!

First, I want to recognize your ADAGP staff, who have been working hard to roll out several new dealer value initiatives this year. It has not been an easy task, especially during this year of transition, but I am proud to report they are delivering and doing a fantastic job!

The new ADAGP education series kicked off in June with a two-day Service Advisor training session. The classroom was full and feedback from the service advisors in attendance was overwhelmingly positive. If this initial education series is any indication of what is to come, our dealer members should be excited and energized about the support and value your ADAGP is poised to bring you as it evolves into the future. We look forward to launching additional sessions for a wide range of dealership positions in the coming months. So be on the lookout for enrollment!

Save the date! Custom Alley at Oaks is set for October 25-26. This exciting new show, which bridges our world of automotive, will be unlike any you have seen before. More details will be released soon. But know this... you will want to be there!

In the coming pages you can learn more about the expanded offerings of your ADAGP, which are designed to bring more value to our Dealer and Associate Members.

But I would now, on behalf of our Board of Directors, Foundation Trustees, and members, like to say a final thank you and farewell to our friend and colleague, Kevin Mazzucola.

Thank you for your contributions to the success of this Auto Dealers Association and Caring for Kids Foundation. The work you have done throughout your career has enhanced and enriched our Philadelphia dealer community, but your impact did not stop there, and you leave behind a lasting legacy. One that is felt by each of the 675,000 children who received a new winter coat, by each Nurse supported by our Black-Tie Tailgate donation to CHOP, by each family that has an annual tradition of attending the Auto Show, by each ADAGP team member you counseled and supported over the years, by each dealer you can also call friend... and the list goes on!

Kevin, you built something truly special, and I speak for all past, present and future ADAGP Members when I say, thank you! Congratulations on an incredibly successful career. We wish you continued happiness on whatever path your years in Wyoming will take you, and your lovely wife Gina!

Continued Success,



Jeff Glanzmann





LINCOLN TECH GRADUATES HAVE MORE DRIVE THAN ANY OTHER CANDIDATES YOU MIGHT BE CONSIDERING

They are job-ready from day 1, with the skills the position requires. We've been training America's workforce for nearly 75 years, and we're proud to say we graduate dedicated, experienced leaders.

**REACH OUT TO US TODAY TO REVIEW YOUR HIRING NEEDS.
CALL 215-335-0800 VISIT LincolnTech.edu**



LINCOLN TECH®



PHILADELPHIA CAMPUS
9191 Torresdale Avenue Philadelphia, PA 19136

27 ADAGP THINGS THAT HAPPENED



Developed a top-notch "clubhouse" for all members to make use of.



Conducted countless media interviews on everything from bankruptcies to chip shortages to pandemic to tariffs and then some.



Made the Philadelphia Auto Show "THE PLACE" to be every Winter in Philly



Celebrated thousands of unsung heroes!



Developed a one-of-a-kind, dealer-run philanthropic foundation in 2003.



Connected the product of our members with those who needed that product most.



Hosted Dealer Road Shows to keep members engaged and connected.



Helped showcase area dealers as the true community partners they are!



Grew the Philadelphia Auto Show attendance by more than 55 percent in five years.



Helped your dealer members leave a legacy at Children's Hospital of Philly via its long-standing Patient Welcome Center.



Launched the incredible Driving Away the Cold New Coat Program in 2008.



Called Bingo numbers with joy and gratitude over the CHOP In-Hospital TV Network.



Turned a simple golf outing into "THE TOURNAMENT."



Helped break ground at the second Children's Hospital of Philadelphia in its history.



Took production of the Philadelphia Auto Show in house.



Introduced countless celebrities to the best auto dealers in the country.



Sweated it out as "Clutch" multiple times to make kids smile.



Celebrated the distribution of 675,000 brand-new winter coats since this special philanthropic effort began 17 years ago.



Worked with some of the best in the business.



Hosted "The Pep Rally of all Pep Rallies."



Helped foster community relationships that were beneficial to all.



Lobbied for the betterment of the retail auto industry and the fantastic dealers in the Greater Philadelphia area.



Watched the gift of opportunity be given to hundreds of local high school seniors.



Turned the Black Tie Tailgate into "the biggest, baddest, Black Tie event in the City of Philadelphia."

Annually pumped up the City of Philadelphia about the return of one of the best Auto Shows in the country.



Made an impact that will last for years to come-thank you, Kevin. What a ride it's been!

OVER 27 ADAGP YEARS!

TUNERS / TRUCKS / CLASSICS

CUSTOM ALLEY

@OAKS

OPPORTUNITY TO REACH NEW TECHS

Psst...we've got news to share...and it includes an awesome opportunity for our dealers to engage with potential future techs of the world!

We are proud to announce details for Custom Alley @Oaks, an event where automotive enthusiasts and guests from the surrounding area will gather for the unique experience of three distinct custom car shows under one roof. And...the best part for our dealers? We've added a one-of-a-kind Education Day to the event, which will take place at "Oaks," also known as the Greater Philadelphia Expo Center, in late October.

So, here's the deal. On October 25th & 26th, the event will be open to the public. However, before the show opens, hundreds of high school and post-secondary automotive students from around the region will be invited to meet and mingle with our dealers in a career fair atmosphere on the event floor. We've dubbed this "Education Day." Cool, right?!

On Education Day (October 24th), students will receive complimentary access to the display floor and be guided through each hall so they can interact with all the dealers who have chosen to be on display. Each student will have a passport to be stamped by the dealers, encouraging multiple visits and engagements. Students will enjoy lunch provided by the ADAGP and freely wander the show at the end of Education Day. This is a wonderful way for our industry to encourage the next generation to consider an automotive career in a new car dealership. While we all know there has been a need for qualified techs for quite some time now, recent research data reveals a shift from traditional college to trade jobs and apprenticeships among Gen Z adults (those born between 1997 & 2012) so it remains a vital time to be in front of this audience.

In May 2025, Resume Builder surveyed 1,434 Gen Z adults to understand how economic pressures, rising education costs, and

concerns about AI are shaping their career paths. Key findings of the survey included:

- 30% said trade jobs offer better long-term prospects
- 19% couldn't find a job in their field
- 16% reported they weren't earning enough with their degree
- 16% said their degree didn't lead to the career they expected
- 45% want more flexibility or independence
- 32% prefer hands-on work to desk jobs
- 29% believe trade careers are in high demand
- 25% say these jobs are less likely to be replaced by AI

With that, are you interested in participating in Education Day at Custom Alley @Oaks? For a small fee (based off your number of rooftops), dealers will have the opportunity to display vehicle(s) and engage with the hundreds of automotive students from around the region. Display vehicles do not have to be new models and should be chosen to best fit the theme of one of the three halls: Import/Tuner, Truck/Off-Road, or Classic/Muscle. Further, dealer participants will be invited to a cocktail hour with Custom Alley @Oaks exhibitors after the students leave that day.

Space is limited so if you are interested in participating or have any questions, please contact Hector Guzman at hector@adagp.com or 610.547.7699 or Jenn Jackson at jenn@adagp.com or 704.907.9288 to get registered!



AUTO AND DIESEL TECHNICIANS ARE IN DEMAND



Get trained in less than a year.¹

Since opening our state-of-the-industry campus in Exton, Universal Technical Institute (UTI) has been helping Philadelphia by training students to learn the skills that can help keep our community running.

Celebrating more than 220,000 graduates at our campuses nationwide, much of UTI's training was created in collaboration with iconic brands. As a result, our programs are aligned with employer needs, giving students foundational skills that can help them be successful in the field.²

Visit **Exton.UTI.edu**



¹Some programs may require longer than one year to complete. ²UTI is an educational institution and cannot guarantee employment or salary. For program outcome information and other disclosures, visit www.uti.edu/disclosures.





FROM THE SHOW

Your ADAGP Staff is already hard at work regarding production of the 2026 Philadelphia Auto Show, which is scheduled for January 31 – February 8. The team has put together a comprehensive list of show participation options that any and all manufacturers/dealer ad groups would find affordable and attractive. With that, if any staff member has reached out to you regarding your brand's participation, please be sure to take a look at the information. It is concise, well-vetted and ensures that every brand has an opportunity to be represented on the show floor in 2026.

On a broader scale, the newly formed Automotive Experience Alliance (AEA) of which your Philadelphia Auto Show is a member of, has started an aggressive, public relations plan to remind key industry stake holders about the importance of auto shows. Below you will find a by-lined article from our very own Kevin Mazzucola, current AEA Chairman, which was recently featured on WardsAuto.com.



REVVED UP AND REIMAGINED: REPOSITIONING AUTO SHOWS AS CONVERSION ENGINES

*By: Kevin Mazzucola, Chairman of the Automotive Experience Alliance

In recent years, news stories have declared the “death” of the auto show. These proclamations often hinge on the idea that auto shows have lost relevance, because they no longer dominate the media landscape or serve as flashy global launchpads for new vehicles. But that’s not the whole story, far from it. What these articles get wrong is where auto shows truly belong in the automotive marketing funnel.

Rather than fading away, auto shows are returning to their roots and their greatest strength, as a powerful, high-impact mid- to lower-funnel marketing platform. For original equipment manufacturers (OEMs),

local marketing agencies (LMAs) and dealers, this shift should not be viewed as a loss but as a strategic realignment to meet in-market consumers where they are making their most critical decisions.

A Misunderstood Moment in Time

The misconception began in the pre-COVID era. Auto shows across the globe, from Frankfurt to Tokyo, grew into media-centric spectacles, driven by global mergers, aggressive brand expansion and massive product reveals. U.S. auto shows followed suit, especially in major cities like Detroit, New York and Los Angeles. Suddenly, the auto show floor wasn’t just a place to compare SUVs; it was a high-stakes PR stage.

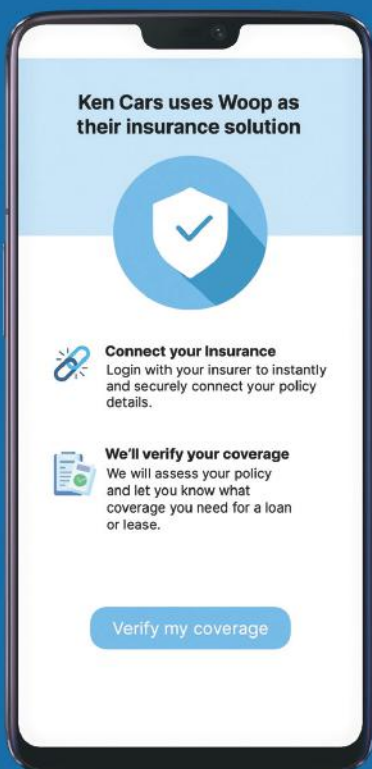
STORY CONTINUED ON PAGE 14

An Inventory & Lead Sourcing Tool



GarageShare™

An innovation that will reshape how you source **inventory**, connect with new **service** and **sales leads**, and create lifelong customers.



WHAT MAKES US DIFFERENT?

We use insurance to create happy, repeat customers and share valuable insights back to your dealership at little or no cost to you.



Generate Leads

Valuable Insights: Market to your customers at the most opportune time.



Source More Inventory

Acquire Vehicles: Search your customer base to build your preowned inventory or source a specific vehicle.



Increase Service Revenue

All Vehicles: Data to develop targeted marketing to service all vehicles registered at the household.



Grow Customer Retention

Household Conquest: Service and sell all your customers' vehicles.

Schedule a Demo

Bryan O'Reilly 267-780-7267
boreilly@dealervantage.us
www.dealervantage.us

Linda Foley - 267-703-4425
lfoley@dealervantage.us
www.dealervantage.us

Dealertrack DMS 
TECHNOLOGY THAT DRIVES YOU.
Certified Opentrack Partner

VinSolutions

CDK
Global

 DEALERVAULT
by AUTHENTICOM™

This media-driven strategy, and the budgets that went along with it, shifted the focus of auto shows toward the upper funnel. What better way to announce a global merger or launch a new vehicle than by producing a spectacle for the 5,000-plus press representatives who attended these events?

The strategy worked for a while.

Bigger media budgets meant bigger displays. Smaller regional shows benefited too, as OEMs poured resources into nationwide exhibits and the entire market refocused on awareness and brand image. Then came the cracks: Luxury brands began seeking more exclusive experiences, and COVID brought everything to a halt.

Auto shows were left in limbo, no longer flush with media cash and confused about their place in the marketing mix. But in that moment of uncertainty, the industry lost sight of a basic truth: Auto shows were never primarily an awareness play. They were always best at what digital can't replicate – real-time, in-person, tactile decision-making.

Where Auto Shows Truly Excel: Mid- to Lower Funnel

Auto shows aren't meant to compete with splashy Super Bowl ads, exclusive invite-only events or influencer campaigns. They're the place where purchase decisions happen. Consumers don't attend to be entertained; they go to shop. Of course, a little entertainment doesn't hurt the shopping experience, but it can't be the main reason consumers attend.

Most visitors (64%) to an auto show are seriously considering a vehicle purchase within the next 24 months. They pay to attend. They bring their spouse or family, the people who will influence or make the decision with them. On average, they spend 2.9 hours comparing vehicles, sitting inside them, asking questions and often taking test drives. Very few other marketing channels can replicate that level of engagement.

More than half (61%) of auto show attendees, who test drove a car at an auto show, report the live drive experience influenced their purchase decision, a critical step in the journey that digital research alone can't replace. The auto show is one of the only platforms that can compress the entire mid- and lower funnel into one immersive, friction-free experience.

AEA member auto shows report that local dealers see increases in foot traffic and sales in the months during and right after the local auto show. That's no coincidence.

OEMs That Understand the Assignment

Toyota is a prime example of a brand realigning with this lower-funnel reality. Instead of showing fully loaded, \$45,000-plus vehicles that may impress media outlets but price out the average buyer, Toyota now coordinates with local dealers to

feature realistic, regionally available trim levels for models that consumers will actually find on lots.

They also offer exclusive incentives timed with the auto show to drive immediate action. It's not glamorous, but it's highly effective. And Toyota isn't alone. More OEMs and LMAs are beginning to see the value in this approach: meet consumers where they are, with the product they want, at the time they're ready to buy.

Shifting Gears to a Lower-Funnel Opportunity

A 2023 study by The Ev&Ex Agency, a global experiential marketing firm, found that there are typically 16 steps that consumers take from the start of their car buying journey to final purchase, ranging from online research and dealership visits to test drives and price comparisons. Despite this well-defined and consistent purchase funnel, auto shows are underutilized: while 14 of these actions can occur at an auto show, only three or four typically do.

This presents a significant opportunity for OEMs and dealer groups to rethink their approach. Where else can you put your product in front of shoppers who voluntarily dedicate a specific day to researching their next car, comparing options and discussing them with the person they'll share a driveway with? And pay to do it?

This isn't top-of-funnel brand awareness, it's mid- to lower-funnel action.

In just three hours, the average attendee engages with more than 10 vehicles across nine brands. They're not just browsing; they're comparing, asking questions, sitting in vehicles and test driving – critical interactions that shape buying decisions. These are meaningful, memory-making interactions with real impact on purchase decisions.

Consider this: 50% of attendees revise their consideration list after attending a show. Of those, 36% add new brands, while 14% remove brands that weren't present. Simply put, showing up matters. When a brand is missing, it risks disappearing from the buyer's journey entirely.

Auto Shows and the Bigger Marketing Picture

Auto shows aren't just about media impressions, and they don't have to be. They remain a powerful tool within a broader, integrated strategy. The key is not to abandon them, but to reframe their role. Think of it this way:

Want to build excitement around a new model? Launch with a media campaign or digital-first reveal.

Want to turn that excitement into action? Meet your buyers on the auto show floor.

Auto shows and media campaigns aren't competing efforts; they're complementary. Buzz fuels curiosity, but hands-on experience drives confidence and conversion. When both are aligned, the results can be game-changing.

What's Next?

COVID may have caused a temporary setback, but consumer interest in auto shows is rebounding. Attendance is climbing year-over-year in many markets, and savvy OEMs and dealers are rethinking how they show up. As the dust settles on the digital frenzy of the past few years, one thing is clear: nothing beats being there in person.

The auto show isn't dead, it's just finally back where it belongs: at the mid- to lower-end of the funnel, where decisions are made and cars are sold.



It's better to be safe than sorry,

that's why you thought of everything to make your dealership a safer workplace, but you didn't think about that peanut butter pretzel that a toddler dropped across the street, which attracted a squirrel, which attracted a hungry alley cat who chased the squirrel up into a tree, knocking down a branch that fell on the sidewalk in front of a skateboarder who jumped into the street causing a car to swerve, which just missed a hotdog stand where the frightened vendor squeezed a bottle of mustard so tight the condiment went flying into your lot right as your number one salesperson approached, and the moment before she slipped in the mustard is when you realized you thought of almost everything to protect your business,

but how protected are your employees?

When the unexpected happens to your business, NJM will go above and beyond for you. As a premier Workers' Compensation provider for auto dealerships, our specialized loss prevention experts can help you make your workplace safer, help keep your employees protected, and help keep your costs down. NJM. We're more than you'd expect from business insurance.

Learn more or find an agent at njm.com.

NJM Insurance
Group™

BUSINESS INSURANCE

EST. 1913

©NJM Insurance Group. All applications for insurance are subject to underwriting guidelines and approval. Coverage and discounts are subject to policy terms, exclusions, and effective dates; limits and deductibles apply. Coverage is not available in all states. Insurance underwritten by New Jersey Manufacturers Insurance Company and its subsidiaries, 301 Sullivan Way, West Trenton, NJ 08628.



FROM THE FOUNDATION

Hyundai & Toyota Help Jumpstart 2025 Driving Away the Cold Effort

Fundraising efforts for the 2025 Driving Away the Cold New Coat Program are officially underway. Similar to previous years, Hyundai Motor Company is jumpstarting our efforts with an incredible \$10,000 donation. On behalf of the thousands of children that we will serve this upcoming Fall, thank you Hyundai, for the continuous support!

Additional thanks go to Toyota Motor Corporation for the perpetuation of its Dealer Match Program. Over the last five years, Toyota has matched upwards of \$14,000 in support of its area dealers who participate in Driving Away the Cold. Thank you, Toyota, for helping us give more coats & more smiles!

Dealer registration for the 2025 Driving Away the Cold New Coat Program is now open. Program Lead, Jenn Jackson, will be reaching out to each individual dealer to solidify their giving plans for '25. Please be on the lookout for a specialized email from her in the weeks to come. Have questions or ready to make your commitment today? You can reach Jenn at jenn@adagp.com or 704.907.9288. Also, be sure to check and see if your manufacturer does a Dealer Match Program! If so, your impact could be doubled! Think about that and thanks in advance for your support as we prepare for our 18th year of this one-of-a-kind philanthropic initiative!

Foundation Makes Donation to CHOP

Your Auto Dealers CARing for Kids Foundation is proud to announce its \$345,000 donation to Children's Hospital of Philadelphia (CHOP) from proceeds of the 2025 Black Tie Tailgate.

The Black Tie Tailgate dates back to 1986...yes, nearly 40 years ago. Over the years, different departments at CHOP have been named designated beneficiaries. Since 2018, the Hospital's Department of Nursing has been the specific recipient of event proceeds. More than \$3 million has been raised solely for the Department of Nursing and more than \$10 million has been raised collectively for CHOP since the Black Tie Tailgate's inception.

"We are so incredibly proud of our continued support of CHOP via the Black Tie Tailgate," said Mike Gempp, current Philadelphia Auto Show Director and incoming ADAGP Executive Director. "The event has become synonymous with celebrating the Auto Show's return to the area. There is no better way to kick off the festivities than by bringing the people of Philadelphia together to support one of the nation's best pediatric hospitals. The Black Tie Tailgate truly demonstrates not only the heart of the Greater Philadelphia Region but also that of the retail automotive industry. Thank you to every attendee, event sponsor and more who joined us."

There are approximately 6,000 nurses, respiratory therapists and technicians in the Department of Nursing who are committed to providing expert, compassionate care while advancing education and research. Funds raised from the 2025 Black Tie Tailgate will specifically support the Department's patient, family, community, and staff programs and initiatives.

LEGAL DRIVE

Our firm has served the automotive industry, dealers and dealer associations since 1935. Our attorneys are uniquely qualified to assist with any and all of your legal needs.

- Buy/Sells
- Franchise Issues
- Manufacturer Relations
- Consumer Complaints
- Regulatory Issues
- Privacy & Data Security Issues
- Labor & Employment Issues
- Environmental Issues
- Zoning, Land Use



McNees

McNeesLaw.com

Amy Capobianco Marsar

Chair, Automotive Dealership Law Group

acapobianco@mcneeslaw.com

717-237-5415

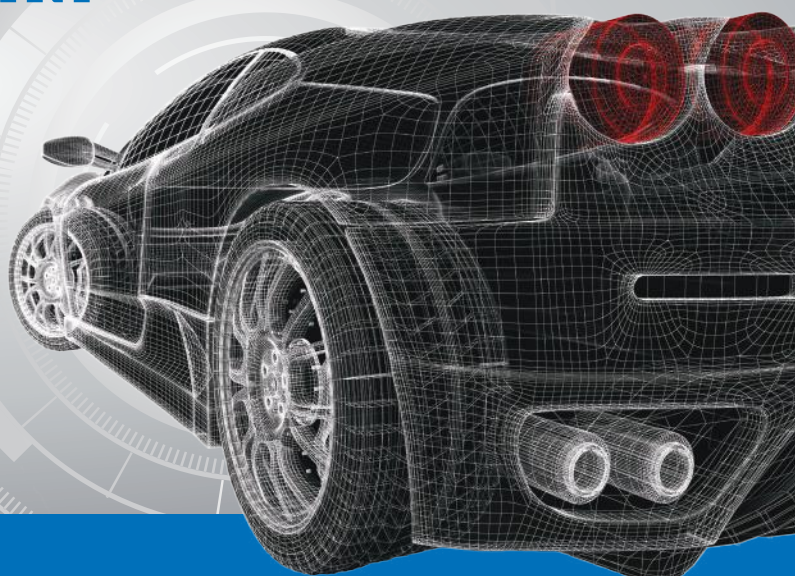
Harrisburg, PA • Devon, PA • Lancaster, PA • Pittsburgh, PA • Scranton, PA • State College, PA • York, PA • Frederick, MD • Towson, MD • Columbus, OH • Washington, DC

STRENGTH

IN THE AUTOMOTIVE INDUSTRY

For you, it's all about the numbers – turning a profit, meeting quotas, exceeding customer satisfaction – and ensuring everyone is on the same track. That's why our Automotive Services Group has fine-tuned the way we service dealers. Delivering that peace of mind so you can sleep at night knowing each piece of your dealership is running smoothly at peak performance.

Michael Mulhearn, CPA, Partner



withum.com

withum 

AUDIT TAX ADVISORY

HAPPENINGS

WE'VE GOT LOTS OF NEWS TO SHARE ON HAPPENINGS AROUND THE ADAGP OFFICES! CHECK THEM OUT!



MEET MICHELLE

Please join us in welcoming Michelle Gregory to the ADAGP Staff! Michelle comes to us from Universum where she served as Director of Finance, Human Resources and Operations (Americas).

She will now serve as Chief Finance and Operations Officer for both the Association and Foundation. Her deep knowledge in finance, forecasting, budgeting, human resources and much more is going to make her an incredible asset to your ADAGP/ Foundation team. With that, please be sure to stop by and say hello when you are in the ADAGP offices next!



MEMBER PERK EVENT

This Spring, we hosted our first-ever Member Perk Opportunity at a Philadelphia Flyers game. The goal of our Member Perk Opportunities are to remind our dealers that their Association is here for them and applauds their continued good work.

So here's what we did...The Philadelphia Flyers were hosting a special Dealership and Technician Appreciation Night so our Association purchased 30 tickets to raffle off amongst our dealer

member techs. We asked dealership management to nominate a tech of theirs and did a drawing at random. The result was a night where our techs felt appreciated, management looked great for nominating one of their own, and our Association engaged with members in a way that it hasn't in quite some time. It was certainly a win-win and as mentioned, we look forward to doing more things like this in the future!

All the auction excitement without the all-day hassle.

ACVAuctions.com | 1-800-553-4070

Unbiased Reports

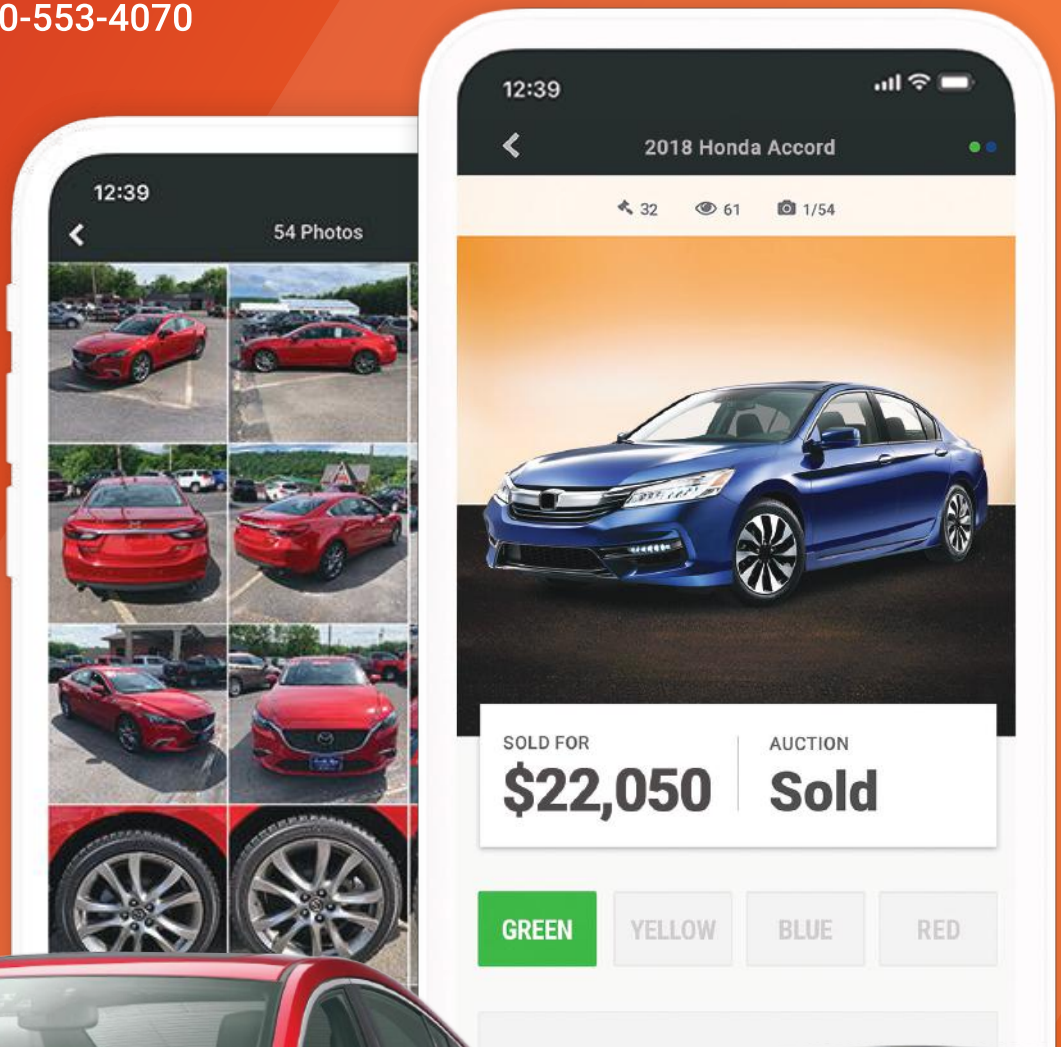
ACV inspectors complete comprehensive condition reports at the dealer's lot.

Virtual Lift™

Delivers a seamless hi-resolution photograph of the undercarriage.

AMP™

Allows dealers to hear vehicle engine sounds before they bid.



EDUCATION TRAINING



SEMINARS ARE BACK!

We are thrilled to announce that we have brought back our education and training seminars! Our first one was held on June 11th & 12th and focused on, you guessed it, service! For this seminar in particular, we partnered with Brown & Brown Dealer Services to present a special one-day Service Advisor Training Program at our offices. Robin Greenwood, Brown & Brown's Director of Training, led the course, which received great feedback.

Our next set of events is already on the books! Join us on August 11th for New Sales Training and/or on August 12th for Sales Management Training. We've partnered with JM&A Group for these two exciting sessions, which will focus on the following topics:

Topics to be covered during New Sales Training on August 11th:

- Today's Customer & Mindset
- Customer Engagement How To's
- Meeting the Guest Where They're At
- Conversations/Needs Analysis
- Self-Awareness
- Professional Demeanor
- SMART Goals
- Accountability
- Priority Management

Topics to be covered during Sales Management Training on August 12th:

- Industry Data
- Levels of Leadership
- Communication Skills
- Development for Career Path
- Coaching - GROW Model
- SMART Goals
- Accountability
- Priority Management

Registration is now open in the Member section of MoreThanAutoDealers.com. Reserve your spot today!

EISNERAMPER

MARKETS CHANGE. INDUSTRIES EVOLVE. COMPANIES TRANSFORM.

Wherever you are heading, the accountants and advisors at EisnerAmper can connect market knowledge, industry experience, and personal support to provide solutions for your business.

In a world of change, let EisnerAmper be your constant.

Learn more at EisnerAmper.com

Dawn Rosoff | dawn.rosoff@eisneramper.com

WE DIDN'T REINVENT F&I

JUST THE WAY IT'S DELIVERED

Thanks to modern retail, the car-buying journey is more complex than ever before. That's why we've built three ways for you to deliver F&I outside the box. With over 20,000 deals (and counting), over 80% of car buyers agree this is the F&I experience they prefer.*

Seize every growth opportunity you can.

By implementing virtual F&I, you'll give your team a more efficient model for delivering deals anytime, anywhere. That sounds like a win-win to us.

*Source: JM&A Group survey of 1700 dealerships
© 2023 Jim Moran and Associates, Inc.



jmagroup.com/vfi



Faulkner Automotive Institute Opens at Father Judge



Thanks to an incredible donation from Harry Faulkner of the Faulkner Automotive Group, Father Judge High School is now what is believed to be the first Catholic high school in the nation with a 3-year automotive repair program. Graduates of the program will leave Father Judge with their ASE certifications, and if they are 18 years old, with their state certification as well.

As reported in Automotive News in mid-May, "to help launch the technician training school, Faulkner, a 2021 Automotive News All Star, pledged \$1 million plus shop equipment. He also provided the expertise of his fixed operations executives to help shape the auto repair curriculum."

Although there's almost always at least one open technician position in every one of Faulkner's dealerships, his donation is purely philanthropic. Father Judge won't be a technician pipeline exclusively to Faulkner stores.

"Our plan is that kids will have opportunities for internships in co-op throughout their years in the program," Faulkner told Automotive News. "We hope in that process we'll attract and retain some of those people, but even in a perfect world with 24 graduates a year, we wouldn't have enough room for everybody."

The Father Judge school year consists of two semesters. For the entire 3-year program, students spend their first two periods of the day in the Faulkner Automotive Institute and then take their regular high school classes in the six remaining periods. In their junior and senior years, they can work afternoons at a dealership."

Faulkner said his involvement began as an opportunity to give back to the community and to solve the problem of growing the next generation of automotive technicians.

"You hear a lot about that these days," he said. "The loss of technical skills that are powering our industries, all sectors are experiencing this shortage. This has the potential to set students on a path towards a career that can support their families and the community in meaningful ways."

The ADAGP tips its hat to Harry and the entire Faulkner Automotive Group on this one. Well done! We can't wait to see the success stories roll in!

David Kelleher Receives Good Scout Award



The Cradle of Liberty Council's 2025 Delaware County Good Scout Award is presented to an individual who exemplifies in his or her daily life the ideals of Scouting America as expressed in the Scout Oath and Law. The recipient is chosen for outstanding service to the community at large, as well as the respect and esteem in which he or she is held by those in the community. ADAGP Dealer Member and Auto Dealers CARing for Kids Foundation Trustee David Kelleher of David Auto Group received this wonderful honor in April at a special awards reception. Congrats, David! So well deserved, way to make us proud!

Pacifico Auto Group Continues Scholarship Giving



In 1964, the simple gesture of a \$500 donation has now led to more than \$3 million awarded in scholarships to Philadelphia students via the Pacifico Family Scholarship Awards Program. Every year we get word that the Pacifico Family is doing it again and every year, we are more impressed than the last. More than 100 students from 27 area schools received scholarships this year, totaling approximately \$200,000 in giving. Incredible work, Pacificos!

Long-time Conicelli Employee Retires



The ADAGP is proud to salute all retiring employees of the retail automotive industry, especially those with decades worth of experience!

After an incredible 43 years of dedication, leadership, and service, Conicelli Autoplex recently bid farewell to General Sales Manager Mark Hammond as he begins his well-deserved retirement. Congratulations, Mark!

In addition, after 33 years as the organization's Comptroller, the Conicelli Family also celebrated the retirement of Rob Rabinowitz.

As noted on the group's Facebook page, "From mentoring generations of team members to creating unforgettable experiences for our customers, Mark, you've made a lasting impact. You'll always be part of the Conicelli family."



THE GO TO PEOPLE

■ **RECON**

■ **DETAIL**

■ **GET READY RECOMMENDATIONS!**



We offer Consulting Services

- Design and layout recommendations for new or existing reconditioning facility
- Training is not an event; it's a process
- Basic detailing, advanced detailing, paint correction, wet sanding, odor removal & ceramic coating application

Dealership Revenue Generating Activities

- Paint and fabric sealant programs with guarantees
- Retail Detail programs
- Ceramic Application training

Game Changing Fixed, Cost Per Vehicle Programs

- Never pay for your products ever again

Automatic Car Wash Chemicals and Service Programs

- Free with program, chemical services, and usage monitoring

State of the Art Reporting

- Web based dashboards on every route service truck
- Monthly expense and usage reporting

Take 2 minutes to speak to Shawn. Call for a free on-site survey and recommendations for your dealerships @ 215-768-4927 or take my call soon.

**MANUFACTURER LOCATED RIGHT HERE
IN PHILADELPHIA FOR OVER 70 YEARS!
SELLING DIRECT IN TRI-STATE AREA**

**THE FINEST PROFESSIONAL DETAIL PRODUCTS
Call Shawn 1.800.442.7339 ardexlabs.com**



**LABORATORIES
the better solution**



TECH COMP NAMES WINNERS

The ADAGP celebrated its 32nd annual Greater Philadelphia Auto Technology Competition (Tech Comp) this past March. At the event, 24 area high school seniors put their automotive skills to the test in a hands-on technician skills challenge and competed for more than \$1 million in scholarships, tools and prizes.

This year, first place was captured by Matthew Hood and Matthew Levesque of Middle Bucks Institute of Technology. The winning duo, which was led by Instructor Rob Schwarz and sponsored by Keystone Volvo Cars of Doylestown, walked away with more than \$290,000 in scholarships and prizes collectively. Second place was awarded to Ryan Blankenbiller and Jacob Fost of Berks Career and Technology Center – East. Under the direction of Instructor Keith Nichols and

sponsored by Miracle Chevrolet of Morgantown, the team won more than \$200,000 in scholarships and prizes. Jacob Dunbar and Yaseen Williams of Burlington County Institute of Technology rounded out the leaderboard with their third-place win. Instructor David Stichter and Dealer Sponsor Burns Hyundai helped the pair win more than \$100,000 in scholarships and prizes, respectively.

WHO'S IN YOUR SERVICE DEPARTMENT?



From front left to right (by row) Brian Logan (2005) Jorge Sanchez Garcia (current Student) Craig Reichert (Service Manager) Yovani Castaneda Cordova (2016) Robert Killian (2006) Zachary Giersch (2021) Carlos Alba (2014) Donnell Wright (2021) Matt Costa (1996) Eric Groff (2014) Andrew Lawton (2019) Luis Huertero (2019) Michael Alvisi (2002) Fabian Juarez (2020) Not pictured Logan Vied

“ATC has been a tremendous resource providing qualified entry-level technicians for us to hire.

ATC students stand out from others because of their preparation for the “real world” and their commitment to learn and grow their future. We currently employ 14 ATC graduates and current students working as technicians at both our Nissan and Subaru dealerships.

Craig Reichert - Service Manager: Concordville Nissan & Concordville Subaru

PREPARED, PROFICIENT, PROFESSIONAL.

These are words that describe the graduates of ATC. Smart employers choose ATC grads because they expect the best. Our graduates have committed themselves to excellence by investing time and money into their automotive and/or collision career.

For more information contact our Career & Student Services Department.
877-411-8041 (Warminster) Trish Devine: tdevine@autotraining.edu
800-411-8031 (Exton) Rachael Gonzales: rgonzales@autotraining.edu

For program disclosure information, please go to www.autotraining.edu/consumerinformation.



AUTOTRAINING.EDU



TECH COMP

STORY CONTINUED FROM PAGE 24

1ST PLACE: Matthew Levesque & Matthew Hood • Middle Bucks Institute of Technology
Instructor: Rob Schwarz • Sponsored by Keystone Volvo Cars of Doylestown

During the timed, hands-on automotive technical skills competition, students tested their knowledge at 10 workstations and performed a Multi-Point Inspection of a new vehicle. The competing teams were from the following schools: Berks Career and Technology Center – East, Bucks County Technical High School, Burlington County Institute of Technology, Central Montco Technical High School, Delaware County Technical High School, Eastern Center for Arts and Technology, Mercer County Technical Schools, Middle Bucks Institute of

Technology, North Montco Technical Career Center, Technical College High School – Brandywine, Upper Bucks County Technical School and Western Montgomery Career and Technology Center.

As we all know, today's auto technicians must have highly-polished math and computer skills in addition to mechanical aptitude. This competition focuses on all those skill sets. The first part of the regional competition involved a written exam last January at the Philadelphia Auto Show. The exam covered electric

vehicle safety and the eight National Institute of Automotive Service Excellence (ASE) areas of the automobile, which are Engine Repair, Engine Performance, Electrical/Electronic Systems, Brakes, Heating and Air Conditioning, Suspension and Steering, Manual Drive Train and Axles and Automatic Transmissions. There were more than 100 students from the Greater Philadelphia Region who took the written exam. The two highest scoring students from the top 12 schools are those who qualified for the March 7th hands-on portion of the competition.



When next steps are critical, experience & effective analysis is key.

Boyer & Ritter's dedicated team is a consistent resource for up-to-date information to help you drive your decisions.

Contact our
Dealership Services Group

Daniel P. Thompson, CPA
cell: 717-418-1910 | dthompson@cpabr.com

Jay A. Goldman, CPA
cell: 410-790-6928 | jgoldman@cpabr.com

Robert J. Murphy, CPA/ABV, CVA
cell: 717-574-4352 | rmurphy@cpabr.com

B&R
Boyer & Ritter LLC

WWW.CPABR.COM



The Tech Comp would not be possible without the help of its amazing committee of volunteers, sponsors and more!

Technical Support

John Cross, Burns Hyundai • Roy Fernandes, Chapman Ford of Northeast Philadelphia

Competition Coordinators

Hector Guzmán & Jenn Jackson • Auto Dealers CARing for Kids Foundation

SCHOLARSHIP PARTNERS

Automotive Training Center
Chapman Auto Group
Community College of Philadelphia
Lincoln Technical Institute
Ohio Technical College
Universal Technical Institute
Dealership Sponsors
Bryner Chevrolet
Burns Hyundai
Chapman Ford of Northeast Philadelphia
Del Toyota
Fred Beans Automotive Group
Garnet Ford
JL Freed Honda
Kennedy Auto Group
Keystone Volvo Cars
Miracle Chevrolet of Morgantown
Nissan 422 of Limerick
Team Toyota
Breakfast & Lunch Sponsor
BMW of North America
Official Tool Sponsor
Milwaukee Tool

WORK STATION SPONSORS

ASE Education Foundation
Automotive Training Center
Community College of Philadelphia
Hunter Engineering Company
Lincoln Technical Institute
Mitchell 1
New Auto Solutions
Stellantis
Subaru of America
Universal Technical Institute
Zerambo Group

GIFT DONORS

Ardex
Ardmore Toyota
ASE Education Foundation
Automotive Training Center
Beasley Media Group
Bergey's Auto Group
Bryner Chevrolet
Catch Me In Traffic Apparel
Chapman Auto Group
David Auto
DealerVantage
EisnerAmper
Elite Tuner
Enterprise
Ford Motor Company
Garnet Ford
GM Service Managers Club of Philadelphia
Keystone Volvo Cars
Lexus of Chester Springs
Lincoln Technical Institute
Matco Tools
Milwaukee Tool
Nissan North America
North Penn Mazda Volkswagen
Paramount / CBS Media
Penske Buick GMC Truck
Philadelphia Flyers
Snap-On
Thompson Toyota
Tri County Chrysler Dodge Jeep Ram
Tri-State Toyota Dealers
Universal Technical Institute
Videon Chrysler Dodge Jeep Ram

VOLUNTEER COMMITTEE

Competition Chairman
Bob Rafferty, Rafferty Subaru
Technical Support
John Cross, Burns Hyundai
Roy Fernandes, Chapman Ford of Northeast Philadelphia
Competition Coordinators
Hector Guzmán & Jenn Jackson
Auto Dealers CARing for Kids Foundation

COMMITTEE MEMBERS

Joe Bangor
Ford Motor Company
Matt Beatty
JL Freed Honda
Ken Benson
ASE Education Foundation
Charlie Borny
Snap-On
Ed Brunton
Bryner Chevrolet
Ira Burgis
Garnet Ford
Ken Campbell
Holman Ford
Chris Clayton
BMW of West Chester
Jim Connor
Subaru of America
Justin Crosby
Miracle Chevrolet
Lew Davis
Auto Industry Professional
Jim DeLeo

Hunter Engineering
Trish Devine
Automotive Training Center
Ross Dickerson
Milwaukee Tool
Julian Dragos
Fred Beans Dealerships
Rob Dunion
Stellantis
Lou Dyer
Nissan 422 of Limerick
Mike Eveland
Thompson Toyota
Kim Ewing
Automotive Training Center
Joe Fritz
MINI of West Chester
Matt Groll
Toyota
Jim Haas
Mitchell 1
Billy Haines
Nissan
Ray Hildenbrand
Sloane Toyota of Philadelphia
Emanuel King
Hyundai
Lee Kope
Automotive Training Center
Sam Levandoski
Snap-On
Vince Luppino
Auto Industry Professional
Bill March
Community College of Philadelphia

Jerry McCabe
BMW North America
Troy Miller
Automotive Industry Consultant
Andy Norris
Fred Beans Ford of Exton
Steve Owens
Keystone Volvo
Ron Parson
Lincoln Technical Institute
Dexter Pascoe
Universal Technical Institute
Bill Reilly
Lincoln Technical Institute
Jeff Renwick
Ohio Technical College
Richard Rozzelle
Tri-County Toyota
Sean Sammon
Universal Technical Institute
Michael Sipes
JL Freed Honda
Mark Slade
Toyota
Warren Taylor
Thaddeus Stevens
Don VanDemark
Automotive Training Center
Brian Vogel
Keystone Volvo
David Wert
Matco Tools
Mark Winther
Ford Motor Company
Chuck Zerambo
Zerambo Automotive Consulting

"We cover all the bases."

**Accountants & Management Advisors
to the Auto Industry since 1954**



**Mergers & Acquisitions ■ Financial Reporting & Projections/Forecasts
Lifo Inventory Applications ■ Tax & Estate Planning & Reporting
Cash Management & Budgeting ■ Performance Evaluation
Cost Analysis ■ Buy/Sell Agreements & Succession Planning**



**VOYNOW BAYARD WHYTE
AND COMPANY, LLP**
CERTIFIED PUBLIC ACCOUNTANTS

The Northbrook Corporate Center • 1210 Northbrook Dr., Suite 140, Trevose PA 19053
Contact Hugh Whyte, Randall E. Franzen, Robert P. Seibel or Robert S. Kirkhope:

215-355-8000 ■ voynowbayard.com

PROFITABILITY MULTIPLIED



Allstate®

THE EXPERTS
DEALERS TRUST

THE BRAND
CUSTOMERS TRUST



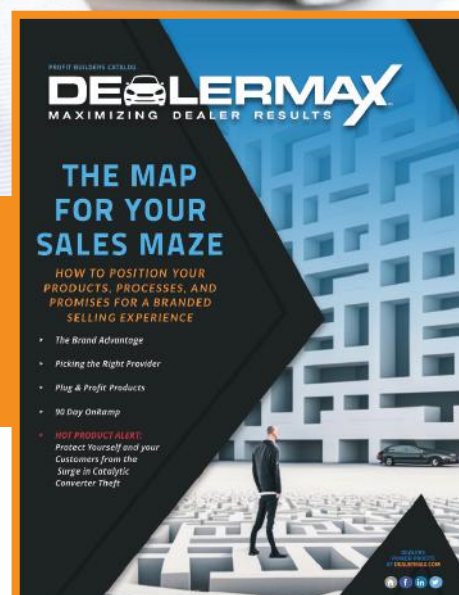
NEW SEASON. NEW SOLUTIONS.

DOWNLOAD & DISCOVER EXPERT STRATEGIES!

[DEALERMAX.COM/PROFITBUILDERS](https://dealermax.com/profitbuilders)

DEALERMAX BY THE NUMBERS:

- #1 NETWORK OF PROVEN PROVIDERS
- 5 DIAMOND ELITE ALLSTATE AGENCY
- 40+ YEARS OF DEALER SUCCESS
- #1 DOWC IN THE INDUSTRY
- #1 BRAND IN F&I



COMPARE YOUR PRODUCT PRICING
TO MAXIMIZE YOUR PROFITS IN 2023!
[DEALERMAX.COM/COMPARE](https://dealermax.com/compare)