



# ROAD TO 2021



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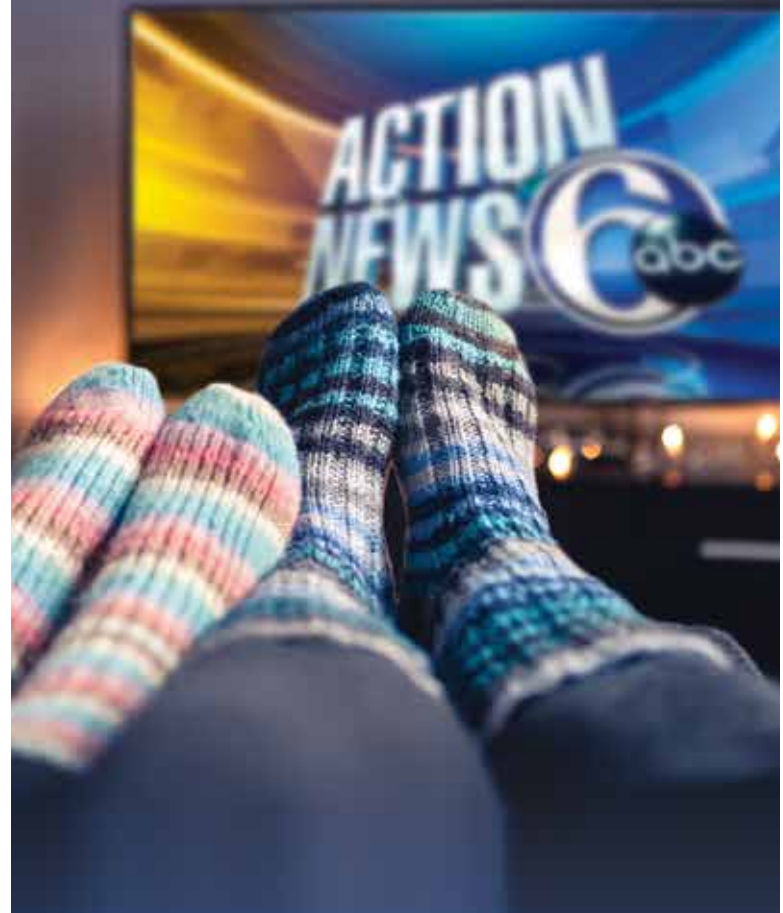
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# FROM THE EXECUTIVE DIRECTOR

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## Dealers and Friends,

First and foremost, Happy New Year. While we all know the challenges of 2020 will not go away overnight, as a new year begins, may we all begin to see the much-needed light at the end of the tunnel.

Despite the trials of this past year, there were bright spots along the way in regards to your Association, Foundation and its programs/events. Of the most significance was the rollout of our annual Driving Away the Cold new coat program. Dealers stepped up in an incredible way in terms of fundraising and our community partners reconfigured their distribution efforts to ensure that our new coats would get to area kids who needed them most. "Distributing" 54,000 new coats without your signature "distribution" efforts was no easy task but together, our dealers, staff and partners made it happen. A fantastic job by all.

Speaking of jobs, hats off to your immediate past president, Ian Jeffery, for his leadership over the last two years. He now passes the torch to Maria Pacifico who I know is going to make a fine president, just like her dad was 50+ years ago.

Other bright spots in our 2020 included a fantastic golf outing that raised a record amount for your Foundation and our 2020 Auto Show was a resounding success back in February/before the pandemic started. Who would have known then what the rest of the year was going to look like?! As far as our 2021 events go, we are having those discussions now and we will be sure to update you accordingly. Until then, our sincerest gratitude to our Associate Members and advertisers of this publication. You are always there to support our efforts and we never lose sight of that.

Hope to see you all soon,





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# 20 Things that were **GOOD** about our 2020



1. We gave away our 473,928th brand-new winter coat to a local child that doesn't have one. #MoreCoatsMoreSmiles



2. Our 2020 Philadelphia Auto Show happened...about a month before the pandemic started. #Lucky



3. We've mastered Zoom...and Teams...and FaceTime...and WebEx... you probably have to! #YouAreOnMute



4. We welcomed our first-ever female Auto Show Chair and now ADAGP President Maria Pacifico. #Historic



5. Our annual golf outing sold out in record time. #SafeOutletsIn2020



6. We supported the Department of Nursing at CHOP for the third consecutive year via our Black Tie Tailgate proceeds. \$1.7 million was raised for the Nursing Department in '18, '19 and '20! #NursesRock



7. The long-awaited world debut of the 2020 SSC Tuatara (recently announced as the world's fastest production car with a whopping 316.11MPH) happened at our show. #Honored



8. Despite the pandemic, our dealers stepped up and continued to Drive Away the Cold... making it a record year with more than 54,000 new coats distributed in October. #MoreThanAutoDealers





9. Associate Members and the public did their part to Drive Away the Cold too by contributing another \$100,000 to the cause. #SpreadingWordAboutSpreadingWarmth



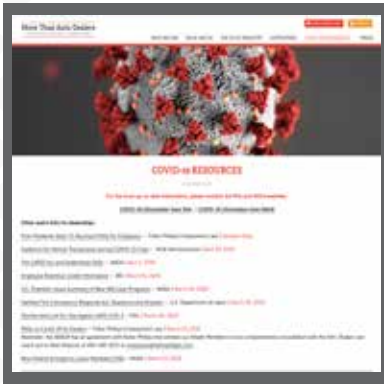
10. The ADAGP offices now have proper signage so all of East Norriton now knows who is located in their community. #LitUpLikeBroadway



11. More than \$1M was awarded through our annual Tech Comp, changing the lives of dozens of high school seniors interested in entering the automotive industry. #DoingOurPart



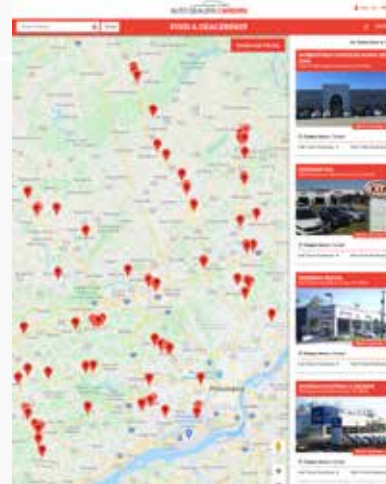
12. Our second annual Technicians Appreciation Night at the Auto Show was a raging success. #Motivating



13. Our communication with our dealer members has never been stronger. #PandemicSilverLinings



14. We helped our friends at 6abc produce a one-of-a-kind automotive special--nearly all virtual. #SupportingEachOther



15. Our Career Portal grew and grew and grew. #AWorkInProgress



TOM HESSERT



BEN MEARS

16. We welcomed two new board members, Tom Hessert of Hessert Chevrolet and Ben Mears of Audi of Fort Washington. #NewBrandsRepresented



17. We launched our first-ever text to donate program for Driving Away the Cold. #KeepingUp



18. More than 244,000 people walked through our 2020 Auto Show doors. #NothingLikeIt



19. We launched a new ad campaign for Driving Away the Cold and someone in the "ADAGP family" did the voiceover. #ItWasMikesDaughter



20. 36 global manufacturers were represented on our 2020 Auto Show exhibit floor. #awesome





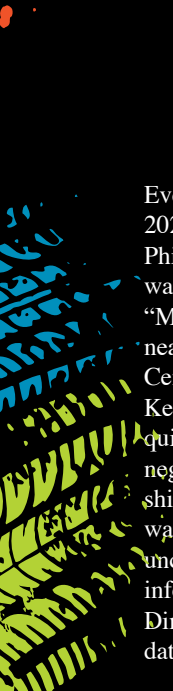
# AUTO SHOW UPDATE

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UNPRECEDENTED. SOCIALLY-DISTANCED.  
NEW-NORMAL. ESSENTIAL.

Just a few of the terms that have become as common as “hello” and “goodbye” in 2020. We certainly do not need to tell you, our dealer members, what a challenging time it has been. While working hard politically to help your businesses reopen and stay open, your Association is also navigating its way through producing a large, public event in the face of a global pandemic. Fortunately, last year’s 2020 Philadelphia Auto Show successfully and safely took place just two weeks before the nation was asked to shelter in place. But what about 2021? Will there be a show? How will it differ from prior Auto Shows?





Even prior to Mayor Kenny's announcement in mid-July of 2020 establishing a moratorium on large public gatherings in Philadelphia through the end of February of 2021, the Association was exploring alternative dates later in 2021 for the Auto Show. "Moving dates for a show which requires seventeen days and nearly every exhibit space available within the PA Convention Center is like trying to find a spot to parallel park the Titanic", said Kevin Mazzucola, ADAGP executive director. "It never happens quickly, nor easily." Following weeks of calls to manufacturers, negotiations and multiple contract addendums, the show officially shifted its public dates to March 6-14, 2021. Even so, no one was completely convinced that this would be enough given the uncertainty of the virus. Once the second wave of COVID-19 infections started climbing in the Fall as predicted, the Board of Directors wisely chose to ask the staff to seek out other alternate dates even later in 2021.

Heading back to the drawing board meant once again leaning on the managers at the PA Convention Center to open their calendars and more calls to manufacturers to be sure a later date would work. This time the window that appeared open and supported by all was in mid/late June. And that's where things sit now—we are continuing to work with manufacturers, dealer ad groups, the state of Pennsylvania and the Philadelphia Health Department to determine if we can produce a June show that is both safe for all involved and of the great value that is expected of us.

Preparing for a show in June will present totally new opportunities and challenges for a classic wintertime event. Starting with the positives, warmer temps mean snow is no longer a threat! Outdoor ride and drives can leave windows and tops down while enjoying a ride through the city without the traditional traffic congestion of the winter. Outdoor seating will be made available as a place to rest and have a meal while enjoying the show. No freezing cold halls during move-in and move-out!

But even with the fresh feeling of a warm June day and multiple vaccines rolling out as we write this article, the threat of COVID will still be part of our world. The ADAGP team is ready to do even more than is needed to create a safe environment for attendees, exhibitors, and Convention Center staff. The Center has already made several upgrades to the building in response to the virus. UV light cleaners have been installed on all the escalators' handrails, sanitation stations have been placed throughout the halls and a massive new ventilation system that pushes fresh air in as it pulls stale air out creating an environment that almost perfectly replicates being outside is in place. Ticket sales can move exclusively online to lessen touchpoints, lines can be socially-distanced and overall daily attendance will likely be capped. These are only a few of the multiple safety procedures being discussed.

With all the changes and challenges ahead, one thing can be counted on and that is the passion from our attendees. Living in a virtual world for nearly a year has reminded everyone just how much we value human contact and experiences in our lives. Dealerships have done an amazing job adapting to these new times, and consumers have responded well to the idea of completing much of what is needed to purchase their vehicle online. All of this combined just emboldens the role that the Philadelphia Auto Show has played for over a century as an entertaining and informative way to experience, shop and compare multiple vehicles in one place. No matter how great the online process of buying a car becomes, a vehicle purchase will always remain a major purchase for the consumer that is personal, fun and rewarding, which can never be replaced by a click of a mouse and a computer monitor. ■



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# NEW OPPORTUNITY!

YOUR  
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It's a new year and we have a new opportunity for you.

As our staff works hard to pursue June dates for our next Philadelphia Auto Show, we know there will be a void in our traditional January and February timeframe for consumers who are looking for information on the newest product available.

So, to help, we are publishing a digital Buyer's Guide just in time for the Presidents' Day sales push and inviting all our Auto Show participating dealers to be a part of it. It will be the same layout and will mimic the physical book (complete with page turning sounds!) but will be in PDF flipbook form. Your full-page ad can contain one or multiple links directing consumers to your website(s)! Many of you have placed an ad in the past and this year should be no exception. Here's why:

- **Interactivity** - As indicated, every ad will link out to the website(s) of your choice. Whether you're advertising a specific brand or you're a multi-brand dealer group, every brand depicted in your ad will double as a clickable call to action. Consumers can view your ad and end up on your website(s) with a single click!
- **Targeted Audience** - Going digital will expose the Philadelphia Auto Show Buyer's Guide to a wider audience of likely new car purchasers than ever before. The digital Buyer's Guide will be disseminated via:
  - Past auto show attendees
  - Auto Show social media followers & their friends
  - In-market and end-of-lease consumers in the Philadelphia DMA
  - Promotion of Buyer's Guide during 6abc televised special (to air February 2021)
  - Direct link to Buyer's Guide on 6abc.com
- **Location** -Ad placement will be determined on a first-come, first-served basis. Every effort will be made to place ads next to the vehicles/brand of your choice per this format:
- **Timing** - The digital Buyer's Guide will be released the week of February 8, 2021 with paid promotion to the targeted audience hitting just in time for President's Day sales. It will concurrently be the featured item on PhillyAutoShow.com during the website's highest traffic season as consumers seek out information on the Auto Show and new vehicles during the time period in which the Auto Show traditionally takes place.
- **Free Dealer Locator Listing** - You will receive one complimentary listing on PhillyAutoShow.com for every one full-page ad placement; one listing per rooftop – listing may include multiple brands. You may purchase additional Dealer Locator Listings as desired – \$250 per rooftop/listing.

**PLEASE NOTE:** Ad placements are LIMITED and will be determined on a first-come, first-served basis. You may visit [phillyautoshow.com/advertising](http://phillyautoshow.com/advertising) to reserve your spot. The deadline for web-ready artwork is January 29th. The cost of one full-page ad in the digital Buyer's Guide is \$2,000. Questions/comments/concerns? Email [hector@adagp.com](mailto:hector@adagp.com). ■







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**2020 BUYER'S GUIDE**

\$56,300 - \$90,790		Land Rover Range Rover Velar	
Engine: 3.0L I4	3.0L V6	3.0L V6	3.0L V6
Transmission: 8AT	8AT	8AT	8AT
MPG (city/hwy): 24/32	24/32	24/32	24/32
MSRP: \$56,300	\$78,000	\$88,000	\$90,790
Options: \$1,000	\$1,000	\$1,000	\$1,000
MSRP (incl. tax, title, license): \$57,300	\$79,000	\$89,000	\$91,790
MSRP (incl. tax, title, license, dealer fee): \$58,300	\$80,000	\$90,000	\$92,790
MSRP (incl. tax, title, license, dealer fee, destination): \$59,300	\$81,000	\$91,000	\$93,790
MSRP (incl. tax, title, license, dealer fee, destination, prep): \$60,300	\$82,000	\$92,000	\$94,790
MSRP (incl. tax, title, license, dealer fee, destination, prep, license): \$61,300	\$83,000	\$93,000	\$95,790
MSRP (incl. tax, title, license, dealer fee, destination, prep, license, dealer fee): \$62,300	\$84,000	\$94,000	\$96,790
MSRP (incl. tax, title, license, dealer fee, destination, prep, license, dealer fee, destination): \$63,300	\$85,000	\$95,000	\$97,790
MSRP (incl. tax, title, license, dealer fee, destination, prep, license, dealer fee, destination, prep): \$64,300	\$86,000	\$96,000	\$98,790
MSRP (incl. tax, title, license, dealer fee, destination, prep, license, dealer fee, destination, prep, license): \$65,300	\$87,000	\$97,000	\$99,790
MSRP (incl. tax, title, license, dealer fee, destination, prep, license, dealer fee, destination, prep, license, dealer fee): \$66,300	\$88,000	\$98,000	\$100,790
MSRP (incl. tax, title, license, dealer fee, destination, prep, license, dealer fee, destination, prep, license, dealer fee, destination): \$67,300	\$89,000	\$99,000	\$101,790
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MSRP (incl. tax, title, license, dealer fee, destination, prep, license, dealer fee, destination, prep, license, dealer fee, destination, prep, license, dealer fee, destination, prep): \$72,300	\$94,000	\$104,000	\$106,790
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PER PAGE**

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**FIND A DEALER**

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# #DRIVINGAWAYTHECOLD

Unprecedented. We used it in our Auto Show article and we'll use it here. It's the word used most for all things "2020." And our 2020 Driving Away the Cold (DAC) new coat program was no exception to that. When brainstorming and planning for the program started last June, most of us were still in the "red phase" of the first COVID-19 lockdown. We had no idea where our fundraising efforts would land, especially since our dealers just spent months of not being able to sell a single vehicle, furloughing staff and unfortunately more.







But when Foundation staff started their outreach to previous DAC participating dealers, there came that word again--unprecedented. But this time, it was in a good way...

Day after day, our dealers started making their pledges to keep providing brand-new winter coats to area children this fall, some even upping their donations. Many of them were telling us how now more than ever the community needed them, and they felt compelled to "really step up." It was awe-inspiring. After a challenging spring like no other, here were our dealers giving like they always have... and then some. Your Foundation's Board of Trustees shared this level of commitment to the program and area families in true need. Before we knew it, it was September, and we were busy preparing a record 54,000 brand-new winter coats for distribution the following month.

As October inched closer, our hurdles got a little higher but nothing unconquerable. We relied on our dealers to cover a large part of the campaign's fundraising efforts and now many of them were relying on us to help the new coats get to area kids who needed them most. However, we weren't able to see a vast majority of these 54,000 coat recipients. For the most part,

schools were either still operating in a fully-remote capacity or only bringing in half of the students at a time. Regardless, our staff and dealer volunteers were not allowed in any of the school buildings, shelters, churches, YMCAs, etc. because of COVID-19 restrictions. So, the thinking caps were back on. And, thanks to the logistical superpowers of many, including more than 150 community partners and our own staff, the coat distribution portion of this program did not skip a beat in 2020. A huge victory for all involved.

So to every single participating dealer who pledged coats, every Associate Member that gave personally or professionally, to members of the public who dipped into their pockets and our vendors who are always there when we need you, THANK YOU. We've said this before, but it's never been more true. You kept tens of thousands of children warm this winter and as we all know, kids do not have much right now to occupy them. That small 30-minute break at recess or playing outside may be their only form of physical fun right now and because of you, 54,000 kids in our area can do that warmer this year. Well done. ■





# 2021 ASSOCIATION OFFICERS



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AUTO SHOW CHAIR**

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**VICE  
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Washington

## AT THE WHEEL IN '21

Our 2021 Association Officers and Board of Directors were announced at our 116th Annual Dinner Meeting, which took place on October 26th, at Aronimink Golf Club. While very different than our traditional Annual Dinner Meeting, it was still great to come together as an industry, even if only for a few hours. A special welcome to our new president, Maria Pacifico, who was introduced at the event. Maria is our first-ever female president as well as our first, second-generation president. Her late father, Kerry Pacifico, held this position back in 1964-65. It's an honor for us to have a second Pacifico at the wheel (no pun intended). Additional special welcomes to Jeff Glanzman of Glanzmann Subaru who has joined our Executive Committee and our two newest board members, Tom Hessert of Hessert Chevrolet and Ben Mears of Audi of Fort Washington. Continued thanks to our entire board for their time and guidance.

Speaking of guidance, we would be remiss if we didn't give extra thanks to our 2019/2020 President, Ian Jeffery, who shined in more ways than one during his term. Many thanks, Ian! Additional gratitude goes to David Kelleher whose tenure on the Board has concluded. His countless hours of counsel and guidance will truly be missed. Thank you, Dave! ■

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# Who's In Your Service Department?



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Not Pictured: Anthony Keretzman (2008), Jimi Jollie (2017), Andy Lemus (2018), Michael Domaszewicz (current student),Alejandro Mace (current student), Joham Castro Ayala (current student)

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## From NADA

**NADA recently announced the 2021 schedule of dealer franchise meetings taking place at this year's NADA Virtual Show, Tuesday, February 9 through Thursday, February 11.**

Just as with its traditional in-person shows, this year's dealer franchise meetings will offer dealers and dealership managers the chance to learn the latest updates and changes happening with their franchises directly from their senior leadership. The dealer franchise meetings are an opportunity for dealers to not only hear from but to speak directly to automakers about your dealership's concerns during Q&A sessions and get to know other successful dealers under your brand.

"While we are disappointed we cannot be together in New Orleans, we are excited about what a virtual Show will mean for dealers and the entire auto industry," said 2020 NADA President and CEO Peter Welch. "And without any of the travel costs associated with attending an in-person Show, we're very hopeful that a far greater number of dealership employees will be able to attend virtually and get all the benefits the Show has to offer. This indeed could be the first NADA Show that many dealership employees are able to attend."

If you haven't already, start planning your meeting schedule along with 60+ workshop sessions, insights from the Main Stage, thousands of products, live product demos and one-on-one meetings with exhibiting companies at the 2021 NADA Expo, as well as networking opportunities across the entire automotive industry.

"The importance of this year's NADA Show simply cannot be overstated," said NADA Chairman Rhett Ricart. "Dealers have been adjusting their operations, business plans and balance sheets during the coronavirus environment. NADA Show 2021 is a vital time for dealers to come together and learn from the experts and from each other, and NADA will provide a fabulous forum to do precisely that."

It's important to note that the dealer franchise meetings will only be available during the live Show February 9-11 and will not be available for future viewing, so be sure to tune in at the designated times below. ■



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DISAPPOINTED WE CANNOT  
BE TOGETHER IN NEW  
ORLEANS, WE ARE EXCITED  
ABOUT WHAT A VIRTUAL  
SHOW WILL MEAN FOR  
DEALERS AND THE ENTIRE  
AUTO INDUSTRY**

**Peter Welch,  
2020 NADA President and CEO**





Franchise	Date	Time
Acura	Tuesday, Feb. 9	11:30am-12:30pm EST
Audi	Wednesday, Feb. 10	11:30am-12:30pm EST
BMW	Wednesday, Feb. 10	11:30am-12:30pm EST
Buick-GMC	Thursday, Feb. 11	1:30pm-2:30pm EST
Cadillac	Thursday, Feb. 11	3:30pm-4:30pm EST
Chevrolet	Thursday, Feb. 11	12:30pm-1:30pm EST
FCA	Tuesday, Feb. 9	4pm-5pm EST
Ford	Thursday, Feb. 11	11:30am-12:30pm EST
Genesis	Wednesday, Feb. 10	1:30pm-2:30pm EST
Honda	Tuesday, Feb. 9	1:30pm-2:30pm EST
Hyundai	Wednesday, Feb. 10	11:30am-12:30pm EST
Infiniti	Thursday, Feb. 11	3:30pm-4:30pm EST
Kia	Wednesday, Feb. 10	4pm-5pm EST
Lexus*	Wednesday, Feb. 10	4pm-5pm EST
Lincoln	Thursday, Feb. 11	12:30pm-1:30pm EST
Mazda	Tuesday, Feb. 9	11:30am-12:30pm EST
Mercedes-Benz	Tuesday, Feb. 9	1:30pm-2:30pm EST
MINI	Wednesday, Feb. 10	12:30pm-1:30pm EST
Mitsubishi	Thursday, Feb. 11	1:30pm-2:30pm EST
Nissan	Tuesday, Feb. 9	4pm-5pm EST
Porsche	Thursday, Feb. 11	1:30pm-2:30pm EST
Subaru	Wednesday, Feb. 10	12:30pm-1:30pm EST
Toyota*	Wednesday, Feb. 10	4pm-5pm EST
Volkswagen	Wednesday, Feb. 10	1:30pm-2:30pm EST
Volvo	Thursday, Feb. 11	3:30pm-4:30pm EST

Note: Schedule may be subject to change. \*Lexus dealer meeting will be held in conjunction with Toyota. Please visit [show.nada.org](http://show.nada.org) for registration details and more.

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# THE TOURNAMENT

**Well, we made it happen.**

The fact that it did is a pure win in 2020. Congratulations to everyone that helped make the sold-out 105th Auto Dealers CARing for Kids Foundation Golf Tourney on October 26th one to remember. More dealers than ever before participated, sponsors stepped up in an incredible way and we raised a record amount at the Aronimink Golf Club on that foggy Monday. The outcome exactly? Approximately 3,000 local children are now warmer this winter with brand-new coats on their backs because we golfed that day. To our dealers, you continue to be as generous as they come. To our unwavering sponsors in this climate, all of us want to give you another big round of applause so here you go. ■

For a full gallery of photos go to [morethanautodealers.com/members](https://morethanautodealers.com/members)



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# Welcome New Associate Members

The ADAGP is proud to welcome four new Associate Members in 2021. As a reminder, information, and contact details for all our Associate Members are available on our website under the Auto Industry then Associate Members tab. In the meantime, let's give a welcome to the following companies and hear a bit about them in their own words:

**Crystal Technologies Group, Inc.:** "We're taking the complexity out of Connectivity, Cloud & IT by advocating your needs from plan to design and growth. Crystal is bridging technology and the customer experience."

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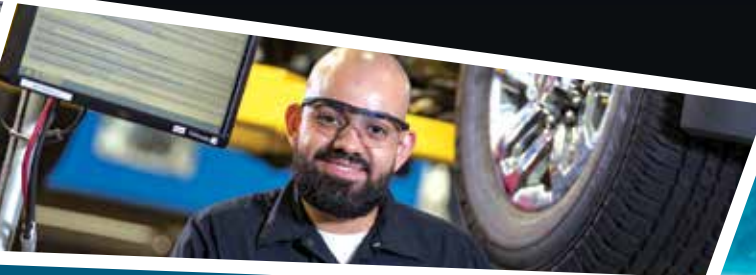
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# Protecting Your Business from Cyber Threats is Easier Than You Think...

*From our friends at Interphase.*

It started with a phone call around 7:30 on a Monday morning. The Finance Manager was on the phone calling the General Manager of the dealership. The Finance Manager was in the dealership preparing for an update meeting with the GM. After getting his coffee, he slid his office chair closer to his computer and hit the spacebar to wake it up. On the display was an ominous message: "Your computer has been encrypted and will remain unusable unless you pay a ransom". His computer had been infected with Ransomware, a growing problem for businesses of all shapes and sizes, including Auto Dealerships.

"Call the IT guy", the GM told the Finance Manager, who responded with "I already left him a voicemail." As more staff started to trickle into the dealership, they noticed that their computers were also infected.

All of the dealership's computers were crippled. The hackers were asking for \$150,000 to provide decryption keys to make their systems functional again. The person handling their IT realized that they did not have a good backup of the dealership's data. They were stuck. The dealership eventually paid an undisclosed ransom to the hackers and got their systems running again.

That is just one story of a costly threat that successfully penetrated the dealership's IT Network and mission-critical information.

Protecting a business from Cyber Threats can seem daunting, but it doesn't need to be. There are many basic steps that can be put in place to help your business detect threats and automatically prevent them from successfully impacting your business. Below is a short list of basic measures that **MUST** be in place. There is always more that you can do – it is a never-ending cycle – but our experience has shown that getting the basics taken care of makes a big difference in protecting your business.

**The Basics:**

**Align at the Top.** Without active endorsement by top company leadership, your Cybersecurity preparedness plan will go nowhere. Make it clear that Cybersecurity is critical to the business' viability, and that every employee is responsible for being careful about Cybersecurity. Form a committee that meets monthly on Cybersecurity.

**Assess where things stand.** Your GPS cannot calculate a route to a destination without knowing a starting point. The same holds true for a Cybersecurity program. Find a qualified IT Firm that specializes in

STORY CONTINUED ON NEXT PAGE

# Cyber Threats Continued

Cybersecurity, not the average IT guy or firm. Let them evaluate your network, computers, access points, firewalls, etc., and determine your firm's vulnerabilities in a list that starts with critical risks followed by significant risks, moderate risks, and low risks (or High, Medium, Low).

Start to make progress. Using the prioritized list, pick the top 3 risks and mitigate them by engaging a qualified firm to assist with mitigation work. You could also use internal IT staff if you have them, but if they knew how to mitigate risks, why do the risks exist? Regardless, you must mitigate the top 3 risks quickly if they are significant. You might not be able to mitigate all risks, but if you plan to tackle 3 risks every 6 months, you'll have 6 mitigations complete within a year. That's real progress!

Train your staff. The hackers aren't just trying to break into your firewall; they are also trying to trick your employees into clicking on an email that steals their network password. That lets them into the network in the early morning hours over a weekend. There are straight-forward training programs that educate your staff by providing video-based training (that is tracked) along with special programs that randomly send innocuous mock phishing emails to the staff each month. These test emails test your staff after the training. Eventually they catch on and know not to click on certain types of email. This training is CRUCIAL. You want to make it second-nature for them to be on-guard, similar to how they put their seatbelt on before driving, without even knowing it.

Validate your backups. Too many businesses have been stuck when something catastrophic happens to their servers, and they find out

that they do not have a usable backup of their critical business data. It happens all of the time. Make certain that you have someone audit your backups by testing and evaluating the backup and restore process. Have them document how they actually restore data to prove your backups are valid.

Add a few layers of protection. Cybersecurity resiliency is all about layers of protection. If a threat penetrates one layer hopefully another layer will stop it. Here are a few layers to implement (if you don't already have them in your business):

- Firewalls for each network
- Antivirus/Antimalware on every system in your office (PC, Server, MAC, etc.)
- Anti-Ransomware Software that is monitored 24/7
- eMail filtering and virus scanning for threats
- Updated Operating Systems and Firmware for all devices
- Cybersecurity Training & Mock Phishing for all employees
- 3rd-party monitoring of threats and other issues
- Dark Web Monitoring for user passwords on the web
- Secure Wifi that separates internal and external (public) WiFi

This is just a starting place, but it will greatly improve your cybersecurity capabilities without a significant hit to your budget. ■

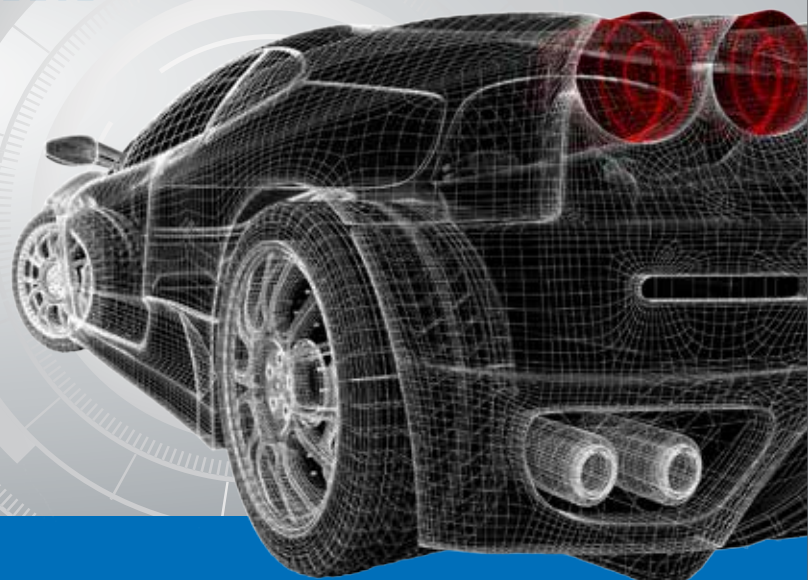
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# Gail Faulkner Receives Top Honor



Automotive News recently honored Gail Faulkner, longtime CEO of the Faulkner Automotive Group, as one of the Leading Women in the North American Auto Industry. This prestigious award is given every five years to the 100 most influential women in the North American automotive industry.

The story of Gail Faulkner and the Faulkner Automotive Group is one of both hardship and success. Following the passing of her husband, Hank Faulkner, in 2003, Gail heeded his wishes to keep the company going in spite of knowing very little about running a group of car dealerships. When Gail took the reins, the company had 700 employees. By the time she retired in 2019, the company had experienced unprecedented expansion and had grown to nearly 2,000 employees.

“She cared so much for everyone who made the decision to be a part of the Faulkner Automotive family,” said Harry Faulkner, president of

Faulkner Automotive Group. “Though she was CEO, she always said it stood for Chief Emotional Officer. That love played an integral role in the growth of our company.”

Gail Faulkner was honored by Automotive News on Nov. 9 in Detroit, in a ceremony that capped a remarkable career where she led a company that now sells 22 different brands of automobiles at 28 dealerships across Pennsylvania.

“I hope she realizes that her story is an epic tale of leadership, love, service and people,” Harry said. “On behalf of the entire Faulkner Automotive family, congratulations Mom. We’re so very proud of you.”

In addition to the entire Faulkner Family, the ADAGP Family also proudly congratulates Gail on this incredible achievement! ■



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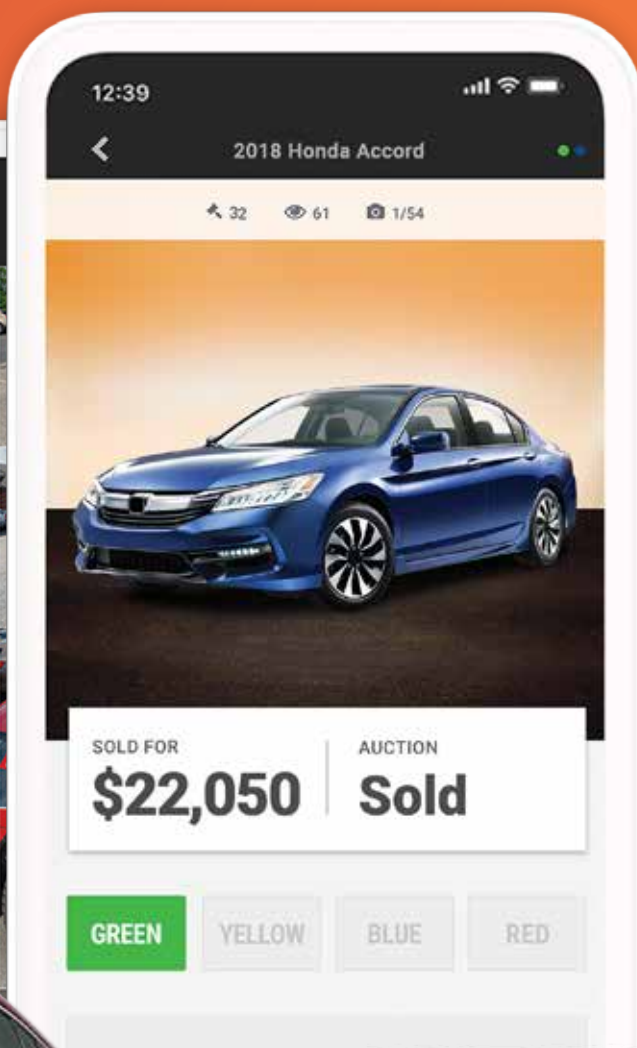
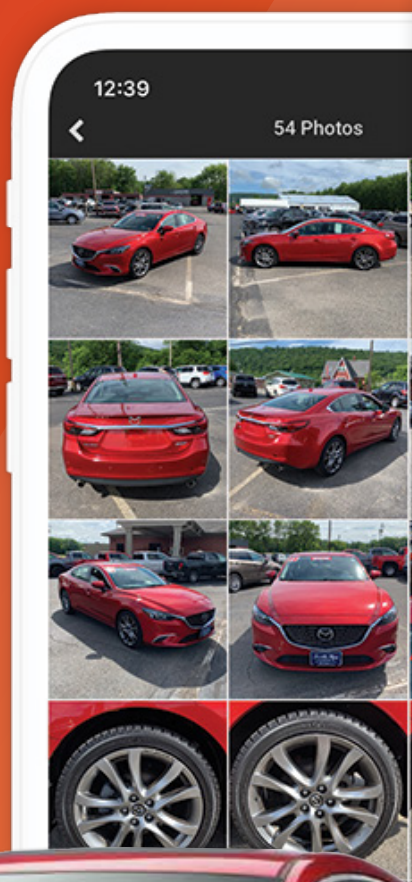
ACV inspectors complete comprehensive condition reports at the dealer's lot.

## Virtual Lift™

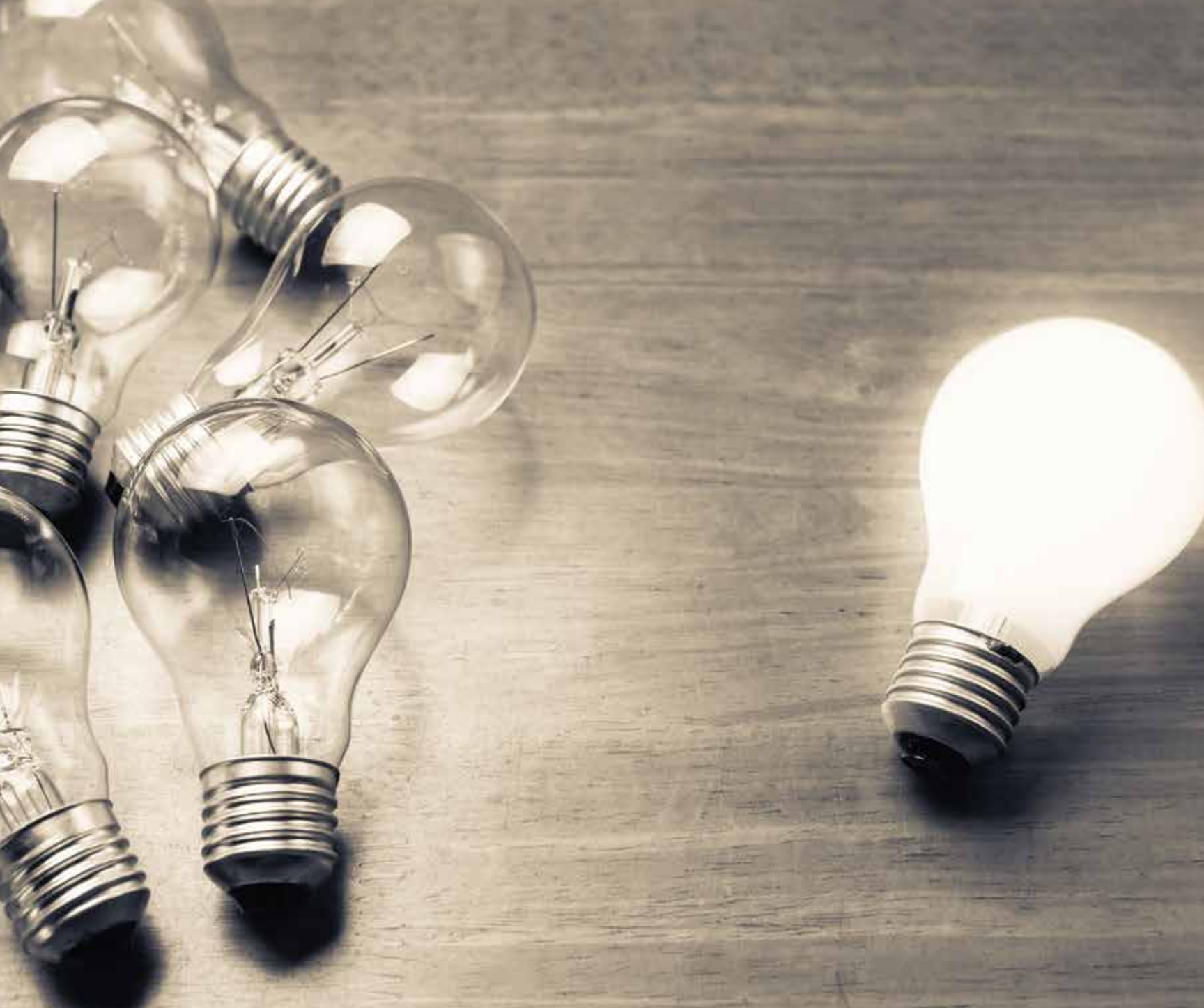
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