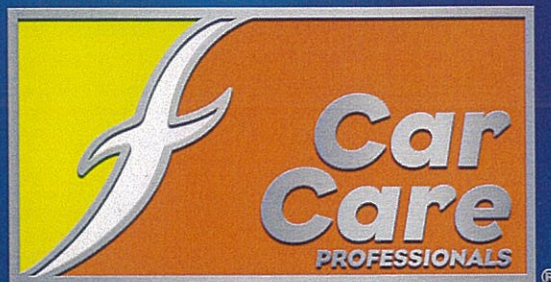


Federated



CAR CARE PROFESSIONALS

S U P P O R T F O R T H E
P R O F E S S I O N A L
S E R V I C E P R O V I D E R
A C D E L C O

Car care has never been more
valuable for you and your customers
than in today's environment.

Marketing your business as the
place that customers can trust for
quality repair and maintenance is
an investment for the future.

Federated Car Care allows you
to join thousands of high
quality operations across the
country that are focused on
providing the best vehicle
maintenance & customer service.

THE PROS WHO KNOW

ACDelco®

AUTOMOTIVE PARTS

Marketing Support Tools for the Professional Service Provider

The Federated Car Care Program is tailored to the independent who needs an edge in today's competitive marketplace. With image enhancement and business building tools, you can be identified with a national marketing leader while maintaining your independence.



ALASKA SWEEPSTAKES

There is no quota to meet, just your enrollment as a Car Care member for this program.

Now in its third year, the Sweepstakes is a great opportunity to win a trip to Alaska, a flat-screen TV, an iPod, a digital camera or one of 100 other great prizes.

CAR CARE LOCATOR

Visit Federated Auto Parts on the World Wide Web to locate the installer closest to you. This service brings new customers that may have never found you otherwise.



CINTAS PROGRAM

Offering you a wide array of quality work apparel, we are proud to offer you one of the best uniform programs the industry has to offer. Featuring our Federated Car Care logo embroidered on most items, you have your choice of work uniform staples to keep your team appearance both professional and functional.



SIGNAGE PROGRAM

Federated Auto Parts provides support to qualified Federated Car Care Centers that update their signage and facility. Special programs are customized to meet the needs of each individual Car Care Center to give you a professional and inviting look.



KEN SCHRADER - SPOKESMAN

Federated Car Care is proud to present Ken Schrader as our spokesperson. Long considered the hardest working man in racing, his name recognition and great reputation make an excellent promotional pairing with Federated Car Care.

SHERWIN WILLIAMS PAINT PROGRAM

Federated has made it easy for you to give your business the "Federated" look. The Sherwin Williams company has custom matched paint to the Federated Colors. You can purchase these paints and supplies from any Sherwin Williams store nationwide at a discounted rate, just by supplying your Federated Car Care national account number.



NATIONWIDE WARRANTY PROGRAM

Impress customers with our 12month/12,000 mile parts and labor warranty. Your customers will rest easy knowing they are protected anywhere in the continental United States by over 30,000 participating shops. This is a fee-based program.

WOLCO PREFERRED LEASING PROGRAM

Wolco Leasing can be used by Federated Stores and their service dealer customers to finance shop and office equipment as well as computers to make a purchase affordable.



Leasing can provide a way of acquiring necessary assets without impacting bank lines of credit while helping improve cash flow.

Federated Car Care Professional Training Programs

Federated Auto Parts has long recognized the need for technicians to keep up-to-date with the ever-changing technology of the automotive repair business. Our goal is to provide the best training opportunities possible for busy professional installers. We have met that goal in the Federated/Aspire Self-Study Training Program.

Aspire Aspire has a full curriculum of training programs that were specifically designed to support the technical knowledge required to repair the vehicles on the highway today. These are self-study programs that can be completed when the busy technician needs an alternative to the classroom format.

ASE REIMBURSEMENT

As a Federated Car Care Professional, receive up to \$45 reimbursement for ASE Certification Test Fees.



TECHNICIAN TRAINING IS A MAINSTAY AT FEDERATED



Federated

THE FEDERATED CAR CARE KIT INCLUDES...

Have your
FILTERS, PLUGS & WIRES
CHECKED
You can sing our praises



- 2 ACDELCO Countermats
- 2 ACDELCO Banners
- Anchor Coffee Mug
- Anco Coupon (\$24.99 USD value)
- AP Exhaust Note Cube
- Car Care Banner
- 5 Car Care Patches
- Car Care Stool
- 2 Car Care Caps
- 2 Car Care Decals
- 3 Car Care Polo Shirts (\$40 USD value)
- Car Care Desk Pad Calendar
- 100 Car Care Floor Mats
- 250 Car Care Oil Change Stickers
- 20 Car Care Pens
- 5 Car Care Work Order Pads
- Federated Fender Cover
- Lisle Tool
- Cooling System Tip Chart
- Radiator Cap Coupon
- Clutch Clinic Coupon
- Thermostat Info Sheet
- 100 Key Tags
- 10 Shop Rags
- Seat Covers

Federated



Car Care Center

We Install
Quality
Federated Parts

Here's why you need a Real Car Guy
UNDER YOUR HOOD:
The ACDelco Maintenance System.



Simply
the best.

ACDelco 1-year Professional service batteries have you covered with our 50-month free replacement limited warranty period — the best in the biz.

ACDelco

Automotive Parts



NEW ENROLLEES IN THE
FEDERATED CAR CARE
PROGRAM ALSO RECEIVE...

- Membership Manual
- Car Care Wall Clock
- 24" x 36" Metal Wall Sign
- 250 Business Cards
- All of this — plus credits, warranties, leasing programs and personal service, from our knowledgeable Car Care representatives.

OPPORTUNITY IS SUCCESS LOOKING FOR A PLACE TO HAPPEN...

Light up your place of business with this 3' x 5' sign, valued at over \$450 USD. The sign provides you the opportunity to announce your business to everyone that passes your location, advertising at its best for only \$415.95 USD



CAR CARE HAS NEVER BEEN MORE VALUABLE FOR YOU & YOUR CUSTOMERS THAN IN TODAY'S ENVIRONMENT

Federated offers a wide variety of programs to enhance your business. Don't miss out on the opportunities these valuable programs offer you. Each one is designed to work "for" you and your business.

MANUFACTURER HANDS-ON TECHNICAL TRAINING CLINICS

Manufacturers' Training Clinics bring the knowledge right to your shop. Thanks to the support of our Manufacturer-Partners, we offer the best hands-on training programs the industry has to offer. AP Exhaust, Raybestos, Four Seasons, Dupont, Sherwin Williams and ACDelco all offer top-notch educational clinics that we provide to our customers. Through earn-back programs or Car Care memberships, these clinics are heavily subsidized by Federated Auto Parts.

IDENTIFIX DIRECT-HIT WHERE TECHNICIANS FIND FIXES FAST

Sign up today for this on-line service & find valuable information in a matter of minutes saving you time, thus money. Direct-Hit provides short cut tests, quick fixes, the Motor Parts & Labor Guide and more. Special monthly rates to Federated Car Care Members.

IDENTIFIX
REPAIR HOTLINE

IDENTIFIX REPAIR HOTLINE PROFESSIONALS HELPING PROFESSIONALS!

This is a technical hotline for technicians & Car Care Centers to use for that hard to repair vehicle. Federated Car Care Members receive this service at a discounted rate. Simply pay for the service as you use it. Fees are charged on a per-call basis.

IDENTIFIX

DIAGNOSTICS HOTLINE

One phone call with no waiting to a technician with an average of 20 years of hands-on, under-the-hood service. Every tech has access to a state-of-the-art automotive library and a symptom and repair database. Schematics, wiring diagrams, TSB recalls & other materials can be faxed to you. Per minute, per call charge.

Diagnostic
Hotline



CUSTOMER SATISFACTION INDEX PROGRAM

Keep up with your customers with this easy to use program. Your customers will be allowed to give their opinion confidentially. Prepaid postage cards are filled out and sent to an "outside" party, which are then tabulated & forwarded to you.

REPAIR POINT

With your Car Care Membership you will receive a coupon for \$500.00 off the purchase price of the Repair Point Network as well as four 50% off coupons for a self-study or web-based training product.

Repair Point
essentials

ASE CERTIFIED EMPLOYEES

The biggest asset is our people. We employ trained, knowledgeable parts specialists who are dedicated to providing the best service possible to our customers. We feel that ASE certification is a huge benefit to our employees and our valued customers. Certification is a great way to show everyone that our employees are serious about their chosen profession and are qualified to perform to set standards.



HOT SHOT DELIVERY SERVICE

Our customers want their parts right now. If a car is sitting in your bay waiting for a part, you are losing money. We strive to get you the right part the first time you order it. On hard to find parts, if we don't stock it, normally we can source it quickly, as we have access to over 300,000 parts. When your customers see the Federated delivery truck pull up they, can rest assured you're using the best parts the aftermarket has to offer....

WHEN TIME COUNTS, COUNT ON FEDERATED!



When Time Counts