# MISS-LOU'S Wheels 'n Deals

#### NATCHEZ FORD'S ONLINE NEWSLETTER FOR FUN & SAVINGS

Aahh...Summer is here...vacations and picnics, fun times and making memories with friends and family. We want you to enjoy it to the fullest.

When you want to take a break though relax and enjoy the articles in our July Edition Newsletter. Plus check out the specials and savings....and definitely enjoy our summer recipes.

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#### Have a great Summer!!!



Brad Yarbrough President, Natchez Ford



www.natchezford.com LINCOLN





# Be a Smart Shopper

| Knowing what you want -- or need -- before you start making the rounds of dealerships can save both time and money. It's human nature to go looking for a practical family vehicle like a minivan, but be distracted in the showroom by a flashy sport sedan that costs more. Also, more buyers than ever are climbing out of passenger cars and into light trucks -- sport-utility vehicles, minivans, and pickups. Light trucks now account for 55.5 percent of new vehicle sales...

Informed shoppers have an edge when negotiating price. To get the best deal, plan your moves and take your time:

Know what you want, but be flexible. Narrow your list to two or three models that best suit your needs and pocketbook.

Research your present vehicle's fair-market trade-in value ahead of time by checking published guides or consulting a local lending institution. A vehicle's trade-in value is expressed as its "wholesale" value (as opposed to the "retail" value, which would be a dealer's asking price if the car were placed on a lot). Some dealerships can provide access to trade-in values through NADA, Kelly Blue Book or Black Book.

Shop competing dealers to compare prices on the same vehicle, with the same or similar features. You're not likely to get the dealer's "best" price for a vehicle just by asking (you'll usually have to dicker to obtain it). Still, this can give you an idea of how willing the dealer is to negotiate. Never put a deposit on a car just to get a price quote. Don't allow the salesperson to "steer" you toward a more expensive vehicle or a version that includes features you don't want.



Ask if the dealer has the vehicle in stock, exactly as you want it equipped. If not, ask if they can obtain one from a dealer in another area. Don't give the impression that you're "in love" with a particular vehicle, though. A welltrained salesperson can use your emotions to gain the upper hand in price negotiations.

Size up supply and demand for the car you want. A good deal on a slow-selling model might be below dealer invoice price, while a popular car can still command full suggested retail price or even more. Dealer inventories often tell the story. If you see large numbers of a certain model on the lot, it's probably not a hot seller.

Never give your trade-in's keys to the salesperson. Your old car could wind up being held hostage while he or she pressures you to sign a sales contract on the spot.

Test-drive the exact car you've decided upon -- before you buy. Think you want manual shift and a sport suspension? A 15-minute test drive might convince you to go with an automatic transmission and a softer suspension that produces a smoother ride.



# Dealership Internet Department's vs. Traditional Car Buying

There are two entrances to today's car dealership.

In the traditional entrance, a customer walks onto the car lot, is approached by a salesman, hears the sales pitch and then hashes out a deal in a sales office.

The other entrance is a virtual one and leads to the dealership's Internet department. Once car buyers have test-driven and chosen a car, they can do the rest of the deal (including financing and negotiating) online or over the phone by using the Internet department. In some cases, a dealer will even deliver the car to the buyer's home or office. This helps buyers avoid delays and extra sales pitches in the dealership finance and insurance office.

Car salespeople in Internet departments typically have different sales incentives and so behave differently from traditional car salespeople. Car dealership Internet departments focus on selling a higher volume of cars rather than on maximizing profit on each individual. Therefore, the initial price quote from an Internet sales manager is often very close to the absolute lowest selling price for a given vehicle.

Internet department salespeople also assume car buyers are informed, have shopped around and won't necessarily "buy today." More importantly, they are willing to give specific prices on actual cars in an e-mail or over the telephone.

While the Internet approach clearly offers advantages to many consumers, some buyers are still more comfortable buying the traditional way of physically going to the car lot. There, a car salesperson greets the customer personally and leads them through the buying process. This is good for a person who wants the salesperson's recommendations on selection of the right model and features, a face-to-face sales pitch and some hand holding during the buying process. If the salesperson truly is an expert in the car's features, this approach can be helpful. The buyer just needs to have done his price homework to ensure the deal is a fair one.

It's difficult to accurately quantify the savings you can get by using a car dealership's Internet department. But it's safe to say the price will nearly always be lower than the price you'll be quoted if you walk onto the car lot – assuming you can even get a definite price, not a vague promise of what the discount might be.

There's no question that using the Internet department saves time and stress. When buyers are shopping in person at a dealership, they run the risk of making costly, spur-of-themoment decisions on financing or additional products, such as extended warranties. Working via the Internet department minimizes that risk. It also is good for people who don't have an appetite for negotiations.

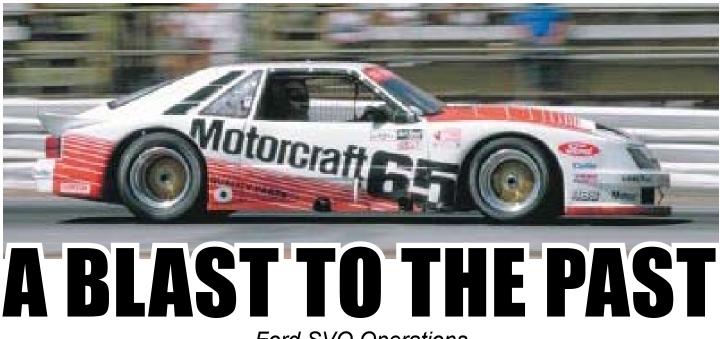
By using the Internet as the front door to a car purchase, a buyer makes more informed decisions. There is time to consider all the possibilities in a relaxed atmosphere, away from the distracting lure of new-car smell.

# KEEP YOUR CAR IN TIP-TOP SHAPE

Diet & Exercise Is As Important For Your Car As It Is For You

- Drive with care every day and your car will reward you with longer intervals without repair.
- Do not race your car's engine during start-up. This is a quick way to add years of wear to your engine, especially if it's cold outside.
- Accelerate slowly when you begin your drive. The most wear to the engine and drive train occurs in the first ten to twenty minutes of operation.
- Warming the engine by letting it idle in the driveway is not a smart idea. The
  engine doesn't operate at its peak temperature, resulting in incomplete fuel
  combustion, soot deposits on cylinder walls, oil contamination, and ultimately
  damaged components.
- Put less strain on your engine and automatic transmission by shifting to neutral at red lights. Otherwise, the engine is still working to push the car even while it's stopped.
- Avoid driving at high speeds and accelerating quickly, especially when it's very hot or very cold outside. Such driving behavior will result in more frequent repairs.
- Extend the life of your tires with careful driving. Observe posted speed limits. Avoid fast starts, stops, and turns. Avoid potholes and objects on the road. Don't run over curbs or hit the tire against the curb when parking. And, of course, don't burn rubber.
- When turning your steering wheel, don't hold it in an extreme right or left position for more than a few seconds. Doing so can damage the power-steering pump.
- Consolidate your short driving trips. Most of the wear and tear as well as the pollution your car generates — takes place in the first few minutes of driving. Doing several errands at once, during low traffic hours if possible, will keep your engine happier longer.

4.



Ford SVO Operations

The exotic Mustang GTP prototype racer of 1983-84 extracted an amazing 600-700 horses from small four-cylinder turbo engines

Ford SVO: Special Vehicle Operations was the source of some of the quickest and best-balanced American performance cars of the 1980s and '90s. Of course, high-speed machinery was nothing new to the Blue Oval gang.

"Race on Sunday, Sell on Monday" is a Detroit adage, and no one knew the truth of it better than Ford. Even before founding Ford Motor Company, old Henry made turn-of-the-century headlines driving strippeddown flyers like the "999" to record speeds.

Sixty years later, his grandson decided to pump up the company's image and sales with an all-out assault on most every major form of motorsports. This "Total Performance" initiative netted a pile of trophies and taught lessons that showed up in fast, flashy street cars like the Boss Mustangs. Indeed, many of those cars were in response to competition requirements, underscoring another industry truism: "Racing Improves the Breed."

By 1970, however, "Total Performance" was out of step with radically changed conditions, and Ford abruptly got out of racing. Over the next 10 years, fading public memory of the glory days and a procession of dull showroom models left the Blue Oval with a ho-hum image and sagging sales prospects. For Henry Ford II, there was only one thing to do: Get back into racing. Thus, before stepping down as chairman in 1980, he personally authorized the formation of Special Vehicle Operations.

It was patterned on the small, hush-hush Lockheed "skunkworks" now famous for creating amazing aircraft such as the 3000-mph SR-71 Blackbird. Unlike "Total Performance" days, when outsiders like Carroll Shelby were typically recruited for specific projects, SVO was Ford's own "speed shop," with a separate budget and lots of freedom from top brass meddling.

Production-based Mustangs were always serious contenders

SVO had three assignments: develop and manage various motorsports programs, from NASCAR to Formula 1; expand Ford racing and high-performance parts business; and develop hot limited-edition street cars.

Within a few months, a select group of some 30 designers, engineers, and experienced racing hands was assembled under German-born Michael Kranefuss (kranna-fus), the successful competition manager for Ford Europe in the early 1970s. Later dubbed "Rommel of the Racetrack" by Car and Driver, Kranefuss set the team to work on a variety of

Continued on next page

projects, many straightforward, a few very exotic.

The 1985 production SVO made a midseason debut with thanks to a hotter cam, new exhaust system, higher boost turbo, and other "hot-rodding tricks."

Between 1984 and '89, Ford notched 46 Trans-Am victories, more than all other manufacturers combined. Driving talent helped, including Lyn St. James and especially Dorsey Schroeder, who won half the 14 Trans-Am events in 1989, a great way to celebrate Mustang's 25th birthday.

SVO was no less a less a power in other forms of motorsports, thanks to a talented team, the determined drive of Kranefuss, and deepening corporate pockets. C/D noted that in 1992, "Ford was the most diversely successful manufacturer in racing in the world. Ford drivers...finished 1-2-3 in NASCAR's final Winston Cup standings, and Ford broke a nine-year Chevrolet stranglehold on the NASCAR manufacturer's championship.

Out of the box, Ford's new turbo Cosworth engine dominated the Indycar series, overpower the long-dominant Chevy Indy V-8.... And Ford, while spending only half the money Honda and Renault poured into Formula 1, finished third in the Driving Championship." And that was just one year in the life of SVO. Too bad it missed the mark with its sole production car, the arguably too-European Mustang SVO. But nobody's perfect.

Though Ford remains a motorsports power, SVO was reorganized in the early Nineties and its streetmachine charge handed to a new Special Vehicle Team. SVT generated all manner of Mustang Cobras and other hot Fords, setting the standard for whatever would next carry the flag at Dearborn's skunkworks.



# INTRODUCING THE ALL NEW 2015 FORD EDGE

# BUILT TO BE THE BEST

The all-new Edge will be built at Ford's Oakville Assembly Complex, near Toronto, where a \$700 million (U.S.) renovation has delivered significant improvements to the facility.

In preparation for 2015 Edge production, the plant has been fitted with more than 250 new, more advanced robots to improve the build quality and repeatability performance of the equipment. Many of these robots have been installed to work to the most demanding levels of precision – with duties that require thousandths of an inch accuracy to ensure repeatable, high-quality assembly.

#### New level of technology for better driving

The 2015 Edge will be a technology leader for Ford, with a suite of standard and available technologies designed to improve the driving experience and the level of occupant comfort. Technologies being offered for the first time include adaptive steering, enhanced active park assist, side parking sensors and a front camera with washer.

"The new Edge is a rolling showcase of Ford's commitment to developing and offering the latest, most advanced technology in the business," said Curran. "We know our customers have embraced technology – from smartphones to wearable devices that track their health. Technology is part of their lives. We want to make it part of their driving experience as well."

#### Key technology features include:

- Active Grille Shutters: Available on select models to help counter air resistance
- Adaptive cruise control and collision warning with brake support: Uses radar to detect moving vehicles directly ahead and change the cruising speed if necessary
- Adaptive steering technology: Most advanced steering system ever from Ford makes Edge easier to maneuver and more fun to drive by optimizing steering response in all conditions
- Air curtain: Creates a curtain of air alongside the vehicle using smart duct work, improving aerodynamics at high speed
- Auto Start-Stop technology: Turns the engine off to save fuel when the vehicle is stopped, then restarts the engine in milliseconds when the brake is released; specially tuned for Edge
- Blind Spot Information System: BLIS<sup>\*</sup> uses radar to trigger a warning when another motorist is in the driver's blind spot
- Cameras: New 180-degree front camera with washer featured for first time on a Ford vehicle; standard rear camera
- Cross-traffic alert: Uses radar to help alert drivers to oncoming traffic when backing out of a parking space
- Enhanced active park assist: Builds on Ford parallel parking technology and includes a system to guide the vehicle into a perpendicular parking space. The system can also steer the vehicle into and out of a parallel parking space
- Forward and reverse sensing systems: The systems provide audible alerts designed to help drivers avoid obstacles when parking
- Hands-free liftgate: Allows customer to move leg below center of the rear bumper to unlock and raise liftgate
- Heated and cooled front seats, heated rear seats, heated steering wheel: Amenities make occupants more comfortable, and every drive more enjoyable
- Lane-keeping system: Alerts driver to steer the vehicle back into its lane if the vehicle is allowed to drift
- Side parking sensors: uses sensors and algorithms that measure speed and steering wheel angle to warn drivers of obstacles on either side of the vehicle during parking or low-speed maneuvers
- SYNC<sup>\*</sup> with MyFord Touch<sup>\*</sup>: Becoming available for more trim levels; standard on Edge Sport and Titanium series



## Safety technologies available on the new Edge include:

- Active glove box knee airbag: Advanced new design uses glove box front to cushion the knees of the front seat passenger in a crash. A pliable, injectionmolded plastic bladder is sandwiched between the inner and outer glove box door panels. On impact, a small inflator fills the bladder, extending the glove box outer door panel toward the passenger's legs
- AdvanceTrac<sup>®</sup> with Roll Stability Control<sup>™</sup>: Uses sensors to measure the roll rate of the vehicle and predict its roll angle. Based on this information and measurements from other vehicle dynamics sensors, the system can adjust engine torque and brake pressure at all four wheels to help the driver maintain control of the vehicle
- Curve Control: Uses the same sensors as Roll Stability Control to detect and measure roll rate, yaw rate, lateral acceleration, wheel speed and steering wheel angle to help drivers follow their intended path by slowing the vehicle more efficiently while maneuvering a curve
- Inflatable rear safety belts: An advanced restraint system that combines attributes of safety belt and airbag technologies. It is designed to reduce head, neck and chest injuries for rear seat passengers in frontal crashes by distributing crash force energy across five times more of an occupant's torso than a traditional safety belt. Inflatable belts are available for secondrow outboard seating positions

## The Ten Commandments of Customer Service We Thought You Might Like To Know What Drives Us!!!

- 1. Know who is boss. You are in business to service customer needs, and you can only do that if you know what it is your customers want. When you truly listen to your customers, they let you know what they want and how you can provide good service. Never forget that the customer pays our salary and makes your job possible.
- 2. Be a good listener. Take the time to identify customer needs by asking questions and concentrating on what the customer is really saying. Listen to their words, tone of voice, body language, and most importantly, how they feel. Beware of making assumptions - thinking you intuitively know what the customer wants. Do you know what three things are most important to your customer?

Effective listening and undivided attention are particularly important on the show floor where there is a great danger of preoccupation - looking around to see to whom else we could be selling to.

- 3. Identify and anticipate needs. Customers don't buy products or services. They buy good feelings and solutions to problems. Most customer needs are emotional rather than logical. The more you know your customers, the better you become at anticipating their needs. Communicate regularly so that you are aware of problems or upcoming needs.
- 4. Make customers feel important and appreciated. Treat them as individuals. Always use their name and find ways to compliment them, but be sincere. People value sincerity. It creates good feeling and trust. Think about ways to generate good feelings about doing business with you. Customers are very sensitive and know whether or not you really care about them. Thank them every time you get a chance.

On the show floor be sure that your body language conveys sincerity. Your words and actions should be congruent.

5. Help customers understand your systems. Your organization may have the world's best systems for getting things done, but if customers don't understand them, they can get confused, impatient and angry. Take time to explain how your systems work and how they simplify transactions. Be careful that your systems don't reduce the human element of your organization.

- 6. Appreciate the power of "Yes". Always look for ways to help your customers. When they have a request (as long as it is reasonable) tell them that you can do it. Figure out how afterwards. Look for ways to make doing business with you easy. Always do what you say you are going to do.
- 7. Know how to apologize. When something goes wrong, apologize. It's easy and customers like it. The customer may not always be right, but the customer must always win. Deal with problems immediately and let customers know what you have done. Make it simple for customers to complain. Value their complaints. As much as we dislike it, it gives us an opportunity to improve. Even if customers are having a bad day, go out of your way to make them feel comfortable.
- 8. Give more than expected. Since the future of all companies lies in keeping customers happy, think of ways to elevate yourself above the competition. Consider the following:
  - What can you give customers that they cannot get elsewhere?
  - What can you do to follow-up and thank people even when they don't buy?
  - What can you give customers that is totally unexpected?
- 9. Get regular feedback. Encourage and welcome suggestions about how you could improve. There are several ways in which you can find out what customers think and feel about your services.
  - Listen carefully to what they say.
  - Check back regularly to see how things are going.
  - Provide a method that invites constructive criticism, comments and suggestions.
- 10. Treat employees well. Employees are your internal customers and need a regular dose of appreciation. Thank them and find ways to let them know how important they are. Treat your employees with respect and chances are they will have a higher regard for customers. Appreciation stems from the top. Treating customers and employees well is equally important.

9.

# SALES EVENT Doc

## 2014 Ford F-150 xtr

SuperCab or SuperCrew w/Leather, HID Headlights, and Luxury Package





## 2014 Ford FOCUS





PLUS

\$1,000 bonus cash or up to \$3,000 cash back

\$1,500 Customer Cash (PGM #12602) + \$1,500 XLT Customer Cash (PGM #12508) + \$2,000 XLT Luxury Pkg. (PGM #97322) + \$750 Leather and HID Headlights Pkg. (PGM #97324) + \$1,750 Trade-In Assistance Bonus Cash (PGM #30034) which requires trade-in of 1995 or newer vehicle, or terminate lease 30 days prior to or 90 days after new retail delivery + \$1,000 Ford Credit Bonus Cash (PGM #12610) which requires Ford Credit financing. Not all buyers will qualify for Ford Credit financing. 0% APR financing for 60 months at \$16.67 per month per \$1,000 financed regardless of down payment (PGM #20546). Not available on F-150 Raptor. \$2,000 Customer Cash (PGM #12602) + \$1,000 Ford Credit Bonus Cash (PGM #12610) which requires Ford Credit financing. Not all buyers will qualify for Ford Credit financing. 0% APR financing. 0% APR financing 0% APR financing. 0% APR financing for 60 months at \$16.67 per month per \$1,000 Ford Credit financing. Not all buyers will qualify for Ford Credit financing. Not all buyers will qualify for Ford Credit financing. Not all buyers will qualify for Ford Credit financing. 0% APR financing. 0% APR financing. 0% APR financing for 60 months at \$16.67 per month per \$1,000 ford Credit financing. Not all buyers will qualify for Ford Credit financing. 0% APR financing for 60 months at \$16.67 per month per \$1,000 financed regardless of down payment (PGM #20540). Not available on Focus S, ST and Electric. Residency restrictions apply. For all offers, take new retail delivery from dealer stock by 9/2/14See dealer for qualifications and complete details.

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# **FORD TOPS RANKING** OF BEST GLOBAL GREEN BRANDS

- Ford Motor Company earns No. 1 spot on annual list of Interbrand's 50 Best Global Green Brands
- Ford scored high marks for transparency about its business operations and disclosure of performance information, particularly in the area of manufacturing
- No. 1 ranking comes after Ford came in second on the list last year and 15<sup>th</sup> in 2012
- Ford Motor Company was recognized for its commitment to sustainability, ranking No. 1 on Interbrand's 2014 list of the 50 Best Global Green Brands. The automaker beat out last year's winner – Toyota – along with corporate heavy-weights Johnson & Johnson, Coca-Cola and Microsoft.

Ford claimed the top spot for its forward-thinking approach to environmentally responsible and sustainable manufacturing, greater transparency about its business operations, and for disclosure of information, particularly in the area of manufacturing. Ford's focus on water, highlighted in the company's recently released 15<sup>th</sup> annual Sustainability Report, as well as its waste-reduction and green building efforts, contributed to the company's rise to the top.

"We are honored to be named No. 1 in the 2014 Best Global Green Brands," said Robert Brown, vice president, Sustainability, Environment & Safety Engineering. "At Ford we are working to develop the highest-quality products in the market for our customers while manufacturing them in the most environmentally responsible manner and replicating this globally. This award tells us that our stakeholders agree."

BEST

2014

GLOBAL GREEN BRAND

Interbrand Detailes.

When identifying the top 50 Best Global Green Brands each year, Interbrand starts with the 100 brands that make up its annual Best Global Brands report. Brands that appear on this annual ranking have a global presence and a demonstrated record of delivering value to their stakeholders. Interbrand then conducts extensive consumer research to capture public perception of the brands' sustainable or green practices and compares that to environmental or sustainability performance data collected and analyzed by Deloitte Consulting LLP.

"Over the past few years, Ford has proven to be a sustainability leader," noted Jez Frampton, Interbrand's Global Chief Executive Officer. "Sustainability is fully integrated into Ford's overall business strategy. As such, the company is able to swiftly identify and address its impact on the environment and society across every facet of its operations. Continuing to invest in alternative energy sources and fuel-saving technologies – and educating consumers on its benefits, will be key to enhancing its business and brand value over time."



# JULY'S BEST USED VEHICLE VALUES

CLICK ON ANY VEHICLE FOR MORE INFORMATION!!!



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# **SERVICE TIPS OF THE DAY**

#### **Clean Dash Gauges Gently**

Use a soft damp cloth to lightly wipe dust from the clear plastic lenses on your dashboard. Too much pressure will scratch them. Too many scratches can make it difficult to read your gauges under certain lighting conditions.

## **Preserve Door & Window Seals**

Wipe a rubber protectant (such as Armor-All) or silicone on door and window weatherstripping to keep it in good condition. Don't use an oilbased product, such as WD-40, because the oil will damage the rubber. Regular cleaning and treatment of your car's weatherstripping will also lessen the likelihood of your door sticking to its rubber seal in cold weather, a common cause of damage to the rubber.

# SERVICE SAVINGS CORNER Print Out The Coupons And Save On Your Next Visit To Natchez Ford



Must present coupon at time of purchase. Expires 8/31/14



# Plus 23 Point Inspection

## At No Additional Charge!!!

Must present coupon when order is written. Not valid with any other special or offer. Diesels, synthetic & Specialty vehicles extra. Up to 5 quarts of oil Expires 8/31/14



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**BRAKE SPECIAL \$11995** With Coupon Regular Price \$178.00

FRONT OR REAR

Replace front or rear brake pads\* Inspect discs, calipers, brake lines, hoses & master cylinder.

\*Disc resurfacing or replacement, wheel cylinder and caliper repair, and master cylinder replacement extra, if needed. Prices may vary by model. Additional brake work can be done at additional charge. Plus taxes and fees where applicable. Please present coupon during write up. Not to be combined with any other discounts. Expires 8/31/14



MISS-LOU BODY SHOP 641 U.S. Hwy 61 • Natchez 601-446-8102

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Q: What happens to a frog's car when it breaks down?

A: It gets toad away.

## Quotes

"If you accept the expectations of others, especially negative ones, then you never will change the outcome."

- Michael Jordan

"If opportunity doesn't knock, build a door."

- Milton Berle

"Happiness is not something you postpone for the future; it is something you design for the present."

– Jim Rohn



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## SUDOKU

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## **RECIPE OF THE MONTH**

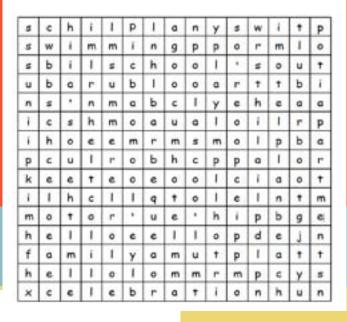
#### **GRILLED SHRIMP WITH LEMON AIOLI**

#### What you need:

- 2 slices cured lemon
- 1/2 cup mayonnaise
- 1 tablespoon minced fresh tarragon
- 1 teaspoon lemon juice
- 1 pound extra large shrimp, peeled and deveined
- 2 teaspoons olive oil
- 1 teaspoon smoked paprika
- 1/2 teaspoon kosher salt

# SUMMER WORD SEARCH

summer	ice cream	camping	pool
holiday	beach	apartment	family
celebration	play	motel	swimming
school's out	sun	hotel	barbeque





#### **Directions:**

- 1. Soak cured lemons briefly in a bowl with cold water to remove curing brine, about 10 minutes. Dry lemons with paper towels and finely mince.
- 2. Stir minced lemon, mayonnaise, tarragon, and lemon juice together in a bowl. Cover bowl with plastic wrap and chill aioli in the refrigerator until cold, at least 15 minutes.
- 3. Preheat an outdoor grill for high heat, and lightly oil the grate.
- 4. Put shrimp in a bowl. Drizzle olive oil and sprinkle paprika and salt over the shrimp, stir to coat shrimp completely.
- 5. Cook the shrimp on the preheated grill until they are bright pink on the outside and the meat is no longer transparent in the center, about 2 minutes per side. Transfer shrimp to a plate and serve with lemon aioli.

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