



January 2016

TRI-COUNTY AUTO SUPPLY COMPANY

Reflections



Over the past 33 years, TCA has focused on customer service. We strive each day to address the unique needs of our clients and their consumers. In order to achieve this goal, we are committed to providing quality products, state-of-the-art equipment, unparalleled customer support and a knowledgeable staff. Our primary goal is to make dealerships more profitable and we have the experience, programs and capability to do just that. Our success is determined by your success!

The automotive dealership parts and service market has changed dramatically with extended service intervals, increased warranty terms, lifetime fluids, and electronic systems. We understand the nuances of this ever changing marketplace and are constantly looking at ways to innovate, improve and expand our service drive programs. We also see the change in how parts departments procure the goods and services they need. We have invested in a full service web ordering platform that will begin development in January 2016. The website will allow our Account Representative the ability to focus on training and support by allowing customers the ability to access their accounts online. To better support the growing needs of our clients, there has been an internal staff restructuring and staff additions to the operations and sales teams.

Through this expansion and growth, TCA will remain dedicated to our focus of providing high quality products and first rate customer service. We truly appreciate the loyalty and patronage of our clients and the dedication and commitment of our team. The success of our company is built on the effort of its people.

2015 was a banner year for TCA as we hit another milestone in the growth of our company. We were able to exceed sales goals, introduce new products, launch several private labeled product lines and welcome many new clients to the family. 2016 will bring much of the same as we continue to introduce new products, develop our operations and sales teams, and set aggressive goals. This is an exciting time for TCA! Our growth, expansion and continuous improvements are all aimed at your success.



Genuine success comes only to those who are ready and prepared for it. Look forward, not back, and have the courage to accept new challenges in a new year. Wishing you and your families a safe and Happy New Year!

Sincerely;

Gary M. Finkelstein – President
Rodney Houle – Vice President

Valvoline Professional Series Used Car Restoration Kit and Protection Plan

A quick and easy way to maximize performance and provide protection for used vehicles. The Used Car Restoration Kit consists of four products that protect a vehicle's critical systems – engine, fuel, transmission and cooling systems. When combined with the TCA Auto Club program, you provide your used car customers with six levels of protection by adding tire hazard and roadside assistance.

Engine – Top Treat Oil System Cleaner – Effectively removes sludge, varnish and deposits.

Fuel System – Super Concentrated Fuel Injection Cleaner – Reduces rough idle and hesitation.

Cooling – Water Pump Lubricant and Protector – Protects against rust and corrosion.

Transmission – Transmission Protector, Conditioner and Sealer – Conditions seals to help prevent leaks.



Valvoline Used Car Protection – Vehicles serviced with the Used Car Restoration Kit receive added protection – up to \$1,500 in engine, fuel, transmission and cooling parts and labor protection. Coverage is for 6 months or 6,000 miles. Other limitations or exclusions may apply. Please see Terms and Conditions for details.

TCA Auto Club Program

A simple way to provide added value, the TCA Auto Club card program consists of a customized club card with a motorist assistance and road hazard plan. The auto club program is a great way to add value to a service like the VPS Used Car Protection Kit or to use in place of costly discounts. We also design custom flyers to promote your auto club program.

24-Hour Emergency Roadside Assistance

Towing Service
Flat Tire Change
Necessary Fluids Delivery
Jump Start
Lock-out

Additional Road Service Benefits

\$150 Tire Repair/Replacement
Emergency Travel Expense
Trip Routing
Theft and Hit & Run Protection
Discount Travel



Customized Auto Club Card – Your brand is important and the auto club allows you to customize with logo's colors and information that will help retain clients and spread your brand recognition.

News & Current Events

- Stay connected with the TCA Monthly and you won't be disappointed. In February's edition we will have a state-of-the-art product launch that you don't want to miss. View us on the web at <http://www.shoptca.com/news.html>.

New Clients:

All American Ford of Kingston, NY
Jaguar Morris County in Madison, NJ

New VPS Clients:

All American Ford of Kingston, NY
Jaguar Morris County in Madison, NJ