



The MileOne Ambassador Program

After more than **990** sales and hundreds of satisfied service and parts customers, the MileOne Ambassador Program is a huge success. Now it's time for you to take advantage of the benefits and register your card today at www.MileOneAmbassador.com.

Registering your card activates it and allows you to take advantage of all the great savings and privileges you deserve as an Ambassador. Don't wait until you're ready to make a purchase or service visit.

Register Today!



THE INSIDER

The MileOne Ambassador Program Newsletter

Issue

36

SUMMER



At MileOne, we recognize the fact that one of our best recruitment sources is our employees!

Do you know someone that has excellent customer service skills, an outstanding work ethic and may be looking for a new job or career? You can help MileOne, along with your friends, old co-workers, neighbors, family members, etc. and yourself by participating in the **Sales Associate** and **Technician** MileOne Employee Referral Program for 2009. If you are a MileOne employee, you can earn a cash award if you refer an external applicant who is hired to be a Sales Associate or Technician at MileOne.

Who Is Eligible?

The Employee Referral Program is open to all MileOne employees, full or part-time within any department or position.

How Do I Participate in the Program?

E-mail, fax or mail the Corporate Recruiter the resume of your referral along with what job they would like to be considered for. Or have the referral contact the Corporate Recruiter directly and make sure that they mention your name. You may also refer an individual to the

Hiring Manager of the open position. However the Corporate Recruiter must be notified of the hire by you no later than 5 business days of the referral's first day. It is the responsibility of the MileOne employee to inform the Corporate Recruiter of the referral.

You cannot refer anyone who has already applied to an open position at MileOne or anyone who has worked for the company in the past. A qualified applicant is someone that meets the basic requirements of the job, and is available and able to accept the position to which you have referred them.

How Do I Get My Bonus Award?

The Corporate Recruiter will pay the bonus award on the designated day. You must be employed by MileOne at that time to collect your bonus.

What Do I Win?

You win cash! By simply referring a resume to the Corporate Recruiter for an open position, your name will go into a quarterly drawing

for \$100 cash. This referral does not need to be hired – just simply qualified and interested in the position.

If your Sales or Technician referral is hired by MileOne, you will receive \$250 cash on your referral's 30th day of employment, \$250 on their 6th month anniversary and \$500 on their year anniversary. Don't forget to thank your referral for a job well done!

What Else?

If you have any further questions about the 2009 Sales Associate and Technician Employee Referral Program, please call **Robyn Schuerholz** at **410-415-0515** or e-mail her at **rschuerholz@mileone.com**.



A Letter of Appreciation

From a Satisfied Customer at Tischer

Hi Jay,

Just wanted to let you know about the excellent service I was provided with by Jason and Shane. It's pretty rare these days to get excellent service, but I consistently get great service from your internet parts managers, and my recent experience has only improved my experience which has kept me coming back and referring more people to your department.

I recently picked up a host of parts and accessories by purchasing online to pick up locally. When I went to pick up the items, I thought that some items were missing and Shane picked out the missing items since they were thoughtfully repackaged together in the one box. Jason sent me a message about the items in a very courteous and professional manner about the duplicates.

The impressive extra thoughtfulness in your service are:

- 1) Repackaging items so they were easier to carry to the car (Excellent)
- 2) Jason and Shane's exemplary service demeanor (Excellent)
- 3) Repackaging means less waste for the company (Excellent)
- 4) Did I mention Jason and Shane's exemplary service demeanor??? (Excellent!)

I do work in Total Quality Management for the Marine Corps as well as Network Security, I am impressed with the quality service I have received from your department. That combined with the easy to use website for ordering parts and the speedy, accurate, professional, and

thoughtful manner Jason and Shane handle business means many returns for business and referrals. It's one of the reasons after owning many BMWs over the years that I keep coming back to Tischer.

Thank you so much for having and maintaining quality employees like Jason and Shane and keeping the environment customer focused. It's incredibly refreshing to see excellent service.

Sincerely,

Lindsey Cheng

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Correction

In a previous issue of Ambassador – we had a mix-up with two of the 30+ year Hall Employees. Apologies to Brian Culp and Buddy Burris & congratulations again on your hard work and dedication to the company!



Buddy Burris
Nissan Virginia Beach - 30 years



Brian Culp
Honda Virginia Beach - 31 years

getBMWparts.com joins "Two Million Dollar Club"

TradeMotion allows site to hit benchmark and continue to grow



Intelligentz Automotive Corporation is honored to announce that MileOne's Tischer BMW has reached a remarkable benchmark of over \$2 million in parts sales utilizing TradeMotion Storefront with their getBMWparts.com website. Michael Lucas, CEO of Intelligentz Corporation, commemorated this achievement by presenting Internet Parts Managers Jason Reighard and Evan Winstead with

the TradeMotion Blaze Award at Tischer BMW in May.

"This is a honor to be recognized for all our hard work and effort in growing our parts website. TradeMotion has been fantastic to work with, and we are excited to continue building and expanding our online brand." - Evan Winstead

The TradeMotion Blaze award is proudly displayed in the new getBMWparts.com Internet Parts Department at Tischer BMW.

Tischer BMW
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Introducing the 2010 Subaru Legacy

Completely redesigned with its own fresh look

SUMMER 2009

The mid-size Subaru Legacy sedan has been completely redesigned for 2010, and it's grown larger inside and out, including a refreshed powertrain lineup, with upgraded engines in the turbocharged 2.5GT and six-cylinder 3.6R models. While the outgoing Legacy could trace a few of its components all the way back to 1989, the new version is built on a new platform, based somewhat on the Impreza and WRX, and shares nothing with the 2009 model.

At first glance, there's no mistaking that the new 2010 Subaru Legacy is larger and more substantial. Compared to the '09 model, the 2010 Legacy is just 1.4 inches longer, but it's nearly four inches wider, three inches taller, and has a wheelbase that's been stretched by more than three inches. The Legacy has a completely new profile and arched roofline that tapers down to a

short, tall decklid. Aggressively lipped wheel wells keep the Legacy from appearing too slab-sided, while two character creases help give the design some cohesion—one running from the edge of the winged chrome grille through the hood to the front pillars, the other running from the broad, well-detailed headlamps, skirting the front wheel well and further defining the beltline.

Inside, the 2010 Legacy breaks through with a new look that doesn't borrow much from either the smaller Impreza family or the Tribeca crossover. The design includes an upright center stack with a metallic-look finish flanked by vents that almost echo the winged, upward theme of the grille and headlights, with the audio system placed high. At the front, close to the driver's field of vision is a trip computer, and the instruments themselves are



simple, with nice, round gauges.

The new Legacy comes with three different engines. The base 2.5i version gets the familiar 170-horsepower, 2.5-liter horizontally opposed 'flat' four-cylinder engine, while the 2.5GT upgrades to the 265-horsepower version of the 2.5-liter engine; the new 3.6R model replaces the old 3.0-liter model, moved by the Tribeca's 256-horsepower, 3.6-liter flat-six. If you go with the 2.5i, you have a choice of a new six-speed manual or a continuously variable automatic transmission (CVT), which Subaru calls Lineartronic. 2.5GT models come only with the six-speed manual, while 3.6R models have a conventional five-speed automatic transmission.

The 2010 Subaru Legacy doesn't skimp on safety. Across the model line, front side airbags, side-curtain bags, electronic stability control, and anti-lock brakes with brake assist are

all standard. All models also include an electronic parking brake with an electronically operated Hill Holder System that aids safe, smooth starts either facing up or down on steep inclines.

Subaru is finally taking its all-wheel-drive message into the mid-size sedan mainstream, and they've done it almost flawlessly with the 2010 Legacy.

Herb Gordon Subaru

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Nissan GT-R Declared 2009 World Performance Car

"A true supercar that can be enjoyed by anyone"

The 2009 World Performance Car award, presented by Mobil 1, went to the Nissan GT-R as announced last month during the awards press conference hosted by the New York International Auto Show and Mobil 1 at the Jacob Javits Centre in Manhattan, New York, USA.

The Nissan GT-R was chosen from an initial entry list of twenty-three contenders nominated by fifty-nine World Car jurors from twenty-five countries throughout the world.

While the winner of the overall World Car of the Year award must excel in a broad range of attributes, there is a segment of the car-buying public for whom performance - in its broadest sense - overrides all other priorities. Vehicles appealing to that clientele may be too narrowly focused to appeal to the masses, but it is an important element in the overall automotive mix. It is for that reason that the World Performance Car award was created in 2005.

Candidates for the World Performance Car award must demonstrate a specific and overt Sports/Performance orientation. Additional entrants may include newly introduced variants that satisfy the same criteria, but are derived from existing rather than brand-new models. In all cases, they must have a minimum annual production rate of five-hundred vehicles.

The jurors voted in January 2009 in order to establish a top ten shortlist. The 2009 World Performance Car was chosen from those finalists as tabulated by the international accounting firm KPMG.

WCOTY's jurors observed that the Nissan GT-R stole the headlines in the sports car world in 2008. This GT-R, the R35, throws even former GT-Rs into the weeds via an all-new 3.6-liter bi-turbo V-8 providing 480



horsepower and 430 pound-feet of torque. The drive of the GT-R, especially on a track, reveals an incredibly flexible all-wheel-drive chassis that lays down the rubber whenever you request it. Acceleration to 60 mph from a stop takes just 3.5 seconds, just a tick behind fellow Performance finalist the Corvette ZR1. This is a complete effort put forth by the normally conservative Nissan and the pleasure is in doing laps of a favorite circuit and feeling the sheer capabilities of the car.

"On behalf of the global team of designers, engineers and others behind the development of the Nissan GT-R, Nissan proudly accepts the 2009 World Performance Car of the Year award. This recognition validates their unique vision in creating a true world supercar that can be enjoyed by anyone, anytime and anywhere. Beyond power, beyond performance, GT-R goes beyond expectations. Thank you, jurors, for this unexpected honor", said Brian Carolin, Senior Vice President, Sales and Marketing, Nissan North America, Inc.

The top three contenders for the World Performance Car were the Nissan GT-R, the Corvette ZR1 and the Porsche 911 Carrera. Previous World Performance Car winners were the Audi R8 in 2008, the Audi RS4 in 2007 and the Porsche Cayman S in 2006. Now in their sixth year, the annual World Car awards have become one of the world's most prestigious, credible and significant programs of its kind.

The awards were inaugurated in 2003, and officially launched in January 2004, to reflect the reality of the global marketplace, as well as to recognize and reward automotive excellence on an international scale. The awards are intended to complement, not compete, with existing national and regional Car of the Year programs.

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