

Preferred Customers

Our 'Preferred Customers' are the reason for our success! Is it the Parts Price Discount? Is it 'No Shipping Charges'? Tasty Beverage in our 'PC' Lounge? Free use of the Lift in our 'Service Shop'? What ever the reason, we are grateful for all the support!!

CPAZ New Store Hours

Due to the huge increase in sales, and the fact Commercial Sales have increased almost 2X, we will be changing our 'weekday' opening hours from 8:00am to 9:00 am. This will allow us to do our commercial deliveries early in the morning and visit existing/new accounts.

Also, incoming phone calls, after 11:00am, will be forwarded to our 'Voice Mail' system and answered in the order they are received, as time allows. We have changed our voice mail 'Greeting' to reflect this change.

Corvettes and Caffeine!

With the mornings cooler and sunrise later, the start time on Saturday, November 1st, will be 7:00am.

Please, RSVP for our Corvettes and Caffeine events if possible. The RSVP allows us to plan for coffee/bagels/donuts so there is enough for everyone. Go to the Corvettes and Caffeine website, either through the link on our CPAZ website 'Home Page', or the website direct.

www.CorvettesandCaffeine.com

Click on the RSVP tab, pick a date, fill in the info and send. We will save a donut for you!

UPS Shipping Issues!

The latest UPS attempt to make things as difficult as possible involves a Preferred Customers exhaust order. 9 Days, instead of the 'usual' 7, the exhaust system arrives with 2 of the 4 pipes sticking out of the end on the box. 'Obviously', they had been out there for for most of their journey, as they were dirty, and had lots of debris on them. Also, it looked like someone had dropped the box from a good distance, as one of the pipes was bent and the other one was somewhat collapsed, making it 'unserviceable'.

Now, after refusing this shipment, along with other 6 boxes in the delivery, we have ordered another exhaust system, and the customer is still 'on hold'

We seem to have a partial solution. We have tried it with good success. By ordering parts and , where available, we can specify FedEx delivery. Now, when FedEx is not their 'primary, you have to call FedEx and they schedule a 'Pick-Up'. usually this takes 1-2 days, after the package(s) are ready for shipment. We have found, that even with the extra time for shipping, we get our packages 1-2 days earlier than UPS (assuming UPS delivers them at all), no damage, and the shipping is the same (or less expensive.

Since January, when Corvette America and Mid America went to UPS, we have had to pay 'Next Day' or expedited shipping, to, first of all, 'Get' the packages, with valid tracking, and , second, pay 'premium' rates, which, as PC's know, we do not charge freight, so we have to 'absorb' the cost.

With UPS being a 'Union' shop, we do not have any recourse. Nobody can take the initiative to solve 'any' problem, and 'NOBODY' has the authority to make anything happen, so we are stuck. We will continue to do everything we can to 'try' and expedite orders. 'Our' UPS driver, Tom, is the 'Best' conscientious, caring, and, just as frustrated as we are, but all UPS does is increase his package load, with no real support.

CPAZ Service Lift!

We had an 'excellent month in our Service Shop, with 13 PCs using the lift/shop in September. Thanks to all our Preferred Customers who take advantage of our

September in Review

Sales in September were basically 'Flat' with only a slight increase into positive territory, see 'Bads Bits'.

47 consecutive months with 'Positive' numbers, increased sales over the previous month/year.

New Additions to the Showroom

1978 Indy Pace Car



L48/Automatic
TurboCharger
Glass Roof Panels
27,339 'Original' Miles

\$14,900 OBO

1967 'Factory Air Coupe



- Marina Blue/Bright Blue Vinyl Interior
 - Excellent 'No Hit' Body
- Original Owners Manual and Protect-O-Plate
 - 61,471 Miles
 - Factory 'COLD' Air Conditioning
 - Power Brakes
 - AM/FM Radio
 - Factory Tinted Glass
 - L79 327/350hp/4 Speed
- Correct 'Replacement' Block (Re-stamped)
 - 3:36:1 Positraction
 - Aluminum 'Bolt-On' Wheels
 - Red Line Tires

Asking: \$79,900 OBO

facilities.

They're Baaaaack!!

What can we say, but 'Where does the time go'?? Here it is October already, and the 'SnowBirds' are making their way back to the 'Valley of the Sun'!! I am the first one to make a comment on the 'Canadians', (Summer is on a Thursday this year), and all the other 'Birds', that migrate down to Arizona for the warm winters.

I have to say, the 'SnowBirds' are some of the 'Best', 'Most Loyal' Preferred Customers we have. Usually, one of the 'first' events on their calendar is Corvettes and Caffeine, and we can't wait to see them. Whether you are from the People Republic of Canada, (or Cleveland), we are glad to have you 'Back Home'!!

AND, the 'Hits' keep coming....!! How do we top last weeks 'selection...?? How about the 'Canadian National Anthem'!!

<http://www.youtube.com/watch?v=9vST6hVRj2A>

SACC Tech Session!

CPAZ was proud to host the Solid Axle Corvette Club (Arizona Chapter) for their September 'Tech Session', on Saturday, September 13th..

Over 20 SACC members were on hand for a great demonstration and tech session on Camshaft Installation and How to 'degree' the cam.

NCRS Tech Session!

On Saturday, September 20th, CPAZ was host to the NCRS Chapter 'Tech Session'. The topic was Chassis Judging, and they had a '66 Convert on our lift, to use as a judging standard.

Many 'Thanks' to all the NCRS member for their support!!

AC Delco Batteries!!

CPAZ, in addition to being an AC Delco 'Supplier', now has a full line of AC Delco Batteries 'In Stock'. While not stocking the 'full' AC Delco 'line', we 'are stocking all the 'Group Sizes' used in Corvettes from the early 50's thru 2013.

Our AC Delco 'Professional Series' Batteries offer a 30 Month 'Free' Replacement, and are offered at our 'usual' PC Discount.

Corvette Pirates Cruise to the Caribbean!



1965 Fuel Injected

- 327 'Fuel Injection'
- 4 Speed/3:36:1 Positraction
- Red/Red-Silver Leather
- White Convertible Top
- 'Soft-Ray' Tinted Windshield
- Power Windows
- Side Exhaust
- Teakwood Steering Wheel
- Telescopic Steering Column
- Knock-Off Wheels (Repro)
- AM/FM Radio
- Michelin White Wall Radials
- 73,771 Miles
- \$64,900 OBO

1966 Factory Air Convert



- Nassau Blue/Blue Vinyl Interior
 - White Convertible Top
 - Removable Hardtop
 - Side Exhaust
 - Factory Air Conditioning
 - Power Steering
 - AM/FM Radio
 - 327/300hp 4 Speed
 - 'Matching Numbers' Engine
 - Knock Off Wheels
 - 63,425 miles
- Asking: \$64,900 OBO

Extended Warranties

Our 'Extended Warranty program has been very well received. Excellent Coverage, as well as 'very' competitive rates, have helped with sales. Extended Warranties are available for just about any year Corvette. While the older cars can get 'Power Train' only, the newer ones have 'Pinnacle' Coverage available, which covers virtually all major components. These warranties are also available for almost all vehicle makes and models.

Call for price and availability!!



Calling all Corvette Pirates!! 'All Hands on Deck'!!

It's time for another 'Johnson Family Reunion'!! Get out your JFR Shirts, grab some sunblock and your spandex and lets go to the Caribbean!!

Departing from Tampa, Florida to Costa Maya, Mexico, Belize, Mahogany Bay, Isla Roatan, Grand Cayman, Cayman Islands.

January 25th thru February 1st, 2015! The Theme.....Mayhem and Madness!!

Tex has 'Done it Again', with a fantastic cruise!! Check the following links for info:

www.corvettepirates.com

<http://www.corvettepirates.com/WestCaribbean2015.pdf>

The Howard Katz 'Not Memorial' Library

We are trying to build a 'complete' set of GM Shop/Service Manuals and Assembly Manuals for the HK'NM'L. We have had a 'few' Service/Shop Manuals donated to the store. If you have any old Shop/Service Manuals, you no longer have use for, let us know.

Thanks to Dave 'The Admiral' Hunt for donating Vette Magazine, January/2014 to date.

The Van Tuyl Group Sold!!

The Van Tuyl Auto Group, owners of almost 30 Automotive Dealerships in the Phoenix area, including Van Chevrolet, Midway Chevrolet and Arrowhead Cadillac (formerly Lund Cadillac), has been sold.

Warren Buffet's Berkshire-Hathaway, Inc has entered into an agreement to purchase the Van Tuyl Group, the nations 5th largest dealership chain and it's 78 Dealerships, located in 10 states.

The new deal, is rumored to be in the 'neighborhood' of \$2.3 Billion, (that's Billion with a 'B'), and will retain Larry Van Tuyl on the Board of Directors. The new Company will be called Berkshire-Hathaway Automotive.

<http://www.vantuylgroup.com/press/berkshire-hathaway.htm>

Extended Warranty Questions.

Service Shop

Keep in mind, CPAZ has a vehicle lift and compressor available in our service shop. While we do not do service or repair, our shop is available to our Preferred Customers to use at 'No Charge' for minor repairs, installations and inspections. We are 'NOT' able to do oil/fluid changes, due to the permits/license required to dispose of waste oil/antifreeze. Call ahead to book time on the lift as required.

The Club Room

CPAZ has 'The Club Room' available for small groups, clubs and organizations to use. This room seats 'up to' 45 and has a TV/DVD available for videos and entertainment.

Contact us for more info;

info@CorvettePerformanceAZ.com

CPAZ Gift Cards

Gift Cards are now available at Corvette Arizona!! These cards can be purchased in any amount requested and are great for gifts or any 'Special' occasion!



FaceBook Page

We are 'slowly' getting our pics from the Corvettes and Caffeine events posted on our FB Page. We have so many pictures it is almost impossible to post them all. Once we have then posted, we will put the albums from each event linked on our CaC website.

You can check out our FB page at

<http://www.facebook.com/pages/Corvette>

Consignment Store

CPAZ is currently expanding our

'Excellent News!!

We now offer Extended Warranties for Z06's, vehicles back as far as 20 years old (Depending on Mileage) and RV's!!!!

CPAZ is starting to sell more Extended Warranties. A couple of things have stood out as the reason for our success with this great product.

First, the price, up to 50% less than comparable plans available through other sellers or dealers.

Second, the coverage does not require you to take your vehicle to a 'Dealership', you can take any vehicle covered by the warranty to any 'Certified' repair facility. All they have to do is call the toll free # for authorization for repair.

Third, the NAC Extended Warranty is available to all vehicles, not only Corvettes, we have sold several for other vehicles.

With a number of plans available, from basic 'Powertrain', up to the comprehensive 'Pinnacle' Coverage, there is a plan for almost every vehicle. All we need is Year, Vin # and Mileage and we can give you a quote!!

Contact us for a quote for any of your vehicles.

Vehicle Consignment wanted!!

It's time to get a few more Corvettes in the showroom!!

Our Consignment Program is one of the best. Basic \$100.00 per month, (\$200.00 'up front'), and only 3% of the sale price.

If you, or anyone you know has a Corvette for sale, contact us for more info.

NOTE: No C4's! With the parts situation getting worse, and the 'Market' reflecting this, we can't accept C4's for consignment.

CPAZ eCommerce WebStore!!

CPAZ eCommerce WebStore

We are adding inventory every day. Our focus this month is adding the large number of NOS parts we have in stock and we have created a separate tab for these items. We are continuing to expand our Consignment and Used Parts categories.

One common question has been the availability to 'Search' for specific items or product. Here is how to access the 'Search' feature:

First, click on the category you are interested in.

Second, in the upper right hand corner, above the Shopping Cart, click on the + Sign, this will take you to the 'Advanced Search.

Third, type in the name of the item you are looking for and click on the 'Search Button' on the bottom. You can choose a Category to search, or simply leave it on the 'Default', (All Categories).

The 'Canadian Products' seem to be a big hit, with Spam being the big seller, added onto other items we have available.

Also, don't forget your 'Preferred Customer' Discount, available on the 'Checkout' page with the Code BR549.

You can check out our eCommerce WebStore at:

<http://www.corvetteperformanceaz.com/>

'Consignment Store', both on our eCommerce WebStore and in our store.

Contact us if you have any parts and accessories you wish to consign. We will have information as to rates/times, etc. and advertising available.

Sales@CorvettePerformanceAZ.com

September Quote

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Let us not seek the Republican answer or the Democratic answer, but the right answer.

Let us not seek to fix the blame for the past.

Let us accept our own responsibility for the future.

John F. Kennedy

Garrys Garrage!!

Check out the 'Garage Buddy' App, available for Android and iPhone. Excellent resource for all the basic info you need working in the garage or shop. Everything from Drill/Tap Sizes to Gearing and Belt Size Calculator. Conversion info as well as a Tire Size/Carb Flow Calculator, even a ruler and a place for notes.

Go to the App Store on your Smart Phone and down load the App, it's 'Free'!

Eds Threads!!

Ed Van Scoy, Bonneville World 'Land Speed' Record Holder, local Corvette Record Racer and 'Go-To' Guy for all things Corvette, has posted several articles for our Monthly Newsletter.

His latest article has lots of info on the C7 Corvette, New Transmission and the latest 'Big Brother' update.

Check out this months article in the Attachment below.

BAD's Bits

CPAZ has been fortunate, to be able to have grown like we have over the past 5 years. As we have never 'really' advertised, other than Business Cards, Brochures and attending a few local Car Shows, we have relied on Referrals, 'Word of Mouth', our Internet WebSite, and now, our eCommerce Store.

As our Domain(s) and eMail(s) are hosted by Go Daddy, we are 'totally' dependant on them for our customers ability to find us on 'The Net'.

On Monday, September 29th, Go Daddy 'migrated' us to a new server. For whatever reason we were moved, we were instantly 'Invisible', as the new server blocked Google from searching our site. Within 24 hours, we were bumped off our 1st placement on searches such as Corvette Arizona, Corvette Parts Arizona, and any other combination of search criteria you could think of.

Our IT 'Specialist', Bob Wardell of Wardell Labs, was aware of the problem and tried daily to achieve a solution from Go Daddy, every time being blocked by either their server or anyone he contacted in their 'Tech Support' dept.

Needless to say, once customers, (other than our PC's who already had our contact info), were unable to find us, the phones stopped ringing, Internet Orders ceased and sales dropped significantly.

Finally, after several 'Tech Support' horror stories with Go Daddy, we were able to get one 'Supervisor' who got to the bottom of the problem, facilitated a move to 'another' server, and got us able to get back online.

Normally, it takes weeks, even months to improve your placement on Google, but Bob Wardell was able to regain almost all of our 1st Place rankings on Google searches within about 12 to 18 hours. Now, with the phones ringing again, we can start to move forward.

Other than an email from Go Daddy, acknowledging that it was their mistake/problem, and, their help migrating us to yet another server, we have had nothing but grief with them.

My question, how many other companies or individuals have been moved and don't realize they are 'invisible'!??

As always, we will buy American Products whenever possible!

Don't like the economy, Look in the driveway! Buy American!!

Until Next time!! Save the Wave!!

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Attachments:

 [CPAZ September 14 no 2.docx \(214K\)](#)

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