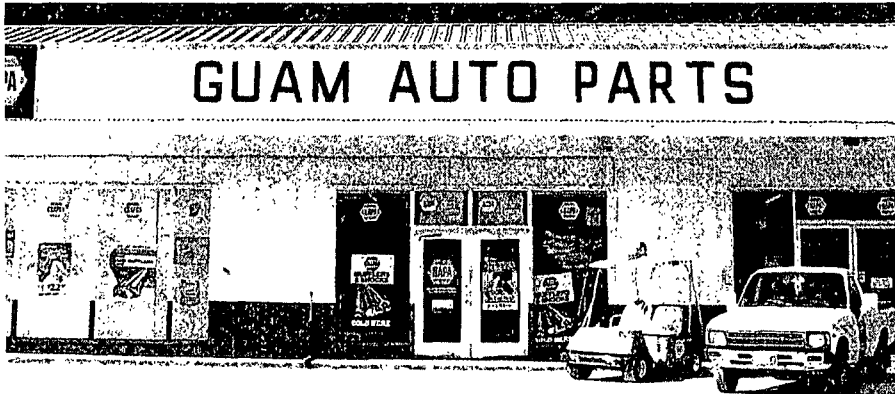


## CONGRATULATIONS!

# GUAM AUTO PARTS CELEBRATES ITS THIRD ANNIVERSARY



*Guam Auto Parts*

In May, 1984, when the third anniversary of Guam Auto Parts store rolled around, store manager R.D. Walls decided to throw a real American-style island celebration in order to show his appreciation to his store's many loyal customers.

To kick-off the celebration Walls invited his customers to come and display their favorite vehicles — and they responded enthusiastically, with everything from sleek custom Corvettes to rugged 4x4 off-rovers. There were even a few high performance super-modified race cars. Walls encouraged his guests to examine the vehicles and chat with their owners. And with such interesting displays you know the conversations must have been lively!

In the meantime, just to make sure that none of his customers went away hungry, Walls provided plenty of good old American hot dogs and tubs of icy soft drinks.

To add further interest to the celebration, Guam Auto Parts also sponsored the first Miss NAPA Guam beauty contest, which was broadcast live on Guam's K-57 radio

station. This event capped a very successful celebration — to say the least!

Now at this point, many of our readers may be wondering just where in the world Guam IS, and furthermore, just what does a NAPA parts store DO there?

Well, to answer the first question, Guam is a U.S. territory located approximately 7,000 miles southwest of San Francisco, California, in a chain of islands called the Marianas. It is the largest island in the North Pacific between Hawaii and the Philippines.

As to what a NAPA parts store does there, the answer is: provides efficient and quality service to not only all of the American and American service men and women on Guam, but also to many other customers on the surrounding islands.

Being way out in the Pacific does create some unusual problems for a parts store. Manager R.D. Walls says that Guam Auto Parts is about the only store serviced by the NAPA Morgan Hill (California) Distribution Center that does not receive overnight

delivery. Shipments must arrive by container van, which takes about 45 days. Therefore it is necessary for Guam Auto Parts to carry a much larger inventory than the normal NAPA store.

Walls also found out that in Guam the demand for parts is higher than in other parts of the United States. This is due to Guam's tropical climate and high humidity — factors which play havoc with most automotive systems. The average life of a car on Guam is only about 7 years!

By keeping a large inventory, Guam Auto Parts is able to meet most of its customer needs. However, there are often urgent requests for parts that are not in Guam Auto Parts' considerable inventory. In such



*Debbie Zimmerman, the new Miss NAPA Guam*

cases, special orders are processed as quickly as possible via telex and shipped Air Parcel Post or air freight. Orders placed this way usually take between 7 to 10 days. This makes Guam Auto Parts the fastest supplier on Guam: other area parts stores take between 60 to 90 days to provide the same service.

Through this kind of quality service customers have learned that they can trust Guam Auto Parts for all of their automotive needs. As a serviceman writes:

"Stationed here on Guam, I had found it increasingly difficult to obtain parts I needed for my car. I had also found an extreme lack of knowledge and cooperation from the personnel of the various parts stores here on the island. Then one day I had the good fortune to come across the NAPA store here on Guam. The assistance I received was outstanding. The parts I received were excellent. Since that time I will only purchase parts for my car from a NAPA dealer."

What this letter praises is true NAPA-style service. Congratulations, Guam Auto Parts, on your first three years of superb customer service!



*Proud Guam Auto Parts owner R.D. Walls and his employees*