

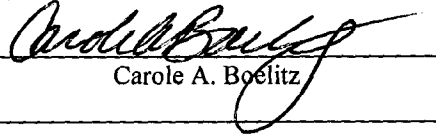
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Cross Country Automotive Services, Inc.  
Serial No. : 76/267,923  
Filed : June 6, 2001  
For : BUILDING LASTING RELATIONSHIPS,  
CREATING LIFETIME VALUE  
Examiner : Elizabeth Pignatello  
Law Office : 105

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CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8 (a)

The undersigned hereby certifies that this document is being placed in the United States mail with first-class postage attached, addressed to BOX RESPONSE NO FEE, Commissioner for Trademarks, 2900 Crystal Drive, Arlington, VA 22202-3514, on the 30 day of June, 2003.

  
Carole A. Boelitz

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Box Response No Fee  
Commissioner for Trademarks  
2900 Crystal Drive  
Arlington, VA 22202-3514

Sir:

**AMENDMENT AFTER PUBLICATION**

Please amend the application as follows:

**Description of Services**

Amend the description of services as follows:

-- customer service programs conducted for others involving automotive related activities, namely, public relations services, providing a means to allow customers to inquire regarding automobile recalls and to submit comments regarding services provided by the applicant; customer relations services provided to automobile dealerships regarding vehicle towing and emergency automobile towing; conducting business and market research surveys, evaluation, and statistical analysis services for automotive dealers; providing information to motorists regarding available automotive dealers, in International Class 35;

warranty claims administrative services, namely, processing warranty claims for motor vehicle owners; financial management, namely, offering credit card accounts; and insurance consultation, in International Class 36;

providing emergency roadside assistance services, in International Class 37;

telephone communication system services indicating motorist location or status information by cellular telephone transmission to a processing location through integration in a global positioning system network, in International Class 38;

travel booking services, namely, rental of vehicles and making reservations for transportation, in International Class 39;

training in the area of teaching employees how to improve communication skills, in International Class 41;

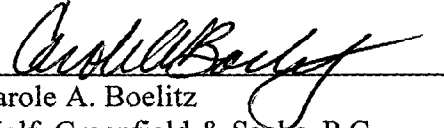
operating automobile clubs; concierge services for others comprising making requested personal arrangements and reservations and providing customer-specific information to meet individual needs rendered together to a motorist in a motor vehicle through a global communications system, in International Class 42. --

#### **REMARKS**

Applicant respectfully requests entry of the amendment to the identification of goods and services. Although the above-noted application was published on October 1, 2002, the present amendment is proper since the Applicant proposes to further restrict the existing identification. See T.M.E.P. §1505.1(a). Specifically, Applicant has amended “financial management” to “financial management, namely, offering credit card accounts”. Accordingly, re-publication of the mark should not be required.

In view of the foregoing, it is respectfully requested that Applicant's mark is in condition for prompt allowance.

Respectfully submitted,



Carole A. Boelitz  
Wolf, Greenfield & Sacks, P.C.  
600 Atlantic Avenue  
Boston, MA 02210-2211  
(617) 720-3500

Docket No.: C01062.20012.US

Date: June 30, 2003

**xndd**


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6/20/03  
10:00 AM

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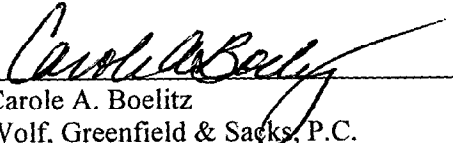
Transmitted herewith are the following documents:

- Amendment After Publication
- Return Receipt Postcard

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617) 720-3500, Boston, Massachusetts.

No check is enclosed. If a fee is required, it may be charged to the account of the undersigned, Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

  
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Carole A. Boelitz  
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