



# MERCEDES-BENZ ACTROS 1996 - 2021

## WHAT YOU GET

- Full Workshop Repair Manual
- Wiring Diagrams
- Transmission System Repair Details
- Step-by-step procedures
- Digital Download
- Electronic Parts Catalog (EPC)



# Actros Service Repair Manual

**Mike Jess**

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the author's name.

## **Actros Service Repair Manual:**

Motor Light Truck & Van Repair Manual ,1985 This edition of the MOTOR Light Truck Van Repair Manual covers specifications and service procedures on 1997 2001 DaimlerChrysler Corp Jeep Ford Motor Company and General Motors Corporation models available at time of publication Volume 2 covers Dash Guages Warning Indicators Speed Controls Wiper Systems Passive Restraints Anti Lock Brakes and Active Suspension systems Title page verso Service Repair Manual David Brown Tractors Ltd,1979 **Service and Repair Manual** ,1996\* **Motor Heavy Truck Repair Manual** John R. Lypen,Motor (New York, N.Y.),1993 **Austin/MG Metro** Andrew K Legg,Finn Deacon,1996 1980 Domestic Light Trucks Tune-up-mechanical Transmission Service & Repair Mitchell Manuals, inc,National Automotive Service,1980 *Allis-Chalmers Shop Manual Ac-202 (I&T Shop Service Manuals/Ac-202)* Penton Staff,2000-05-24 Model D 19 Models 180 185 190 190XT 200 7000 Models D 21 D 21 Series II Two Ten Two Twenty Models 7010 7020 7030 7040 7045 7050 7060 7080 Gas and diesel Diesel **Motor Auto Repair Manual** ,1975 *Service and repair manual -Franklin Trail Mate* ,1995 *Truck Unit Repair Manual* ,1978

When people should go to the ebook stores, search commencement by shop, shelf by shelf, it is in reality problematic. This is why we present the ebook compilations in this website. It will very ease you to look guide **Actros Service Repair Manual** as you such as.

By searching the title, publisher, or authors of guide you really want, you can discover them rapidly. In the house, workplace, or perhaps in your method can be every best place within net connections. If you goal to download and install the Actros Service Repair Manual, it is totally simple then, before currently we extend the member to buy and make bargains to download and install Actros Service Repair Manual so simple!

[https://stats.tinkerine.com/book/scholarship/default.aspx/Basic\\_Magick\\_Phillip\\_Cooper.pdf](https://stats.tinkerine.com/book/scholarship/default.aspx/Basic_Magick_Phillip_Cooper.pdf)

## **Table of Contents Actros Service Repair Manual**

1. Understanding the eBook Actros Service Repair Manual
  - The Rise of Digital Reading Actros Service Repair Manual
  - Advantages of eBooks Over Traditional Books
2. Identifying Actros Service Repair Manual
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Actros Service Repair Manual
  - User-Friendly Interface
4. Exploring eBook Recommendations from Actros Service Repair Manual
  - Personalized Recommendations
  - Actros Service Repair Manual User Reviews and Ratings
  - Actros Service Repair Manual and Bestseller Lists

5. Accessing Actros Service Repair Manual Free and Paid eBooks
  - Actros Service Repair Manual Public Domain eBooks
  - Actros Service Repair Manual eBook Subscription Services
  - Actros Service Repair Manual Budget-Friendly Options
6. Navigating Actros Service Repair Manual eBook Formats
  - ePub, PDF, MOBI, and More
  - Actros Service Repair Manual Compatibility with Devices
  - Actros Service Repair Manual Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Actros Service Repair Manual
  - Highlighting and Note-Taking Actros Service Repair Manual
  - Interactive Elements Actros Service Repair Manual
8. Staying Engaged with Actros Service Repair Manual
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Actros Service Repair Manual
9. Balancing eBooks and Physical Books Actros Service Repair Manual
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Actros Service Repair Manual
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Actros Service Repair Manual
  - Setting Reading Goals Actros Service Repair Manual
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Actros Service Repair Manual
  - Fact-Checking eBook Content of Actros Service Repair Manual
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

#### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

### **Actros Service Repair Manual Introduction**

Actros Service Repair Manual Offers over 60,000 free eBooks, including many classics that are in the public domain. Open Library: Provides access to over 1 million free eBooks, including classic literature and contemporary works. Actros Service Repair Manual Offers a vast collection of books, some of which are available for free as PDF downloads, particularly older books in the public domain. Actros Service Repair Manual : This website hosts a vast collection of scientific articles, books, and textbooks. While it operates in a legal gray area due to copyright issues, its a popular resource for finding various publications. Internet Archive for Actros Service Repair Manual : Has an extensive collection of digital content, including books, articles, videos, and more. It has a massive library of free downloadable books. Free-eBooks Actros Service Repair Manual Offers a diverse range of free eBooks across various genres. Actros Service Repair Manual Focuses mainly on educational books, textbooks, and business books. It offers free PDF downloads for educational purposes. Actros Service Repair Manual Provides a large selection of free eBooks in different genres, which are available for download in various formats, including PDF. Finding specific Actros Service Repair Manual, especially related to Actros Service Repair Manual, might be challenging as theyre often artistic creations rather than practical blueprints. However, you can explore the following steps to search for or create your own Online Searches: Look for websites, forums, or blogs dedicated to Actros Service Repair Manual, Sometimes enthusiasts share their designs or concepts in PDF format. Books and Magazines Some Actros Service Repair Manual books or magazines might include. Look for these in online stores or libraries. Remember that while Actros Service Repair Manual, sharing copyrighted material without permission is not legal. Always ensure youre either creating your own or obtaining them from legitimate sources that allow sharing and downloading. Library Check if your local library offers eBook lending services. Many libraries have digital catalogs where you can borrow Actros Service Repair Manual eBooks for free, including popular titles. Online Retailers: Websites like Amazon, Google Books, or Apple Books often sell eBooks. Sometimes, authors or publishers offer promotions or free periods for certain books. Authors Website Occasionally, authors provide excerpts or short stories for free on their websites. While this might not be the Actros Service Repair Manual full book , it can give you a taste of the authors writing style. Subscription Services Platforms like Kindle Unlimited or Scribd offer subscription-based access to a wide range of Actros Service Repair Manual eBooks, including some

popular titles.

## **FAQs About Actros Service Repair Manual Books**

**What is a Actros Service Repair Manual PDF?** A PDF (Portable Document Format) is a file format developed by Adobe that preserves the layout and formatting of a document, regardless of the software, hardware, or operating system used to view or print it. **How do I create a Actros Service Repair Manual PDF?** There are several ways to create a PDF: Use software like Adobe Acrobat, Microsoft Word, or Google Docs, which often have built-in PDF creation tools. Print to PDF: Many applications and operating systems have a "Print to PDF" option that allows you to save a document as a PDF file instead of printing it on paper. Online converters: There are various online tools that can convert different file types to PDF. **How do I edit a Actros Service Repair Manual PDF?** Editing a PDF can be done with software like Adobe Acrobat, which allows direct editing of text, images, and other elements within the PDF. Some free tools, like PDFescape or Smallpdf, also offer basic editing capabilities. **How do I convert a Actros Service Repair Manual PDF to another file format?** There are multiple ways to convert a PDF to another format: Use online converters like Smallpdf, Zamzar, or Adobe Acrobats export feature to convert PDFs to formats like Word, Excel, JPEG, etc. Software like Adobe Acrobat, Microsoft Word, or other PDF editors may have options to export or save PDFs in different formats. **How do I password-protect a Actros Service Repair Manual PDF?** Most PDF editing software allows you to add password protection. In Adobe Acrobat, for instance, you can go to "File" -> "Properties" -> "Security" to set a password to restrict access or editing capabilities. Are there any free alternatives to Adobe Acrobat for working with PDFs? Yes, there are many free alternatives for working with PDFs, such as: LibreOffice: Offers PDF editing features. PDFsam: Allows splitting, merging, and editing PDFs. Foxit Reader: Provides basic PDF viewing and editing capabilities. How do I compress a PDF file? You can use online tools like Smallpdf, ILovePDF, or desktop software like Adobe Acrobat to compress PDF files without significant quality loss. Compression reduces the file size, making it easier to share and download. Can I fill out forms in a PDF file? Yes, most PDF viewers/editors like Adobe Acrobat, Preview (on Mac), or various online tools allow you to fill out forms in PDF files by selecting text fields and entering information. Are there any restrictions when working with PDFs? Some PDFs might have restrictions set by their creator, such as password protection, editing restrictions, or print restrictions. Breaking these restrictions might require specific software or tools, which may or may not be legal depending on the circumstances and local laws.

**Find Actros Service Repair Manual :**

**basic magick phillip cooper**

**basic met de commodore 64**

[battlefields volume 5 the firefly and his majesty battlefields dynamite](#)

**basic technical mathematics 10th edition**

**bathroom guest book lindsey fosson**

**basic technical mathematics with calculus 9th edition free**

[bass tracker manual](#)

**baxter as50 infusion pump manual**

**bav lohnbuchhaltung leitfaden betriebliche praxis**

**basic mathematics for college students available titles coursemate**

**basic math review for nursing**

**basic math skills checklists**

**basic immunology functions and disorders of the immune system 4e**

**battle williamsburgh reminiscences campaign experiences**

*basic pharmacology study guide answer key*

**Actros Service Repair Manual :**

*how to write a dbq essay with pictures wikihow - Dec 25 2021*

**pearl harbor dbq essay 429 words internet public library - Feb 24 2022**

web dbq is an acronym for document based question it is a question type thesis based on the ap history exams which include ap us dbq thesis history ap european history

**dbq pearl harbor essay 1612 words internet public library - Jun 30 2022**

web 528 words 3 pages decent essays read more dbq pearl harbor many blameless people were attacked in pearl harbor on 1941 the japanese sent submarines and planes to

[pearl harbor dbq analysis 484 words cram - Dec 05 2022](#)

web why did japan attack pearl harbor dbq analysis japan attacked pearl harbor on the pretense of expanding their area of control document a the japanese ministry of

**dbq pearl harbor analysis 1083 words 2 bartleby com** - Mar 28 2022

web dbq pearl harbor 595 words 3 pages do you ever remember a day american s trembled in fear on december 7th 1941 a day that will live in infamy for americans japan led a

**pearl harbor dbq essay 966 words internet public library** - Aug 13 2023

web show more pearl harbor dbq essay 661 words 3 pages everyone knows about pearl harbor however do people know why pearl harbor was attacked by the japanese on

**how to write an essay dbq wikibooks** - Jan 06 2023

web pearl harbor dbq analysis the attack by the japanese imperial navy on the us pacific fleet in pearl harbor hawaii prompted the united states to join world war ii and

**how to write a dbq essay step by step example** - Feb 07 2023

web a dbq is a document based question it typically provides anywhere from 4 to 10 primary source documents and is primarily found on the european history world history and

**pearl harbor dbq essay 1084 words internet public library** - Jul 12 2023

web pearl harbor is a harbour located on the island of oahu hawaii today it is a united states navy deep water naval base and also the headquarters of the united states pacific

pearl harbor dbq essay 528 words bartleby - Nov 04 2022

web pearl harbor dbq essay 832 words 4 pages pearl harbor is a united states naval base located in hawaii that had served as a us outpost in the region of the pacific

**dbq thesis outline and topics ideas thesis helpers** - Jan 26 2022

web sep 23 2023 2 identify the prompt s keywords and assigned tasks ensure you understand what evidence to look for in the documents and what your essay needs to

**pearl harbor dbq essay 554 words internet public library** - May 10 2023

web it was indeed a great shock to the united states many documents show that the bombing on pearl harbor was an attempt to stop the united states from entering into world war

*document analysis sheet pearl harbor dbq* - Oct 15 2023

web pearl harbor dbq analysis the attack on pearl harbor struck the united states of america by surprise no declaration of war was made by one nation against the other

**pearl harbor dbq 638 words cram** - Aug 01 2022

web dbq pearl harbor essay 533 words 3 pages they wanted more land and they took what they wanted apan needed natural resources like oil steel and iron as shown in

*pearl harbor dbq analysis 425 words cram* - Jun 11 2023

web dbq essay on the battle of pearl harbor 676 words 3 pages japan need something to distract america from the pacific to give them time to attack their crucial targets pearl

**pearl harbor dbq essay 832 words internet public library** - Oct 03 2022

web japan bombed pearl harbor hawaii and afterward the u s entered the war what reason did the japanese have to bomb pearl harbor japan attacked pearl harbor because

**pearl harbor dbq 370 words bartleby** - May 30 2022

web pearl harbor dbq essay the main focus on this essay is why did japan attack pearl harbor on a normal sunday morning when the american navy units were busy doing

*pearl harbor dbq essay 771 words bartleby* - Mar 08 2023

web apr 26 2022 the dbq essay tests a student s ability to critically analyze multiple documents connect them to the historical context and form a coherent well argued

**pearl harbor dbq essay 442 words studymode** - Sep 14 2023

web 966 words4 pages japanese planes and submarines managed a surprise attack on the u s at pearl harbor hawaii attacked on december 7 1941 the united states previously

*dbq pearl harbor analysis 456 words bartleby* - Apr 09 2023

web pearl harbor dbq essay decent essays 771 words 4 pages open document japan s attack on pearl harbor seems unwise ill judged and senseless the attack was meant

**dbq pearl harbor 538 words bartleby** - Apr 28 2022

web how did the attack on pearl harbour in 1941 turn the tide against the japanese during world war 2 introduction japan and the united states had been edging home page

**pearl harbor dbq essay 528 words bartleby** - Sep 02 2022

web pearl harbor attack essay on december 7 1941 japanese aircraft attacked by surprise the naval base at pearl harbor in hawaii where the fleet of american pacific war was

**so many stars youtube music** - Aug 24 2022

web 0 00 4 17 provided to youtube by universal music group so many stars natalie cole ask a woman who knows 2002 the verve music group a division of umg recordings

**sarah vaughan so many stars lyrics genius lyrics** - Mar 31 2023

web one must be right for me which dream of all the dreams when there s a dream for every star and there are oh so many stars so many stars verse 2 the wind is filled with songs so many songs

[sergio mendes so many stars lyrics azlyrics com](#) - Jan 29 2023

web so many stars so many stars yes the wind is filled with songs so many songs which one is mine one must be right for me which song of all the songs when there s a song for every star and there are oh so many stars so many stars along the countless days the endless nights that i have searched so many eyes so many hearts so many smiles

**stacey kent so many stars lyrics genius lyrics** - Apr 19 2022

web oct 2 2007 so many dreams which one is mine one must be right for me which dream of all the dreams when there s a dream for every star and there are oh so many stars so many stars the wind is filled

*free so many stars by sergio mendez sheet music* - Jun 21 2022

web so many stars share download and print free sheet music for piano guitar flute and more with the world s largest community of sheet music creators composers performers music teachers students beginners artists and other musicians with over 1 000 000 sheet digital music to play practice learn and enjoy

[so many stars secondhandsongs](#) - Aug 04 2023

web the song so many stars was written by sérgio mendes alan bergman and marilyn bergman and was first released by sergio mendes brasil 66 in 1968 it was covered by kyoko saegusa keith ingham murray wall steve little jan tober donna tucker joan carroll footprints and other artists

**sergio mendes brasil 66 so many stars youtube** - Sep 05 2023

web may 23 2010 gorgeous track from sergio s 1968 album look around superbly sung by lani hall with lush arrangement by dave grusin written by sergio mendes with alan m

*so many stars sérgio mendes brasil 66 last fm* - Dec 28 2022

web mar 6 2017 italiano america chicago watch the video for so many stars from sérgio mendes brasil 66 s greatest hits for free and see the artwork lyrics and similar artists

*so many stars song and lyrics by laury shelley spotify* - Nov 26 2022

web listen to so many stars on spotify laury shelley song 2011 laury shelley song 2011 listen to so many stars on spotify laury shelley song 2011 home search your library create your first playlist it s easy we ll help you create playlist let s find some podcasts to follow we

*look around sérgio mendes album wikipedia* - May 21 2022

web so many stars was recorded by helen merrill tony bennett sarah vaughan jane monheit barbra streisand natalie cole and stacey kent tristeza was an instrumental by lobo and nitinho and the title track of baden powell s tristeza on guitar album 1966

[jane monheit sergio mendes so many stars youtube](#) - Oct 06 2023

web feb 25 2013 un tema de sergio mendes alan bergman y marilyn bergman del álbum de jane monheit surrender

**so many stars the interactive tony bennett discography** - Oct 26 2022

web sep 28 2014 about so many stars so many stars was originally written for sergio mendes and the brasil 66 for their 1968 album look around since then the song has found great popularity with popular jazz and cabaret artists including kathleen battle lee konitz sarah vaughan earl klugh cleo laine and susannah mccorkle

e girls so many stars music video youtube - Mar 19 2022

web dec 7 2020 e girls lnk to sms so many stars 0000000 000000000000e girls0000mv000 0000110000000000000000

**matthew perry death friends stars and family remember brilliant** - Feb 15 2022

web oct 29 2023 the actor best known for playing chandler bing brought so much joy to the world his family said matthew perry s loved ones and co stars say they have been left heartbroken by his death

barbra streisand so many stars lyrics genius lyrics - Jul 03 2023

web so many stars lyrics the dawn is filled with dreams so many dreams which one is mine one must be right for me which dream of all the dreams when there s a dream for every star and there are

**so many stars brazilian romance 1990 sarah vaughan** - Sep 24 2022

web so many stars brazilian romance 1990 sarah vaughan şarkı sözleri sanatçı biyografisi ve çok daha fazlası karnaval com da

**so many stars lyrics sergio mendes elyrics net** - Feb 27 2023

web so many hearts so many smiles which one to choose which way to go how can i tell how will i know out of oh so many stars so many stars so many stars oh so many stars so many stars oh there are so many stars so many stars lots and lots of stars oh so many so many oh so many stars many

sergio mendes so many stars lyrics lyrics com - May 01 2023

web so many stars lyrics by sergio mendes from the classics vol 18 album including song video artist biography translations and more the dawn is filled with dreams so many dreams which one is mine one must be right for me which dream of all the dreams

sergio mendes so many stars lyrics genius lyrics - Jun 02 2023

web so many stars lyrics the dark is filled with dreams so many dreams which one is mine one must be right for me which dream of all the dreams when there s a dream for every star

*so many stars the singers unlimited feat the pat williams* - Jul 23 2022

web feb 26 2014 so many stars the singers unlimited feat the pat williams orchestra blings 772 subscribers subscribe 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 1 2 3

[how to write a price increase letter to get paid more free](#) - Apr 12 2023

web mar 4 2019 when sending your price increase letter you need to feel confident in your ask and what you're worth below you'll find our best advice on creating a successful price increase letter how to determine your rates and more plus you can utilize our free sample price increase letter below so you'll never feel uneasy again

[45 free price rate increase letter formats and examples](#) - Jul 15 2023

web price increase letter format here is a basic format for a price increase letter please be advised that company name will be increasing the prices of products or product lines by percentage effective date this increase is necessary due to reason

[price increase letter 6 sample templates writolay](#) - Jan 29 2022

web apr 25 2020 price increase letter 6 sample templates april 25 2020 by rahul panchal price increase in a regular item is a big deal for the customers and if you want them to be aware of your business and current situations write a mail to your regular customers and inform them about this new update and if possible please give them the reason for this

**price increase letter samples and tips dripify** - Sep 05 2022

web aug 28 2023 price increase letter examples now that you know how to create a results oriented price increase letter let's have a look at some practical real world examples example 1 a price increase letter for free users

**how to write a price increase letter for customers free** - May 13 2023

web jun 7 2023 price increase letter sample 2 subject service price increase notice hi customer name this letter is to let you know that as of month day year we will be increasing our prices by percentage due to material and supplier increases demand new service packages

**how to write a price increase letter tips and examples graphy** - Nov 07 2022

web jun 24 2022 examples of price increase letters it's crucial to alert your customers of price increases but doing so can occasionally be challenging if you're having trouble have a look at the below sample to understand how to write a price increase letter general price increase letter greetings name

**how to write a price increase letter 8 tips and examples** - Feb 10 2023

web may 27 2021 price increase letter examples there are a lot of price increase letter examples online like these b2c ones however we recommend not using price increase letter templates but rather use them as an inspiration so here are some price increase email letters to inspire you example 1 saas subscription service example 2 b2c

**how to write a price increase letter examples addify** - Jan 09 2023

web jun 22 2022 how do businesses raise prices without sacrificing customer retention you can soften the blow and help ease the minds of your existing customers by offering a professional price increase letter explaining the decision and thanking them for their continued business how to write a price increase letter to customers

**50 effective price rate increase letters tips templatelab** - Oct 06 2022

web 1 price increase letters 2 reasons for writing a price increase letter 3 rate increase letters 4 the benefit of writing a price increase letter 5 letters to customers about price increase 6 writing a superb price increase letter 7 price increase letter templates 8 tips for writing your price increase letter 9 sample price increase letters

*price increase letter template to customer getprospect* - Mar 31 2022

web aug 3 2023 rate increase letter may include the following elements a clear subject line that indicates the email is about a rate rise a brief introduction expressing appreciation to the customer a straightforward statement of the price growth and the date an explanation of the reason for the increase

*how to write the perfect price increase letter 10 tips examples* - Aug 16 2023

web aug 3 2021 common justifications for a price increase best practices for communicating a price increase to your customers price increase letter examples and tips to help you write your own common reasons to increase your prices let s say you re considering a price increase but you re not quite sure how to justify it

**how to write a price increase letter to your clients content snare** - Jul 03 2022

web aug 16 2023 by content snare team whether you re a freelancer or a large digital agency raising your prices is something you re going to have to deal with at one time or another you might send clients a price increase letter an email or just tell them in person

*how to let customers know about a price increase without* - Jun 02 2022

web jun 29 2023 if a price increase occurs go through your list of customers who use that product or service and send a price increase letter notifying them of the change if possible address the letters to each customer to personalize the process 2 let customers know well in advance

how to write a price increase letter with template bench - Mar 11 2023

web what s bench learn more how do you know when it s time to raise your prices there are many factors that go into determining the right pricing for your products and services when you first set your prices you probably considered what others were charging for similar products and services

**price increase letter best practices mailbluster blog** - Dec 28 2021

web a price increase letter is an announcement of a business to inform existing customers about the upcoming price increase of their regularly purchased items maintaining relationships with existing customers is crucial in online business imagine that a regular customer ordered a food item without knowing the price increase from your company

*how to write a price increase letter mailchimp* - Dec 08 2022

web explore topics manage run operations how to write a price increase letter if you need to raise your prices learn how to

write an effective price increase letter to customers in this guide there will come a time for every business where they ll need to raise prices for their products or services

*21 price increase letter sample templates free branding heights* - May 01 2022

web template 1 hi first name i hope you re doing well we wanted to let you know that we will be increasing our prices on date by amount we understand that this may cause some inconvenience and we apologize for any problems this may cause however the increase is necessary in order to continue providing our high quality service

**how to write a price increase letter examples samples** - Feb 27 2022

web fifth square avenue david holmes email gmail com price increase notification dear david this letter is meant to advise you that there will be an increase of 5 on our tanks to be put into effect on may 1st 20xx this increase is due to the scarcity and expense of the tanks from our suppliers

*price increase letter samples 2023 edition yottled* - Aug 04 2022

web mar 10 2023 example 1 polite price increase notice for general businesses you are already aware that no one likes price hikes that s why you want to sound polite while delivering this news to avoid any kind of negative feelings

*how to write a rate increase letter with examples indeed* - Jun 14 2023

web jul 27 2023 updated july 27 2023 a rate increase letter also known as a price increase letter is a formal announcement of price changes from a business to its clients in a client facing role you may need to write rate increase letters to provide information about the rising prices and promote goodwill and an ongoing relationship