

**Happy  
New  
Year!**

Yes, a new year is upon us once again and offers more promise than ever. As we impart on a new millennium in 2001, ADP Hayes-Ligon is taking advantage of the momentum in bringing more service business to dealerships.

We know that in order for you to provide better service than the aftermarkets and independents, we must continue to provide you with the best products and services. How do we do that?

For starters, we are enhancing our products' features and functionalities, continuing to ensure timely data updates, and increasing our overall client support services. Last month's special edition detailed many of our most recent accomplishments in *ServicePricing™* and *Warranty Wizard™* and allowed you to review their benefits.

As we strive for the revolutionizing of our products, we need your help with feedback. We would like to thank those of you who completed and returned the client survey enclosed in last month's update. Your comments will help us better meet your needs. If you have not yet completed and returned the survey, please do so. We look forward to acting on your feedback.

Stay tuned as this year and the next promise much success!



### What's New

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## New Year's Schedule

Our office will be closed on Monday, January 1<sup>st</sup>, 2001, in observance of the New Year holiday. Our Client Services staff will be back to assist you on Tuesday, January 2<sup>nd</sup>, from 8:00 a.m. - 7:00 p.m. Eastern Time, our standard operating schedule.



Call us at **1-800-523-8477, option 5.**

Best wishes for a happy New Year!

## Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of November. They all gave to-the-penny quotes, did not transfer the incoming callers to alternative departments, and asked the caller for their business.

Asheboro Honda	Cindy, Dean
Asheboro Honda Mazda	Cindy, Sandy
Asheboro Nissan	Allan, Jeff
Balise Chrysler	Kevin
Balise Motors – Mazda	Dwayne
Balise Toyota	Alex
Barker Mitsubishi	Randy
Clint Newell Motors - Toyota	Brad
Grant Mazda	Jessie
Isuzu of Omaha	Jerry
Metro Subaru	Bill
Muller Isuzu	Jerrie
Peterson Autoplex, Toyota	Grant
Quality Toyota	Chris
Ryan Chevrolet	KC
Terry Shaver Pontiac, Inc.	Steve, Tim
Town & Country Ford	Joey
Waterloo Nissan	Heather

## New Enhancements



As always, we are working hard to add all the new developments that you have requested. If you would like to see an operation added that isn't currently included, please let us know. The following are the latest improvements:

- **Acura US:** The following sections now contain 2001 model year data: Service Menus, Factory Maintenance, and Maintenance.
- **BMW:** The following sections now have 2001 models: 33-Rear Axle, 41-Body, 51-Body Equipment, 54-Soft-Top, Sunroof, and 61-Electrical System.
- **Chrysler Canada:** The following sections now have 2000 model year: Brakes, Cooling System, Electrical, Body, Clutch, Emissions, Engine, Exhaust, Front Suspension, and Rear Suspension.
- **Chrysler US:** 2000 model year data has been added to sections: Brakes, Cooling System, Electrical, Body, Clutch, Emissions, Engine, Exhaust, Front Suspension, and Rear Suspension.
- **Ford Canada:** 2001 model year data has been added to sections: Maintenance, Tune Up, Brakes, Service Menus, Fuel, Air Conditioning, Cooling System, and Electrical.
- **Ford US:** 2001 model year data has been added to sections: Maintenance & Light Repair, Brakes, Wheels, Hubs, & Drums, Service Menus, Fuel System & Manifolds, Air Conditioning & Heating, Cooling System, and Electrical.
- **GM Canada:** 2001 model year data has been added to sections: Maintenance, Tune Up, Service Menus, Brakes, Cooling System, Electrical, and Air Conditioning.
- **GM US:** 2001 model year data has been added to sections: Maintenance, Tune Up, Service Menus, Brakes, Cooling System, Electrical, and Air Conditioning.
- **Honda US:** Now contains 2001 model year data for all sections.
- **Hyundai:** 2001 models including the new Santa Fe and XG300 have been added to the entire product.
- **Mercedes Benz Canada:** 2000 model year data has been added to sections: Maintenance, Factory Maintenance, Service Menus, Brakes, Fuel, Engine, Engine Electrical, Cooling System, Clutch, Standard Transmission, Automatic Transmission, Front Suspension, and Rear Suspension.
- **Mercedes Benz US:** 2000 model year data has been added to the following sections: Engine, Engine Electrical, Cooling System, Clutch, Standard Transmission, Automatic Transmission, Front Suspension, and Rear Suspension.
- **Nissan US:** 2001 information has been added to sections: Internal Accessories, Retail Accessories, Maintenance, Tune Up, Fuel, Emissions, Air Conditioning, Electrical, Clutch, Brakes, and Cooling System. Operation "CS11 Belts – Replace" has been added to the Maintenance section.
- **Toyota Canada:** 2001 information has been added to sections: Maintenance, Tune-Up, Fuel, Brakes, and Service Menus.
- **Toyota US:** 2001 information has been added to sections: Maintenance, Tune-Up, Fuel, Brakes, and Service Menus.

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Visit [www.DealerSuite.com](http://www.DealerSuite.com)

