

What's Your New Year's Resolution?



We bid farewell to the year 2001...farewell to a tumultuous year of tragedy, grief, and overwhelming losses. And we look forward to a new year of restoration, reconstruction, and resolution.

What's your dealership's New Year resolution? Increased sales? Higher CSI ratings? Increased productivity? Whatever it is, your ADP ServicePricing™ and/or Warranty Wizard systems can help your dealership meet your goals.

ADP Hayes-Ligon continues to offer product resolutions to dealerships that will 1) bring more service business into the dealership and 2) provide better service than the aftermarkets and independents. These goals can be met with ServicePricing techniques. By using ServicePricing, you can:

- ✓ Invite customers in for business → will increase sales
- ✓ Answer phone warmly without placing callers on hold or transferring → will improve your CSI ratings
- ✓ Give quick and accurate quotes → will improve Service Advisor/Parts Counter staff productivity

As we begin a new year, we encourage you to take this opportunity to make any necessary changes to your ServicePricing product. Many of our clients make changes to their setups (labor rates, labor times, and parts and menu pricing) at this time of year. We are able to generate a summary report of your setups, which can be faxed to you for your review. From the summary report you would be able to better analyze your current needs and how to customize ServicePricing to meet your changing needs. Since ServicePricing is fully customized, you can enter the New Year with the best product available... the one you create. Contact our Change Department at 1-800-523-8477, option 7, and we will be happy to take your request, or fax your changes to 301-294-4979.

We thank you for continued business and look forward to working with you throughout the year!

What's New

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New Year's Schedule

Our office will be closed on Tuesday, January 1st, 2002, in observance of the New Year holiday. Our Client Services staff will be back to assist you on Wednesday, January 2nd, 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!

**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.

Dealership

Balise Chrysler
Classic Cadillac
Gwatney Chevy Olds Isuzu
Heritage Toyota
Huntington Kia Superstore
Kia of Northampton
Liberty Toyota
Lithia Toyota
Midfield Kia
Paul Moak Subaru
Quality Toyota
Reeves Import Motor Cars
Roger Burdick Porsche
Serra Kia

Carline

Chrysler
Cadillac
Isuzu
Toyota
Kia
Kia
Toyota
Toyota
Kia
Subaru
Toyota
Porsche
Porsche
Kia

Contact

Kevin/Lorraine
Glenn Moore
Donna
Brian
Charlie Sausa
Hector LeBron
Keith
Greg
Leigh Davis
Rick
Chris
Skip
Kent
Bob Gallego

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Accounting – press 1

Sales – press 2

Installation – press 3

Client Services – press 5

ServicePricing Changes – press 7

Fax: 301-294-4979

Email: clientservices@hayes.ds.adp.com



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:** 2002 model year data has been added to the following sections: Internal and Retail Accessories, Service Menus, Factory Maintenance, Engine and Maintenance.
- **Audi US & Canada:** The following sections are current through the 2002 model year: Maintenance, Service Menus, Brakes, Fuel Injection, and Fuel Supply.
- **BMW:** The following sections have been updated with 2002 model information: 12-Engine Electrical, 13-Fuel System, 16-Fuel Supply System, 17-Cooling System, 18-Exhaust System, and 34-Brakes.
- **Honda US:** All sections, all models have been updated with the 2002 model year, except CR-V.
- **Nissan US & Canada:** 2002 models have been added to all sections.
- **Toyota US:** 2002 model information has been added to the following sections: Service Menus, Maintenance, Tune-Up, Fuel, and Brakes.
- **Toyota Canada:** 2002 model information has been added to the following sections: Service Menus, Maintenance, Tune-Up, Fuel, and Brakes.
- **VW US:** Brake section now contains 2001 model year data.
- **VW Canada:** Brake section now contains 2001 model year data.

Important Reminder – ADP DMS clients with 900 level service releases!

Please check with your Systems Administrator or Office Manager to get the latest SV952 service release loaded – many clients have been loaded and are very happy with the new functionality!

Client Services Support 1-800-523-8477, option 5

Visit www.DealerSuite.com