

Moving Forward in the New Year



It's a new year – so *out* with the old and *in* with the new! What does that mean? For dealers, it means time for change – to increase sales, increase service, increase CSI ratings, and improve Service Advisor/Parts Counter staff and technician productivity.

For ADP Hayes-Ligon it means to continue to develop new business solutions for our clients, such as product enhancements with greater features and functionality.

ADP Hayes-Ligon is off to an amazing start with the general release of ServicePricing™ ZB040E and Service Release SV970! The latest enhancements for Warranty Wizard™ include Chrysler and GM – both with recall and campaign information and running on CD; and Toyota – now with assembly diagrams.

ZB040E in General Release

ServicePricing ZB040E is in general release! And as mentioned in previous newsletter publications, this new functionality offers dealers the ability to create new and modify existing service operations.

IMPORTANT NOTES:

Clients do not have to log off to load this release, so please load software immediately upon receipt to take advantage of the new functionality.

Service Release SV960 (AE6.0) must be loaded on your system before installing the ZB040E release.

SV970 in General Release

Service Release SV970 (AE7.0) is in general release and offers dealers (*select* manufacturer lines) the ability to make on-the-fly changes to labor hours, labor times, and parts quantities. The Related Repairs option prompts advisors to recommend additional service to be performed. This feature will prove to be useful and convenient to experienced advisors and even more so to those less experienced advisors.

What's New

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New Year's Schedule

Our office will be closed on Wednesday, January 1st, 2003, in observance of the New Year holiday. Our Client Services staff will be back to assist you on Thursday, 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 Chevy
Balise Chrysler
Bell Imports
Bert Wolfe Toyota
Bill Jacobs Motorsports
BMW North Scottsdale
Centroplex Ford
Classic Cadillac
D-Patrick Inc.
Harold Zeigler BMW
Hunterdon BMW
Jimmy Vasser Chevy Toyota
Kenneth Hammersley Motors
Paul Miller BMW
Quality Toyota
Rick Hill Imports
S&S Dodge Belair
Village Nissan

Carline

Chevrolet
Chrysler
BMW
Toyota
BMW
BMW
Ford
Cadillac
BMW
BMW
BMW
Toyota
BMW
BMW
Toyota
BMW
Dodge
Nissan/Canada

Contact

Fran
Lorraine
Bill, Todd
Berks
Kevin
Rochelle
Chris
Lisa C.
Terry
Joe
Chris
Vince
Randy M.
Melissa
Kris
John
Neal
Chris

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Accounting – press 1

Sales – press 2

Installation – press 3

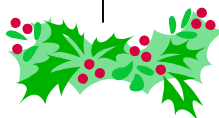
Client Services – press 5

ServicePricing Changes – press 7

Fax: 301-294-4979

Email: clientservices@hayes.ds.adp.com

40 West Gude Drive, Suite 200
Rockville, MD 20850



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:

- **Audi US:** The following sections have been updated through 2003 model year: Internal Accessories, Retail Accessories, Fuel Supply, Fuel Injection, and Exhaust & Emissions.
- **Audi Canada:** The following sections have been updated through 2003 model year: Internal Accessories, Retail Accessories, Fuel Supply, Fuel Injection, and Exhaust & Emissions.
- **Ford US:** The following sections have been updated with 2003 model year data: AtW, Maintenance & Light Repair, Wheels, Hub & Drum, Brakes, Service Menus, A/C & Heating, Cooling System, and Fuel.
- **Ford Canada:** The following sections have been updated with 2003 model year data: Maintenance, Tune Up, Brakes, Service Menus, A/C & Heating, Cooling System, and Fuel.
- **Honda US:** 2003 model year data has been added to the following sections: Engine, Cooling, Engine Electric, and Clutch.
- **VW US:** Now contains 2003 model year data for the following sections: A/C & Heating and Suspension.
- **VW Canada:** Now contains 2003 model year data for the following sections: A/C & Heating and Suspension.

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

Visit www.DealerSuite.com