

Progressive Training Program: Maximizes ServicePricing Benefits

Yes, a new year is upon us once again and offers more promise than ever. As we embark on a new year in 2004, 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 increasing our overall client support services. ADP Hayes-Ligon has developed a progressive training program that promotes our clients' successful use of the ServicePricing product. This program consists of three levels of training to better assist clients operate ServicePricing and understand its many uses. Our research indicates that clients that take advantage of these levels of training realize consistent and profitable results.

The first level of training begins at the install of ServicePricing, when new Onboard clients are provided an interactive computer-based training (CBT) CD. The CBT allows users to review step-by-step instructions at their own pace for service managers, service advisors, technicians, parts counter, and sales functions. In the weeks that follow, clients should participate in the next level of training now available – web-based Coach training (every Tuesday at 1:00 p.m. ET and Thursday at 3:00 p.m. ET). At a nominal cost, Coach training is recommended for new clients as well as existing clients as a refresher course for new service managers or advisors or to view the latest features and functionality of the ServicePricing product. The third and most advanced level of training is conducted for newly-installed clients (within 30-45 days of install) through an onsite dealer visit by a field associate (at a nominal cost).

Maximize your dealership's earning potential by taking advantage of ADP Hayes-Ligon's progressive training program!

REMINDER: Load ZB040E Software

A number of clients on AE6.0 and higher have not yet loaded software release ZB040E. For those users not yet on ZB040E, you are missing out on creating Dealer-Defined operations and Related Repairs* functionality. We urge you to load ZB040E now to take advantage of both these functionalities.

REMINDER: Users do not have to log off their system to load the ZB040E software release. Please note that the AE6.0 (or higher) stack release must be loaded on your system before installing the ZB040E release.

* Related Repairs is only available for select manufacturers.

What's New

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New Year's Schedule

Our office will be closed on Thursday, January 1, 2004, in observance of the New Year holiday. Our Client Service: back to assist you on Friday, 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 and successful New Year!

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.

<u>Dealership</u>	<u>Carline</u>	<u>Contact</u>
Balise Chrysler	Chrysler	Kevin
Balise Ford of Westfield	Ford	Bill
Lakeland Automall Isuzu	Isuzu	Nick
Bountiful Mazda	Mazda	Dennis, Randy
Capitol Mitsubishi	Mitsubishi	Angel
Johnston's Toyota of Monticello	Toyota	Natalie
Kiefer's Eugene Mazda Kia	Mazda	Paul
Lakeland Automall	Mazda	Nick
Lithia Toyota	Toyota	Mike
Riverside Motors	Mercedes-Benz	Shaun
S&S Mazda	Mazda	Neil
Tysinger Mercedes-Benz	Mercedes-Benz	LaDonna

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



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

Visit www.DealerSuite.com

New Enhancements



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

- **Audi US & Canada:** Now contains 2004 model year data for the following sections: Fuel Injection, Exhaust & Emissions, and Engine Electrical.
- **Honda US:** Internal and Retail Accessories sections now contain 2004 model year data.
- **Jaguar US and Jaguar Canada:** The following new operations have been added: **Air Conditioning:** AC08 - A/C Pressure Switch – Replace; AC68 - Clean or Clear A/C drain; AG33 - Pollen Filter – Replace; **Body:** BD81 - Tilt Roof Mechanism – Replace; BO33 - Holder, Cup – Replace; BY58 - Rear View Mirror – Replace; BO32 - Ashtray – Replace; BO35 - Front Lower Valance – Replace; BD14 - Sunvisor – Replace; BY08 - Headliner – Replace; Body – Electrical; BE43 - Radio – Replace; BE68 - Navigation Control Module – Replace; BE92 - Switch, Stop Light/Cruise Control – Replace; **Brakes:** BR11 - Brake Discs; Front – Machine; BR19 - Brake Discs, Rear – Machine; BR59 - ABS Electronic Control Module – Replace; **Cooling:** CS33 - Hose, Water Bypass – Replace; CS80 - Coolant Fan Module – Replace; CS88 - Housing, Thermostat – Replace; CS66 - Radiator Bushings – Replace; CS19 - Water Rail Seals – Replace; **Engine Electrical:** EL04 - Diagnostic Allowance; **Engine Mechanical:** EN26 - Upper Timing Blades – Replace; EN24 - Upper Timing Chain Tensioner – Replace; **Engine Management and Emissions:** EC35 - Inlet Tube to Canister – Replace; EM48 - Canister Close Valve – Replace; **Steering and Suspension:** SR38 - Hub Bearings and Seals, Rear – Replace; SR49 - Wheel Bearing, Front – Replace; SR51 - Control Arm Bushing – Replace; SR92 - Shock Absorber Mount Bushings, Rear – Replace; **Transmission:** TR04 - Differential Output Shaft Bearing(s) and Seal(s) – Replace; TR05 - Final Drive Unit – Replace; TR89 - Differential Pinion Oil Seal – Replace
- **Nissan US:** The entire product has been updated with 2004 model information.
- **Toyota US & Canada:** 2004 Solara, Sienna, 4Runner, Landcruiser, Prius, Camry, RAV4, and Tundra have been added to the product.
- **VW US & Canada:** Now contains 2004 model year data for the following sections: Body, Transmission, Exhaust & Emissions.