



Warranty Wizard: Product Profile

Warranty Wizard™ is the ADP Hayes-Ligon PC-based software that offers the most in warranty administration. This system is the most accurate and up-to-date warranty administration software in the industry today. Warranty clerks claim that they can add 2/10 of an hour per warranty RO by using Warranty Wizard. Take a look at a few of Warranty Wizard's key benefits.



BENEFITS

- ✓ Increases the accuracy of warranty claim submissions and reduces the number of claim rejects.
- ✓ Reduces the quantity and frequency of duplicate claims.
- ✓ Allows both inexperienced and experienced personnel to find labor times quickly and efficiently, thereby improving productivity.
- ✓ Allows the storage of significant amounts of service history data, which is quickly and conveniently accessible.
- ✓ Eliminates the need for a Microfiche reader, bulky books and outside services.

Don't take our word, see what our clients have to say about the benefits of Warranty Wizard...

"Before this program came along, we were using an old out-dated microfiche. [... Warranty Wizard has increased my belief in finding an easy way to do things. The program is simple to use and easy to follow.

— KELLI THOMAS
Tallassee, Alabama

"I have been using the Warranty Wizard program for the past two years. I would highly recommend the Warranty Wizard program as the best labor time guides I have ever used.

— MIKE PROFFITT
Monroe, North Carolina

The Warranty Wizard application is available for Chrysler, Ford, GM, and Toyota. Look for new releases for Mazda, Kia, and Hyundai later this year! Call now to sign up for Warranty Wizard and keep your dealership running smoothly with the most current information available.

What's New

1 Warranty Wizard: Product Profile

2 Tax Calculations: Any Changes?

3 Phone Shop Perfection!

4 New Enhancements

Tax Calculations: Any Changes?

Has your state tax rate changed recently? We are aware that California, in particular, has had recent changes, but because the tax rate varies by jurisdiction we rely on our clients to advise us of the specific changes.



Please review your current *ServicePricing*™ tax calculations. If your tax rate has changed, please contact the ADP Hayes-Ligon Change Group to update your customizations.

In order to ensure accurate pricing quotes from *ServicePricing*™, call our Change Group today for modifications in tax rate, labor times, and rates, etc.

Call the Change Group today at 1-800-523-8477, option 7!

Phone Shop Perfection!

Congratulations to all those who received a 100% score on Phone Shops for the month of December. 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
Budd Baer Inc.	Subaru	Dave
Centroplex Ford	Ford	Chris/Jeff Geary
Champlain Motors Ltd.	Nissan/Canada	Dave
Martin Toyota	Toyota	Cathy Harris
Performance Toyota	Toyota	Rod
Town & County Motors	Toyota	Troy
Trois-Rivieres Nissan	Nissan/Canada	Pierre

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:

New Enhancements (cont'd)

- **Audi Canada** – The following sections have been updated through the 2002 model year: Cooling System, Engine Electrical, Exhaust and Emissions, and Transmission and Driveline.
- **Audi US** – The following sections have been updated through the 2002 model year: Cooling System, Engine Electrical, Exhaust and Emissions, Engine Mechanical, and Transmission and Driveline.
- **BMW** – The following sections have been updated with 2002 model information: 21-Clutch, 23-Manual Transmission, 24-Automatic Transmission, and 26-Propeller Shaft.
- **Ford Canada:** The following sections have been updated through 2002 model year: Air Conditioning, Cooling System, Electrical, Body, and Automatic Trans. In addition, the following new operations have been added: Climate Control Seat Filter – Replace (AC06), Brake Hoses and Lines – Inspect (BR44), Belt(s), Drive – Inspect (CS17), Cooling System Hoses – Inspect (CS45), Cooling System and Hoses – Inspect (CS46), Exhaust System and Heat Shields – Inspect (EX21), Ball Joints – Inspect and Lubricate (FS67), Air Filter – Inspect and Clean (MA13), Fluid Levels - Inspect (MA14).
- **Ford US:** The following sections have been updated through 2002 model year: QCM, AtW, Cooling System, Electrical, Body, and Automatic Trans. In addition, the following new operations have been added: Climate Control Seat Filter – Replace (AC06), Brake Hoses and Lines – Inspect (BR44), Belt(s), Drive – Inspect (CS17), Cooling System Hoses – Inspect (CS45), Cooling System and Hoses – Inspect (CS46), Exhaust System and Heat Shields – Inspect (EX21), Ball Joints – Inspect and Lubricate (FS67), Air Filter – Inspect and Clean (MA13), Fluid Levels - Inspection (MA14).
- **Honda US:** Internal and Retail Accessories sections now contain 2002 CRV data. In addition, the Odyssey Trailer Hitch Package has been added to these sections.
- **Isuzu Commercial Vehicle** – 2002 models have been added to all sections.
- **Toyota Canada & US** – The following sections have been updated with 2002 model information: Engine, Clutch, Electrical, Cooling System, Exhaust, Emission, Air Conditioning, Front Suspension, Rear Suspension, Automatic Transmission, and Standard Transmission.

Client Services Support 1-800-523-8477, option 5
Visit www.DealerSuite.com