

NADA 86th Convention & Exposition



This year's annual National Automotive Dealers Association (NADA) convention and exposition will be held on February 1-4, 2003, in San Francisco, California. Hayes-Ligon will be there to answer any questions you may have about ServicePricing™ and/or Warranty Wizard™.

Be sure to visit the ADP booth to view the latest feature enhancements of ServicePricing™. Ask for Larry Cochran or Shawn Davis at the ADP booth for your demo and information on how to get this enhanced product.

Tax Calculations: Any Changes?



Has your state tax rate changed recently? Because the tax rate varies by jurisdiction, we rely on our clients to advise us of any 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!**

Warranty Wizard Product Upgrades



Exciting news! Warranty Wizard™ Chrysler, GM, and Toyota are all in general release with new enhancements and on CD. Enhancements for these products include: Assembly Diagrams (Toyota), Recall Number Search (GM), and certification on Windows® XP (Chrysler, GM, Toyota). Watch for Warranty Wizard Ford in February with more

enhancements. If you are interested in receiving more information on these products, contact our sales group at 1-800-523-8477, option 2.

What's New

- 1 NADA 86th Convention & Exposition
- 2 Tax Calculations: Any Changes?
- 3 Warranty Wizard Product Upgrades
- 4 New Year's Schedule
- 5 Phone Shop Perfection!

REMINDER...LOAD SV960C/SV970

Service Release SV970 (AE7.0) is in a staggered release, so if you have received AE7.0, please load it now to take advantage of ServicePricing's Related Repairs functionality.

If you have not received AE7.0 and have not yet loaded SV960C, load it now with ZB040E to receive Dealer-Defined operations functionality. **Remember... all users must be logged off the system before loading these releases.**

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.

Dealership

Alexander Imports
Balise Chevy
Balise Chrysler
Bell Imports
Bill Jacobs Motorsports
BMW of Lincoln
Budd Baer Inc.
Centroplex Ford
Champlain Motors LTD.
Erhard BMW
John Markel Ford
Kenneth Hammersley Motors
Larry Miller Toyota-UT
Newcastle Nissan
Paul Miller BMW
Scott Slipp Nissan
Toyota of the Dalles
Van Drisse L/M
Wagner Motor Sales/Boylston
Westlake Motor Ltd.
Williams Auto World

Carline

BMW
Chevrolet
Chrysler
BMW
BMW
Subaru
Ford
Nissan/Canada
BMW
Ford
BMW
Toyota
Nissan/Canada
BMW
Nissan/Canada
Toyota
Ford
BMW
BMW
BMW

Contact

Kim
Fran
Kevin
Todd
Kevin
Corey
Dave
Chris
Dave
Justin
Dennis
Randy
John
Roger
Ken
Lisa
Ron
John
Dave/Tim
Jerry
Gregg

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:

- **Audi US:** Now contains 2003 model year data for the following sections: Engine Electrical, Transmission & Driveline.
- **Audi Canada:** Now contains 2003 model year data for the following sections: Engine Electrical, Transmission & Driveline.
- **BMW:** The Accessory sections have been updated with 2003 model information.
- **Honda US:** Now contains 2003 model year data for the following sections: Brakes, Front Suspension, Steering, Air Conditioning, and Body.
- **KIA:** The 2003 Optima, Rio, Sedona, and Spectra have been added to all sections, except Factory Maintenance.
- **Mercedes-Benz US:** 2003 models have been added to Service Menus, Maintenance, Fuel, and Brakes.
- **Mercedes-Benz Canada:** 2003 models have been added to Service Menus, Maintenance, Fuel, and Brakes.
- **Nissan US:** 2003 models have been added to all sections.
- **VW US:** Now contains 2003 model year data for the Cooling section.
- **VW Canada:** Now contains 2003 model year data for the Cooling section.

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

Visit www.DealerSuite.com