

## NADA 88<sup>th</sup> Annual Convention and Exposition



This year's annual National Automotive Dealers Association (NADA) conference and exposition will be held on January 29 – February 1, 2005, in New Orleans, Louisiana.

ADP Hayes-Ligon will be there to answer any questions you may have about ServicePricing™ and WarrantyWizard™. Be sure to visit us at the ADP booth to view the latest ServicePricing™ service release offering the following features:

- Scheduled Maintenance
- Ability to do more of your own customizations onsite

Visit our booth for a demo and get more information on how to get this new product. We look forward to seeing you there.

### ADP Supports Tsunami Relief Effort



**Our hearts and prayers go out to all those affected by the incomprehensible natural disasters that hit Asia in late December. The ADP Foundation is lending its support to the Red Cross International Relief Fund.**

### REMINDER: Load ZB050C Software

A number of clients on AE6.0 and higher have *not yet* loaded software release ZB050C. For those users not yet on ZB050C, you are missing out on creating Scheduled Maintenance\* and Labor Time Multiplier. We urge you to get this release loaded so you can take advantage of both these functionalities.

#### What's New

- 1 NADA 88<sup>th</sup> Annual Convention & Exposition
- 2 REMINDER: Load ZB050C Software
- 3 Phone Shop Perfection!
- 4 New Enhancements

**REMINDER:** Users *do not* have to log off their system to load the ZB050C software release. Please note that the AE6.0 (or higher) stack release must be loaded on your system before installing the ZB050C release.

\* Available for select manufacturer lines only.

**Helping to provide the best in client and customer satisfaction!**

## 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

Balise Chevy  
Balise Ford of Westfield  
Balise Toyota  
Budd Baer Inc.  
Griffith Motors  
Weidner Volvo  
Thornhill Mazda

### Carline

Chevrolet  
Chevrolet  
Toyota  
Subaru  
Toyota  
Volvo  
Mazda

### Contact

Bob, Raphael  
Curt, Phil  
Bruce  
Dave  
Ron  
Klaus  
Lonnia

### NEED SUPPORT?

You can reach us at ...

**1-800-523-8477**

Accounting – press 1

Sales – press 2

ServicePricing Installation – press 3

Client Services (and WarrantyWizard Installations) -  
press 5

ServicePricing Changes – press 7

**To access a party by extension,  
enter their 4-digit extension and press #**

**Fax: 301-296-7250**

**NOW IN EFFECT:  
NEW CLIENT SERVICES  
EMAIL ADDRESS!!!  
client\_support@adp.com**

401 N. Washington Street  
Suite 300  
Rockville, MD 20850



## 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:** 2005 model year data has been added to the Engine Electrical section.
- **Audi Canada:** 2005 model year data has been added to the Engine Electrical section.
- **Ford US:** The Quality Care Maintenance (QCM) module has been updated with 2005 data.
- **Mercedes-Benz US:** 2005 models have been added to the Maintenance section.
- **Mercedes-Benz Canada:** 2005 models have been added to the Maintenance section.
- **Nissan US:** Scheduled Maintenance has been updated with 2005 model year for all models except Frontier and Xterra. The Accessories section has been updated with 2005 model year for all models except Frontier, Pathfinder and Xterra.
- **Nissan Canada:** Scheduled Maintenance has been updated with 2005 model year for all models except Frontier and Xterra. The Accessories section has been updated with 2005 model year for all models except Armada, Frontier, Titan and Xterra.
- **Toyota US:** Now contains 2005 model year data for the following models: Celica, MR2 Spyder, Prius, Sequoia, Sienna, Solara, Tacoma, and Tundra.
- **Toyota Canada:** Now contains 2005 model year data for the following models: Celica, MR2 Spyder, Prius, Sequoia, Sienna, Solara, Tacoma, and Tundra.
- **VW US:** The following sections have been updated with 2005 model year data: A/C & Heating, Cooling, Exhaust & Emissions, and Transmission & Driveline.
- **VW Canada:** The following sections have been updated with 2005 model year data: A/C & Heating, Cooling, Exhaust & Emissions, and Transmission & Driveline.

**Client Services Support 1-800-523-8477, option 5  
Visit [www.DealerSuite.com](http://www.DealerSuite.com)**