

Automotive Experience: Did You Know Our Story?

Did you know ...that ADP's Vehicle Publications staff has 300+ years of combined automotive experience? It's true. Our eighteen technical editors have each worked an average of 15+ years as Service Managers, Service Advisors, Parts Managers and Parts Counter personnel.

Did you know ...that as technical editors, they are responsible for researching, formatting, and updating the vehicle data (including parts, labor, service and parts bulletins), which is reflected in your products? Yes, it's true. Their research involves collecting and assembling raw data from the manufacturer and external sources such as MOTOR Times and Walkers Exhaust. This internal expertise is the "vehicle" that gives you highly accurate data, which conforms to manufacturer specifications.

Did you know ...that by offering this diversity of automotive expertise you are getting the most current vehicle data available for *ServicePricing™* and *Warranty Wizard™*?

If you didn't know ... you do now. Now that we have given you some background on our expertise, here's your chance to tell us how *ServicePricing™* and *Warranty Wizard™* have been working for you.

Have you seen this client survey, pictured left? We would appreciate it if you would take the time to complete the survey and return the reply card by mail or fax. Your feedback will help us improve our products and services. Remember, your comments will help us meet your needs.



Memorial Holiday Schedule

What's New

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Although our offices will be observing Memorial Day on Monday, May 28th, our Client Services staff will be available to assist you from 8:30 a.m. to 5:00 p.m. Eastern Time (ET).



We wish you a happy and safe holiday weekend!

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 March. They all gave to-the-penny quotes, did not transfer the incoming callers to alternative departments, and asked the caller for their business.

Asheboro Honda	Dean
Asheboro Nissan	Allen
Autohaus Harrisburg Inc	Ed
Balise Chrysler	Kevin
Cascade Porsche	Jill
Fitzgerald Toyota	Mark, Sandy
Honda de Sigi	William
Latreille Nissan	Daniel
LuJack Northpark Subaru	Simon
Martin Oldsmobile	Kathy
Ray Catena Imports Inc	Michael
Schneider & Nelson Porsche	Peter
Southern Oregon Subaru	Jason
Sunnyside Porsche	Jim
Thomas Motors L/M	Ron
Town & County Motors	Troy
Uebelhor & Sons	Chester
Van Drisse L/M	John, Kim

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Fax: 301-294-4979

Accounting – press 1

Sales – press 2

Installation – press 3

Client Services – press 5

ServicePricing Changes – press 7

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:

- **BMW:** Section 00 – Maintenance-Additional data for the 2001 Model Year E39's, 2001 E46 M3, and 2001 Z3M has been added.
- **Honda US:** Two new operations for Odyssey have been added to the Accessories sections. Kelton-bassworks, Subwoofer (IN22/RE22) and In Vehicle Entertainment System (ID27/RD27).
- **Mercedes-Benz Canada:** The following sections have been updated with 2001 model information: Engine, Engine Electrical, Cooling System, Clutch, Standard Transmission, and Automatic Transmission.
- **Mercedes-Benz US:** The following sections have been updated with 2001 model information: Engine, Engine Electrical, Cooling System, Clutch, Standard Transmission, and Automatic Transmission.
- **Mitsubishi:** 2000-2001 data has been added to the following sections: Internal Accessory, Retail Accessories, and Maintenance.

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Visit www.DealerSuite.com