



The Whole Picture: ServicePricing™ & Warranty Wizard™



In our continued quest to provide you with exceptional services and products, ADP Hayes-Ligon is working steady fast to develop innovative business solutions for today and the future. In the last 10+ years, we have expanded and made significant advances in our product features, functionality, and service.

Here's a quick review of available ServicePricing and Warranty Wizard products:

Stay tuned for more exciting news on product upgrades.

For more information on our products, please contact the Sales Department at 1-800-523-8477, option 2.

PRODUCTS

Carline	ServicePricing™					Warranty Wizard™
	Manual	PC Windows	ADP DMS	MOTOR (Chilton)		
Acura	◆◆	◆◆	◆◆	◆		
Audi	◆◆	◆◆	◆◆			
BMW	◆	◆	◆			
Chrysler	◆◆	◆◆	◆◆	◆◆	◆◆	
Ford	◆	◆◆◆	◆◆◆	◆◆	◆◆	
GM	◆	◆◆	◆◆	◆◆	◆◆	
Honda	◆◆	◆◆	◆◆	◆	◆	
Hyundai	◆	◆	◆		◆	
Isuzu	◆	◆	◆			
Jaguar	◆◆	◆◆	◆◆			
Kia	◆	◆	◆		◆	
Mazda	◆◆	◆◆	◆◆	◆◆	◆	
Mercedes	◆◆	◆◆	◆◆			
Mitsubishi	◆	◆	◆			
Nissan	◆◆	◆◆	◆◆			
Porsche	◆	◆	◆			
Subaru	◆	◆	◆			
Toyota	◆◆	◆◆	◆◆		◆◆	
VW	◆◆	◆◆	◆◆			
Volvo	◆◆	◆◆	◆◆			

◆ U.S. ◆ Canada ◆ QCM/AtW ◆ In Field Test ◆ In Development

What's New

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ServicePricing™ & Warranty Wizard™

2 Memorial Day Schedule

3 Phone Shop Perfection!

4 New Enhancements

Memorial Day Schedule

Although our offices will be observing Memorial Day on Monday, May 27th, 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.

Dealership

Balise Chevy
Balise Chrysler
Champlain Motors Ltd.
Classic Cadillac
DeNooyer Chevrolet
Fitzgerald Toyota
Huntington Kia Superstore
John Markel Ford
Latreille Nissan
Romano Toyota
Ron Tonkin Kia
Royal Toyota
Santa Fe Imports Inc
Savage BMW
Southern Oregon Subaru
Town & County Motors
Toyota of Puyallup
Toyota of the Dalles
Tynans Kia
Wheeler Kia

Carline

Chevrolet
Chrysler
Nissan/Canada
Cadillac
Chevrolet
Toyota
Kia
Ford
Nissan/Canada
Toyota
Kia
Toyota
Mazda
BMW
Subaru
Toyota
Toyota
Toyota
Kia
Kia

Contact

Fran
Kevin/Lorraine
Dave
Glenn M.
Jeff
Sandy
Charlie S.
Dennis
Daniel
Pat
Teresa M.
Shawn
Mark
Jim
Chris
Troy
Steve
Ron
Robert D.
Shannon R.

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 new operation MA01 – State Inspection.
- **BMW** – The following sections have been updated with 2002 model information: 11-Engine, 32-Steering, and 65-Radio and Special Equipment. New operation MA01 – State Inspection has been added to the Maintenance section.
- **Honda US:** Internal and Retail Accessories sections now contain 2003 data for the Civic Hybrid.
- **Isuzu US:** Now contains new operation MA01 – State Inspection.
- **Jaguar US:** Now contains new operation MA01 – State Inspection.
- **Mercedes-Benz US** – The following sections have been updated with 2002 model information and the 2003 SL Class: Automatic Transmission, Clutch, Cooling System, Engine Electrical, Front Suspension, Rear Suspension, Standard Transmission, and Steering.
- **Mercedes-Benz Canada** – The following sections have been updated with 2002 model information and the 2003 SL Class: Automatic Transmission, Clutch, Cooling System, Engine Electrical, Front Suspension, Rear Suspension, Standard Transmission, and Steering.
- **Porsche US:** Now contains new operation MA01 – State Inspection.
- **Subaru** – 2003 Forester accessories have been added.
- **VW US:** Model year data through 2002 has been added to the following sections: Service Menus and Maintenance. New operation MA01 – State Inspection has been added to the Maintenance section.
- **VW Canada:** Model year data through 2002 has been added to the following sections: Service Menus, and Maintenance.

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