



Automotive Experience: Did You Know Our Story?

Did you know ...that ADP's Vehicle Publications staff has 400+ years of combined automotive experience? It's true. Our technical editors have each worked an average of 20 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.

We would appreciate it if you would take the time to complete any surveys you may have received and return the reply cards by mail or fax. Your feedback will help us improve our products and services. Remember, your comments will help us meet your needs.

Reminder: Load ServicePricing ZB040E Software Release

ServicePricing release ZB040E has been in a staggered release since December. If you have received the ZB040E CD and have not yet loaded it, please load now to take advantage of the Related Repairs functionality.

REMINDER: Users do not have to log off their system to load this software release.

What's New

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New Product: WarrantyWizard Nissan

Good News! WarrantyWizard™ Nissan is in general release! Features for this product include: Failed Part to OpCode Cross-Reference, Symptom and Diagnosis warranty codes, and Assembly Drawings.



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

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 April. 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
Balise Ford of Westfield
Balise Toyota
Bob Howard Crown Auto World
Broncho BMW
Classic Cadillac
Dan Kruse BMW
Hanlees Chevrolet-Geo-Toyota
Jake Sweeney BMW
Jon Murdock Inc.
Lake Tahoe Isuzu Auto Village
Libertyville Mitsubishi
Marty Sussman Leasing Inc.
Mazda of Milford
Reliable BMW
Ridgefield European Motors
Toyota of Oxnard
Wagner Motor Sales

Carline

Chevrolet
Chrysler
Ford
Toyota
BMW
BMW
Cadillac
BMW
Toyota
BMW
Mitsubishi
Isuzu
Mitsubishi
BMW
Mazda
BMW
BMW
Toyota
BMW

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Bud C., Lisa C.
Jay
Lisa
Derrick
Keith
Mike
Victor
Ed, Eddie
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Dave
Hillary, Steve
Chris
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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:

- **BMW:** The following sections have been updated with 2003 model information: 61-Electrical, 62-Instruments, 63-Lights, 64-A/C and Heating, 65-Radio/Special Equipment, and 32-Steering. This completes the 2003 model year update.
- **Isuzu Light Vehicle:** The 2003 model year update has been completed.
- **KIA:** The 2003 Sorento has been added. This completes the 2003 model year update.
- **Volvo US:** The 2003 model year update has been completed.
- **Volvo Canada:** The 2003 model year update has been completed.

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