



N e w s l e t t e r

Volume 3, Issue 1

January 2000

More Phone Shop Perfection

Congratulations to all those who received a 100% score on Phone Shops for the month of November. They all gave to-the-penny quotes, did not transfer the incoming callers to alternate departments, and asked the caller for their business.

- | | |
|------------------------------|----------|
| Capitale Nissan | Martin |
| Contemporary Cars Porsche | Kevin |
| Deery Brothers Mazda | Gary |
| Fred Lavery Company | Tim |
| Giles Volvo | Vicki |
| Granby Nissan, Inc. | Francois |
| Heller Ford | Nelson |
| Inver Hills Mazda | Steve |
| Jackie Cooper Nissan | Randy |
| Martin Honda | Andy |
| Martin Honda | Joe |
| Martin Honda | Mark |
| Martin Honda | Milly |
| Martin Mazda | Bill |
| Martin Mazda | Chuck |
| Martin Oldsmobile | Bill |
| Martin Oldsmobile | Chuck |
| Martin Oldsmobile | Mike |
| Martin Oldsmobile | Tony |
| McCrea Nissan | Brian |
| Prestige Acura | Fred |
| Reeves Import Motorcars Inc. | Skip |
| Scholfield Porsche | Tony |
| Sonnen Porsche | Al |
| Stead Porsche | Paolo |
| Town Toyota, Inc. | Tracy |

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. The following are the newest enhancements:

BMW: Sections 61 Electrical and 63 Lights now contain 1999 models and model year 2000 E46 3 series information. A new operation, Transmission, Automatic – Replace (AT30) has been added to Section 24 Automatic Transmission.

GM US: All products except S/T Series trucks now contain 2000 model year data.

Honda Canada: Internal and Retail Accessory sections now contain 2000 model year data.

Honda US: 2000 model year including S2000 added to Service Menu, Maintenance, Cooling, Engine Electric, and Engine section.

Nissan Canada: 2000 model year accessories for Altima have been added to Internal and Retail Accessory sections.

Toyota Canada: All sections now contain 2000 model year information.

Toyota US: All sections now contain 2000 model year information



To contact us, please write to:
ADP Hayes-Ligon
40 West Gude Drive, Suite 200
Rockville, MD 20850
Or call 1(800) 523-8477

Happy New Year