

PLEASE ROUTE TO SERVICE MANAGER...

# ADP SERVICE PRICING

## Newsletter

Helping to provide the best in client and customer satisfaction!

Volume 3, Issue 10

October 2000



My greatest satisfaction comes from working with our clients and being able to introduce new benefits of our products and how they can save them time and money.

Our sales team works closely with clients to determine their needs and offers additional products that are guaranteed to increase dealership revenue. As a current *ServicePricing*<sup>TM</sup> client, you may decide you need *Warranty Wizard*<sup>TM</sup> to increase the accuracy of warranty claim submissions, reduce claim rejections, and improve productivity. Or maybe you need Motors Chilton Labor Times, recognized as the leader of labor guides in the automotive industry, to customize your *ServicePricing*<sup>TM</sup> system and replace your factory times and multiplier.

I welcome anyone who doesn't already receive "mystery phone shops" service to register today! This service is offered to dealerships to ensure that they are using the product correctly. During phone shops, Service Advisors are rated on their ability to increase customer satisfaction in four ways. Does your dealership...



### Smile on the Phone!

Customers Appreciate a Warm Greeting.



### Ask the Right Questions!

- Listen to the customer's concerns
- Clarify anything you don't understand
- Identify the possible solution.



### Quote an Exact Price!

Avoid language that suggests uncertainty, like "about" or "roughly".



### Ask for the Business!

Give customers a choice – it's polite, and a good sales technique.

If you would like to enroll for this service, please contact Cassandra Hill at 1-800-523-8477, ext. 485. Whether you are shopping for help in warranty claims, labor time guides or increasing your customer service, we would like to help in each area.

*I look forward to this opportunity...*

*Shadia Terrell*

Sales/Product Utilization Manager  
1-800-523-8477, ext. 427

*"It is my World Class Service Goal that we provide a qualified sales staff that can provide detailed information regarding the benefits and features of ServicePricing<sup>TM</sup> and Warranty Wizard<sup>TM</sup>. Our goal also is to 'mystery phone shop' Service Advisors to assess proper skills and product usage. Further, that we offer constructive results to our manufacturer and client partners in an analytical and timely manner."*



### Columbus Day Holiday

We extend our warm wishes to you over the holiday weekend! Our office will be open for business as usual Columbus Day on Monday, October 9<sup>th</sup>. Our Client Services staff will be available to assist you from 8:30 a.m. – 7:00 p.m. Eastern Time. Call us at **1-800-523-8477, option 5.**

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## More Phone Shop Perfection!

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

Acura de Laval	Phillip
Acura Gabriel	Odette
Asheboro Honda Mazda	Dean & Sandy
Asheboro Nissan	Alan & Jeff
Auto Frank et Michel	Julie
Balise Chrysler	Lorraine
Bisson Chevrolet Oldsmobile Inc.	E. Allain Bisson
Capitale Nissan	Martin
Deland Toyota	John
Dunmire Mazda	Jerry
Hamel Pontiac Buick GMC Ltd.	Pierre
Honda de Blainville	Albert
Honda de Terrebonne	Richard
King Mitsubishi	Rafael
Levy Honda	Martin
Longueuil Honda	Nadine
Mercier Nissan	Sylvain
Mossy Nissan Kearny Mesa	Tom
Porsche of North Orlando	Kevin
Orangeville Honda	Kevin
Quality Toyota	Mark
Red McCombs Isuzu	Rick
Reeves Import Motorcars Inc.	
Porsche	Skip
Scholfield Porsche	Tony
Sonnen Motorcars Inc	Al
Ste Rose Honda	Jean
Terry Shaver Mazda	Ben
Terry Shaver Pontiac	Tim
Trois-Rivieres Honda	Rene
Vancouver Honda	John
Woodall Mazda	Tommie

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## 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 11 (Engine) has been updated with 2000 model year data. This completes the 2000 model year update.
- **Chrysler Canada:** The following sections have been updated: Fuel, Maintenance, Service Menus, Tune-Up, and Air Conditioning.

- **Chrysler US:** The following sections have been updated: Fuel, Maintenance, Service Menus, Tune-Up, and Air Conditioning.
- **Ford Canada:** Now contains 2000 model year data for all sections. New operations FS11 “Hub Assembly, Front – Replace” and RS43 “Hub assembly, Rear – Replace” have been added to the Wheel Hubs and Drum, and Rear Suspension sections respectively. The latest Walker Exhaust information has been added to the Exhaust section.
- **Ford US:** Now contains 2000 model year data for all sections. New operations EN90 “Valve Grind – Labor Only”, FS11 “Hub Assembly, Front – Replace” and RS43 “Hub assembly, Rear – Replace” have been added to the Engine, Wheel Hubs and Drum, and Rear Suspension sections respectively.
- **GM Canada:** A new operation, EN42 “Engine Oil Cooler Hose, Replace” has been added to the Engine section. Walker Exhaust, EX63, has been updated.
- **GM US:** A new operation, EN42 “Engine Oil Cooler Hose, Replace” has been added to the Engine section.
- **Isuzu Commercial Vehicles:** 2000 model year information for FSR, FTR, and FVR has been added to the Service Menu Section. 2001 model year information for NPR, NQR, and FRR has been added to the following sections: Service Menus, Air Conditioning, Body, Brakes, Clutch, Cooling System, Electrical, Engine, Exhaust, Front Suspension, Fuel, Maintenance, Rear Suspension, and Tune Up.
- **Isuzu Light Vehicle:** 2000 model year data has been added to the Internal and Retail Accessories sections.
- **Jaguar Canada & US:** Now contains 2000 model year data for all sections.
- **Mercedes Benz Canada & US:** The Brakes section has been updated with 2000 model year information.

  
**SERVICE PRICING**  
**WARRANTY WIZARD**

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