

Surviving the Aftermath: An Industry's Recovery



It has been weeks since the September 11th terrorist attack on our nation, and we are still reeling from it all. In the immediate hours and days following the attack, the nation grieved for the loss of innocent lives, broken families, and missing persons still unconfirmed. Now weeks after the aftermath, the U.S. is battling industry closings, employee layoffs, wavering stock values, and the overall uncertainty of consumer reactions.

Like other industries, the automotive industry is also feeling the effects of slower sales activity and customer concern. What does this mean? And how long will it last? That is uncertain, but consultants J.D. Power & Associates and other industry analysts report that the impact is likely to be short-lived with a gradual recovery in the upcoming months.

J. D. Power's senior vice president of Global Forecasting, Van Bussmann, says "the downward pressure on the production and sales of new vehicles is likely to intensify during the next several months, but aggressive incentive programs already in place will probably be enhanced to prevent sales from dropping too sharply. In the long run, sales of new vehicles won't be noticeably affected."

The next few months promise to be tough, as we work to overcome the devastating effects of terrorism to our nation's economy. One thing is certain, we will have to work together as an industry to improve customer confidence.

— WSJ Staff Reporter, *The Wall Street Journal*

ADP joins the nation in mourning with all those affected by the tragic events of September 11th. We are currently doing everything in our power to ensure that our clients' needs are being met.

What's New

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Columbus Day Schedule

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 8th. Our Client Services staff will be available to assist you from 8:00 a.m. – 7:00 p.m. Eastern Time. Call us at **1-800-523-8477, option 5.**



Have a happy and safe holiday!

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 August. 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 Mazda	Dean
Bakersfield Mitsubishi	Jeremy
Balise Chevy	Fran
Balise Chrysler	Kevin, Lorraine
Balise-Toyota	Conny
Classic Cadillac	Lisa Cash
Clint Newell Motors – Toyota	Frank
Costa Mesa Mitsubishi	Chris
Harper's Porsche	Doug
Jackie Cooper Imports	Randy
Keyes Toyota	Paul
McDonald Auto	Josh
Modesto Mitsubishi	Frank
Parktown Porsche	Jeff
Porsche of North Orlando	Kevin
Quality Toyota	Chris
Rickenbaugh Volvo	John
Santa Fe Mitsubishi	James
Terry Shaver Mazda	Ben, Steve
Toyota of Puyallup	Steve

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:

- **Acura Canada:** Now contains 2001 model year data for all models.
- **BMW** – Accessory information has been added for the X5 SAV.
- **Ford US & Ford Canada:** The following operations have been added: Section - Electrical - Battery Load / Charge Test (EL 63); Emission - Sensor, Cylinder Head Temperature - Replace (EC06); Canister, Evaporative Emissions - Replace (EC65); Monitor, Catalyst Exhaust Gas Oxygen - Replace (EC56); Automatic Trans. - Additional labor time has been added to (AT42) and (AT43); **Ford US** -Standard Trans. - Additional labor time has been added to (ST04); **Ford Canada** – Manual Trans. & Clutch: - Additional labor time has been added to (ST04); Rear Suspension - Link, Stabilizer Bar (Rear) - Replace (RS23); Stabilizer Bar & Bushings (Rear) - Replace (RS83); Stabilizer Bushings (Rear) - Replace (SR92); Stabilizer End Repair Kit (Rear) – Replace (RS24); Front Suspension - Ball Joints, Upper and Lower (Front) – Replace (FS34)
- **Subaru** – 2002 models have been added to all sections.
- **Volvo US** – 2001 model information has been added to all sections.
- **Volvo Canada** – 2001 model information has been added to all sections except Internal and Retail Accessories.

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