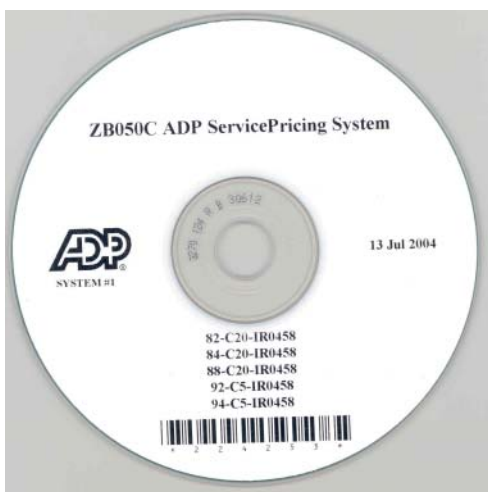


ServicePricing Upgrade: ZB050C New Release



Have you seen this CD? If so, please load it immediately to take advantage of the latest functionality ServicePricing ZB050C has to offer! This release offers the enhancements dealers have requested so don't hesitate to begin maximizing your dealership's earning potential.

It only takes 5 minutes to load so why wait? Here's a glance at some of the new features:

- **Scheduled Maintenance** (*available for select manufacturer lines only*) – allows user to select a service interval (ranging from 3K/5K to 150K) and view a list of sub-operations and descriptions that exactly mirror owners' manual specifications.
- **Labor Time Multiplier** – allows user to modify a Labor Time Multipliers/escalators at the account and section levels. Users also have the capability to force a labor time and/or dollar amount at the Operation level.

Many clients have already installed ZB050C and are receiving these benefits and more! So what are you waiting for?

ADP sympathizes with those affected by Hurricanes Charley, Frances and Ivan. If your dealership is in need of assistance, please do not hesitate to let us know how we can be of greater service. Contact our Client Services group at 800-523-8477, option 5.

ServicePricing: More Operations!

Our Vehicle Publications staff has been busy with the recent building of Related Repairs, Scheduled Maintenance, Accessories, and now, many more operations. In an effort to serve our clients better and to provide superior products, the ADP Hayes-Ligon Vehicle Publications group has created over 1,000 additional service operations. These new operations will be accessible for a number of manufacturers with their October updates. Be sure to review the Vehicle Enhancement section of this newsletter on page 2 for details.

What's New

- 1 ServicePricing Upgrade: ZB050C New Release
- 2 ServicePricing: More Operations!
- 3 Columbus Day (US)/ Thanksgiving Day (Canada) Schedule
- 4 Phone Shop Perfection!
- 5 New Enhancements

Following the release of the new operations, our Vehicle Publications group will transition their focus on building 2005 models in the ServicePricing products. Be sure to look for future updates with 2005 models.

Columbus Day (U.S.)/ Thanksgiving Day (Canada) Schedule

We extend our warm wishes to those observing Columbus Day and the Canadian Thanksgiving! Our office will be open for business as usual on Monday, October 11th. 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.



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.

Dealership

Balise Chevy
Balise Ford of Westfield
Balise Ford of Wilbraham
Balise Lexus
Balise Motors – Mazda
Balise Toyota
BMW of Woodland
Dan Nelson Mazda
Lithia Toyota
Lujack Northpark Mazda
Oldhams Car
Phillips Ford
Quality Toyota
S&S Mazda
Soskin Cape Mitsubishi
Toyota of Puyallup
Tysinger Mercedes-Benz
University VW Mazda
Wheeler Toyota

Carline

Chevrolet
Ford
Ford
Lexus
Mazda
Toyota
BMW
Mazda
Toyota
Mazda
Subaru
Ford
Toyota
Mazda
Mitsubishi
Toyota
Mercedes-Benz
Mazda
Toyota

Contact

Fran, Rafael
Kurt
Jessica
Courtney
Shawn
Alba, Steve
Jeff, Rick
Bill
Mike
Jessie
Brian
Darrell
Mark
Neo
Tammy
Mike
LaDonna
Debbie
Mike

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Accounting – press 1

Sales – press 2

ServicePricing Installation – press 3

Client Services (and WarrantyWizard Installations) -
press 5

ServicePricing Changes – press 7

**To access a party by extension,
press 6, enter their 4-digit extension
and press #**

Fax: 301-296-7250

**NOW IN EFFECT:
NEW CLIENT SERVICES
EMAIL ADDRESS!!!
client_support@adp.com**

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.

- **Acura Canada:** Now contains 2004 data for all sections.
- **Audi US & Canada:** Nine (9) new operations added.
- **Ford US:** Now contains 2 new sections: Internal Accessories and Retail Accessories. Twelve (12) additional operations have been added to the following US carlines: Ford, Mercury, Lincoln, and Ford Light Truck.
- **Ford Canada:** Now contains 2 new sections: Internal Accessories and Retail Accessories. Twelve (12) additional operations have been added to the following carlines: Passenger Car, Sport Utility, Van/Mini Van, and Light Truck.
- **General Motors:** All General Motors products now contain 2 new sections: Internal Accessories and Retail Accessories. In addition, 2005 model year data has been added to the following sections: Maintenance, Tune-Up, and Scheduled Maintenance.



General Motors US & Canada: Accessory information has been added to carlines, including Hummer. In addition, approximately 20 new service operations have been added to each of the carlines.

- **Honda Canada:** Ten (10) new operations have been added.
- **Honda US:** Seven (7) new operations have been added.
- **Mazda US & Canada:** Seventeen (17) new operations have been added.
- **Porsche US & Canada:** Thirty (30) new operations have been added.
- **VW US & Canada:** Now contains 2004 Phaeton data for all sections. Nine (9) additional operations have been added.



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