

PLEASE ROUTE
TO SERVICE MANAGER



ADP Hayes-Ligon
SERVICE PRICING™
WARRANTY WIZARD™

Newsletter

Volume 3, Issue 11

November 2000

A Message from our Media Publications Supervisor...

My daily mission is to insure we produce updates with the highest level of accuracy, timeliness, and professionalism. We are able to accomplish this by utilizing internal quality control processes and maintaining effective working relationships with manufacturers.



Together with manufacturers, we use strategic planning to assist in forecasting heavy updates. Advanced notification of upcoming updates by manufacturers enables us to prepare for mailings. Mailings are prepared following our quality assurance guidelines:

- ✓ Inspecting mailing addresses for proper labeling
- ✓ Inspecting addresses for duplicates
- ✓ Performing quality check of update tapes
- ✓ Insuring all information inserts are included in package

Our production staff works to guarantee clients receive updates before their effective dates. Once received, update tapes, disks, and replacement pages are quickly reproduced, quality controlled, and packaged for immediate first-class mailing.

With these measures combined, you are sure to receive precise updates quickly. If you would like to have more information sent to you on any of our products, please contact Client Services Support at 1-800-523-8477, option 5. We would be glad to send you more information.

Dwayne Terrell

Media Publications Supervisor
1-800-523-8477, ext. 417

"It is my World Class Service Goal that we provide updates that arrive at your dealership prior to their effective dates, in clean professional packaging and directed to the appropriate departments."

We accept nothing less than World Class Service!

What's New

- 1** A Message from our Media Publications Supervisor
- 2** New Products
- 3** Thanksgiving Holiday
- 4** Phone Shop Perfection!
- 5** New Enhancements

Thanksgiving Holiday

We extend our warm wishes to you over the holiday weekend! Our office will be closed on Thursday, November 23rd, in observance of Thanksgiving. Our Client Services staff will be available to assist you on Friday, November 24th, 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!

More Phone Shop Perfection!

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

Acura East	Sheila
Acura Optima	Carl
Appleway Mitsubishi	Jenny
Asheboro Honda	Dan, Dean, Cindy
Asheboro Nissan	Allan, Jeff
Balise Chrysler	Lorraine
BaliseToyota	Bruce
Brantford Honda	Sharon
Burdick Toyota	Mark
Carter-Hughes Toyota	Todd
Champion Mitsubishi	Bryant
Champlain Motors LTD.	Dave
Courtesy Mitsubishi	Russ
Down East Buick	Herb
Downtown Acura	Robert
Fitzgerald Toyota	Sandy
Fred Brown Mazda BMW VW	Drew
Goodwin's Volvo Mazda	Brian
Houle & Freres Nissan	Richard
Irwin Toyota	Ron
John Markel Ford	Dennis, Scott
John Markel Ford	Martin
Latreille Nissan	Daniel
Marion Toyota Mitsubishi	Don
Martin Mazda	Bill
Mock's Ford	Tom
Modesto European	Dave
Pauly Toyota	Russ
Ray Catena Imports Inc	Michael
Regina Honda	Troy
Romano Toyota	Pat
Royal Toyota	John
Sauter Toyota	Carl
Southern Oregon Mitsubishi	Jason
Southern Oregon Subaru	Chris
T&T Honda	Salim
Terrace Gate Acura	Joel
Terry Shaver Mazda	Ben
Terry Shaver Pontiac	Tim
Thomas Motors L/M	Ron
Town & County Motors	Troy
Twin City Toyota	Brett
Van Drisse L/M	John

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 US:** 2001 model year data has been added to Internal and Retail Accessories sections.
- **BMW:** The following sections now contain 2001 model information: 00-Maintenance, 13-Fuel System, 34-Brakes, and 36-Wheels and Tires.
- **Honda US:** 2001 model year data has been added to Internal and Retail Accessories sections.
- **Kia:** The 2000-2001 Spectra and 2001 Rio have been added to the product.
- **Mercedes Benz Canada:** The following section now contains 2000 model information: Fuel
- **Mercedes Benz US:** The following section now contains 2000 model information: Fuel
- **Volkswagen Canada:** The following sections now contain 2000 model year information: Air Conditioning, Maintenance, Service Menus, Brakes, Cooling System, Engine Mechanical, and Engine.
- **Volkswagen US:** The following sections now contain 2000 model year information: Air Conditioning, Maintenance, Service Menus, Brakes, Cooling System, Engine Mechanical, and Engine.

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