

What's on the Horizon: New Warranty Wizard™ Products

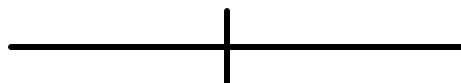


ADP Hayes-Ligon has had a busy and productive year with improvements in product development and client support. This year in product enhancements, we successfully completed field-test and began general release of SV952. ADP's Service Release SV952C includes enhancements on myautogarage.com as well as enhanced ServicePricing functionality. Currently in field-test, ZB040 will soon follow SV952 offering users more options in adding, deleting, and updating labor operations. With this success in ServicePricing, we are proud to announce our upcoming Warranty Wizard products.

Thousands of clients benefit each day from Warranty Wizard™, the leading PC-based warranty claim software. ADP is now proud to announce Warranty Wizard for Mazda. Key features include the display of Symptom and Damage Codes, OpCode and Word Search, VIN Verification, and Assembly Diagrams that display part locations. This product is currently in field-test. Look for more information on general release in coming months.

Warranty Wizard™ GM (Windows) will now offer Part Number and Part Group to Labor Operation Cross Reference capability. This release will also introduce Nugget Notes™ for select operations. The Notes include special policy labor operations, bulletin numbers, the latest policy changes, and suggestions on materials, labor and allowances that may be applicable for an operation.

Warranty Wizard is also available for Chrysler, Ford, GM, and Toyota.



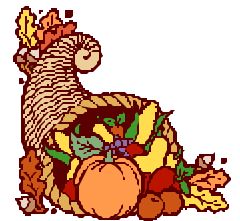
ADP joins the nation in mourning with all those affected by the tragic events of September 11th. We are currently doing everything in our power to ensure that our clients' needs are being met.

What's New

- 1 What's on the Horizon:
New Warranty Wizard™ Products**
- 2 Thanksgiving Holiday**
- 3 Phone Shop Perfection!**
- 4 New Enhancements**

Thanksgiving Holiday

We extend our warm wishes to you over the holiday! Our office will be closed on Thursday, November 22nd, in observance of Thanksgiving. Our Client Services staff will be available to assist you on Friday, November 23 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 September. 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 Chrysler
Bill Cook Porsche
Bob Peters Nissan, Ltd.
Budd Baer Inc.
Champlain Motors
Classic Cadillac
DeNooyer Chevrolet
Don Rosen Imports
Fred Beans Mitsubishi
Martin Mazda
Newcastle Nissan
Premier Motorcars of Santa Fe
Romano Toyota
Stoddard Imported Cars
Terry Shaver Pontiac
Thayer Toyota
Thomas Motors L/M
Town & County Motors
Toyota of Puyallup
Trois-Rivieres Nissan
Wilder Toyota

Carline

Chrysler
Porsche
Nissan/Canada
Subaru
Nissan/Canada
Cadillac
Chevrolet
Porsche
Mitsubishi
Mazda
Nissan/Canada
Subaru
Toyota
Porsche
Pontiac
Toyota
Lincoln
Toyota
Toyota
Nissan/Canada
Toyota

Contact

Lorraine
Mike
Wade
Dave
Clarence
Lisa Cash
Jeff
Mike
Dan
Chuck
Roger
Mark
Pat
Cindy/John
Ben
Brad
Ron
Troy
Mike
Richard
Matt

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:

- **BMW:** 2001 M3 information has been added to the product.
- **Honda US:** The following sections now contain 2002 model year data except for CR-V: Internal Accessories, Retail Accessories, Service Menus, Factory Maintenance, Engine and Maintenance.
- **Porsche Canada:** Now contains 2001 model year data and new operation (MA59) Serpentine Belt - Replace.
- **Porsche US:** Now contains 2001 model year data and new operation (MA59) Serpentine Belt - Replace.



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