



N e w s l e t t e r

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Need More Information?

To guarantee that all of our clients have the current product documentation for ServicePricing and Warranty Wizard, we are now offering a complete documentation replacement service. This is a free service for all ServicePricing and Warranty Wizard clients. We know that along with a quality product, accurate and easy information on the product is extremely important. Therefore, we want to give you the opportunity to obtain any documentation that you may be missing. Below is an order form that can be cut out and returned to **ADP Hayes-Ligon 40 West Gude Drive, Suite 200, Rockville, MD 20850**. Make sure to include the name of your dealership, address, phone number, your name, and an email address (if available) with your order request. For more information, or to order by phone, please call 1-800-523-8477, option 5.

Newsletter Changes

We're making changes here at ADP Hayes-Ligon to better serve you, our clients. In the coming months we will be redesigning our newsletter to improve the way that we inform, support, and interest our clients. We hope that you will enjoy the new changes, which will include sections on technical support tips; Warranty Wizard and ServicePricing detailed news; automotive industry news; best practices hints and tips; contests and more. Look out for a different look, some added color and pictures of spotlighted dealerships and dealership staff members. If there are any areas that you would like to see covered in upcoming newsletters, please let us know. It is our intent to improve the way we provide information to you, which is the key to a successful product. More importantly, though, it is a way to improve our partnership with you as a winning team.

Dealership Name _____ Date _____

Address _____

Phone (____) _____ Email address _____

Documentation Available

Please indicate which documents you would like to have sent to you by checking it with an X.

ServicePricing:

- ServicePricing PC User's Guide (for Service Advisors)
- ServicePricing PC Manager's Guide (for Service Managers)
- ServicePricing PC Loading Instructions
- ServicePricing PC Upgrade Bulletin
- ServicePricing Onboard Non-Integrated Manager's Guide
- ServicePricing Onboard Non-Integrated User's Guide

HL Bucks:

- HL Bucks Information Sheet
- HL Bucks Catalog

Warranty Wizard:

- Warranty Wizard User's Guide
- Warranty Wizard Loading instructions

Miscellaneous:

- Road to Success CD
- Getting Started Guide
- Phone Card

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.

Auburn Nissan Inc.	Matt
Acura 2000	Nick
Asheboro Honda	Dean
Devan Acura of Norwalk	Karen
Elegance Acura	Michael
Gene Stevens Honda	Tom
Honda de Laval	Mylene
MacIntyre Honda	Mike
Martin GMC Truck	Bill
Martin Mazda	Chuck
Martin Mazda	Bill
Martin Oldsmobile	Tony
Mike Stevens Motors	Len
Modesto European	Dave
Novato Toyota	Torrie
Plaza Motors Porsche	Frank
Roper Subaru	Scott
Stoddard Imported Porsche	Cindy
Thayer Toyota	Brad
The Honda Way	Megan
Trois-Rivieres Acura	Steve
Today Mitsubishi	George
Town & County Motors	Troy
Valley Nissan - TX	Bruce
Whitby Oshawa Honda	Bruce
Wilder Toyota	Keri

To contact us, please write to:
ADP Hayes-Ligon
40 West Gude Drive, Suite 200
Rockville, MD 20850
Or call 1(800) 523-8477



New Enhancements

As always, we are working hard to add all the new enhancements that you have requested. The following are the newest enhancements:

Acura US: 2000 model year accessories have been added to Internal and Retail Accessory sections.

BMW: The following sections contain 1999 and 2000 E46 information: Automatic Transmission, Body, Manual Transmission, Pedals, Propeller Shaft, and Wheels and Tires.

Mercedes Benz US: The following sections contain 1999 and 2000 S Class information:
Rear Suspension, Plus New Ops: RS 96 - Reservoir, ADS Pressure (One) - Replace, RS 97 - Reservoirs, ADS Pressure (Both Front or Rear) - Replace; Steering, Plus New Op: SG01 - Horn/Air Bag Contact Spiral - Replace; Exhaust; Electrical, Plus New Op: EL08 - Battery - Check Performance and Condition; Body Electrical; Air Conditioning, Plus New Ops: AG28 - Hose, A/C Compressor to Condenser - Replace, AC82 - Hose, A/C Condenser to Receiver Drier - Replace, AC84 - Hose, A/C Receiver Drier to Expansion Valve - Replace, and AC89 - Hose, A/C; and Expansion Valve to Compressor - Replace

Mitsubishi: The following sections contain 1999 information: Engine Electrical, Exhaust, Front Suspension, and Rear Suspension.

Nissan Canada: 2000 model year Maxima, Frontier, and Xterra have been added to the following sections: Electric, Clutch, Cooling System, Front Suspension, Rear Suspension, Automatic Trans, and Steering.

Nissan US: 2000 model year Frontier and Xterra have been added to the following sections: Front Suspension, Rear Suspension, Steering, and Engine.

Toyota US: The following sections have been updated to the 2000 model year: Retail Accessories, Internal Accessories, Service Menus, Maintenance, Tune Up, Fuel, Emissions, Electrical, Clutch, Brakes, and Automatic Transmission.

Volkswagen Canada: All sections now contain 1999 information.