

## Our Special Edition

Once again, the holiday season is here upon us. And we at ADP Hayes-Ligon would like to take a moment to thank you again for your continued business throughout the year. If you are a new *ServicePricing™* or *Warranty Wizard™* customer with us, we extend a warm welcome to you and into our Hayes-Ligon family.

Along with this month's newsletter, we are including a client survey and special edition bulletin, *Revolutionizing ServicePricing™ & Warranty Wizard™*. This special bulletin intends to reintroduce the evolution of *ServicePricing™* and *Warranty Wizard™* over the last 18 months. Because our products are constantly evolving, we thought it best to provide you with a summary of the latest enhancements, as well as a peek at what is to come.

We hope you are as excited about our products as we are.

## What's Your Story?

It is our goal to provide you with the most current information on the benefits and features of our products and provide you with World Class services – *that's our story*.

**What's your story?** Tell us how *ServicePricing™* and *Warranty Wizard™* have been working for you. Your feedback will help us improve our products and services. Please complete the client survey enclosed with this update and return the reply card by mail or fax.

## What's New

- 1 Our Special Edition
- 2 What's Your Story?
- 3 Happy Holidays!
- 4 Phone Shop Perfection!
- 5 New Enhancements

**Your comments  
will help us meet  
your needs.**



## Happy Holidays!



We extend our season greetings to you over the holidays! Our office will be closed on Monday,

December 25<sup>th</sup>, in observance of the Christmas holiday. Our Client Services staff will be back to assist you on Tuesday, December 26<sup>th</sup>, from 8:00 a.m. – 7:00 p.m. Eastern Time, our standard operating schedule.

Call us at **1-800-523-8477, option 5**.

Best wishes for a bright and wonderful holiday season!

## Phone Shop Perfection!

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

|                                     |                  |
|-------------------------------------|------------------|
| Automobiles Nissan Magog            | Russell          |
| Asheboro Honda                      | Cindy            |
| Asheboro Nissan                     | Allan            |
| Balise - Ford of Wilbraham          | Brian Bush, Paul |
| Balise Chrysler                     | Kevin            |
| Balise Motors – Mazda               | Dwane, Steve     |
| Bert Wolfe Porsche                  | Brooks, Burks    |
| Big Mountain Toyota                 | Greg             |
| Birchwood Honda Centre              | Russ             |
| Birchwood Honda West                | Claudia          |
| Bob Moore Porsche                   | Lonnie           |
| Cannon Brothers Toyota              | Brad             |
| Chagnon Honda                       | Danielle         |
| Clemons Inc.                        | Lou              |
| Clint Newell Motors - Toyota        | Brad             |
| Gunther VW                          | Bill             |
| Halton Honda                        | Mark             |
| Honda de Boucherville               | Derrick          |
| Honda North                         | Nick             |
| Hammersley Motors Isuzu             | Kim              |
| John & Phil's Toyota                | Patty            |
| Kamloops Honda                      | Charley          |
| Ken's Toyota Kars                   | Sam              |
| LuJacks Northpark Auto Plaza        | Terry            |
| LuJacks Northpark Hiline Mitsubishi | Terry            |
| Meidl Honda                         | Crisha           |
| Newmarket Honda                     | Michelle         |
| Northern Honda                      | Alison           |
| Patrick Motors                      | Ed               |
| Precision Acura                     | Stephen          |
| Rountree Cadillac                   | Russ             |
| Royal Moore Toyota                  | Todd             |
| Sept-Iles Auto Honda                | Rochelle         |
| Southern Oregon Mitsubishi          | Rob              |
| Southern Oregon Volvo               | Jason            |
| Ste Rose Honda                      | Mike             |
| Sutherland Honda                    | Brenda           |
| Tucker Acura                        | Dave             |
| Uebelhor Buick                      | Chester, Mark    |
| White-Allen Porsche                 | Joe              |
| Wills Toyota                        | Kevin            |

## 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:** The following sections have been updated with 2001 model information: 12-Engine Electrical, 16-Fuel Supply System, 17-Cooling, 18-Exhaust System, 21-Clutch, 23-Manual Transmission, 24-Automatic Transmission, 26-Propeller Shaft, 31-Front Axle, and 35-Pedals. Additionally, new operation WT05 Mount and Balance Tires (Includes Tire Prices) has been added. Also a note has been added explaining the Value Protection Program Warranty for operations involving Water Pumps, Alternators, Starters, Mufflers, Shock Absorbers, and Struts.
- **Ford US:** QCM and AtW have been updated with 2001 model information.
- **Honda US:** 2001 model year data has been added to the following sections: Service Menus, Factory Menus, and Maintenance.
- **Mazda Canada:** Now contains 2000 model year information for all sections.
- **Toyota US:** 2001 models have been added to both Internal and Retail Accessories.



40 West Gude Drive, Suite 200  
Rockville, MD 20850

