

New Releases AE7.0 + ZB040E = A Winning Combination

This month we begin the general distribution of the next Service Release (AE7.0) and ServicePricing software (ZB040E). Combined, these will give clients the functionality to create new as well as modify existing service operations. Also included will be “Related Repairs” for *select* manufacturer lines. For the selected manufacturers, over half of our operations will have one or more repairs linked to them that will prompt service staff to offer customers the option to have logical, related repairs performed while their car is already in the shop. Related Repairs functionality will be available immediately for many manufacturers. We are in the process of obtaining approvals from remaining manufacturers and will begin providing information to applicable dealerships once approved. There will be a moderate price increase for this additional functionality when it’s made available.

We’re happy to introduce this win-win situation—more operations, a more efficient staff, more labor and parts sales, and more satisfied customers through providing a more complete repair in a single visit.



... Mark Your Calendar

Mark your calendars for this winter’s 86th annual National Automotive Dealers Association (NADA) conference and exposition being held on February 1-4, 2003, in San Francisco, California.

ADP Hayes-Ligon will be there and is looking forward to meeting with some of you personally to answer any questions you may have about ServicePricing™ and Warranty Wizard™. Be sure to visit us at the ADP booth to view the latest ServicePricing™ service release offering the following features:

- Related Repairs (as described above)
 - Convenient for the experienced Service Advisor
 - Learning tool for the inexperienced Service Advisor
 - Increases CSI (gets the job done right the first time)
- On-the-Fly Labor Changes
- ZB040 – Franchise/Dealer-Defined Operations

Visit our booth for a demo and get more information on how to get this new product. We look forward to seeing you there.

What’s New

- 1 New Releases AE7.0 + ZB040E = A Winning Combination
- 2 Mark Your Calendar
- 3 Happy Holidays
- 4 Phone Shop Perfection!
- 5 New Enhancements

Happy Holidays!

We extend our seasons greetings to you over the holidays! Our office will be closed on Wednesday, December 25th, in observance of the Christmas holiday. Our Client Services staff will be back to assist you on Thursday, December 26th 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.

<u>Dealership</u>	<u>Carline</u>	<u>Contact</u>
Alexander Imports	BMW	Chad
Bell Imports	BMW	Bill
Bell Road Mazda	Mazda	Don
BMW of Houston North	BMW	Jeff
BMW of Murray	BMW	Jason
Century BMW – Greenville	BMW	Dennis, Jim
Columbus Motor Company	Volvo	Kevin
Delon Auto Center	Mitsubishi	Brent
Hunterdon BMW	BMW	Chris
Kenneth Hammersley Motors	BMW	Randy
LuJack Northpark Isuzu	Isuzu	Simon
Performance BMW	BMW	Emily
Trans Canada Nissan	Nissan/Canada	Gene
Wills Toyota	Toyota	Kevin

NEED SUPPORT?

You can reach us at ...

1-800-523-8477

Accounting – press 1

Sales – press 2

Installation – press 3

Client Services – press 5

ServicePricing Changes – press 7

Fax: 301-294-4979

Email: clientservices@hayes.ds.adp.com

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:

- **Audi US & Canada:** The following sections have been updated through 2003 model year: Engine Mechanical and Cooling.
- **BMW:** 2003 model information has been added for 00-Maintenance and 36-Wheels and Tires.
- **GM US & Canada:** 2003 model year data has been added to all GM Products.
- **Honda US:** The following sections have been updated through 2003 model year: Internal Accessories, Retail Accessories, Service Menus, Factory Maintenance, and Maintenance.
- **Nissan US & Canada:** 2003 Accessories have been added for all models, except the Murano.
- **Toyota US & Canada:** 2003 Accessories have been added. 2003 model information has been added for the ECHO, Prius, Corolla, Matrix, Solara, Avalon, MR2 Spyder, Celica, 4Runner, Tundra, Tacoma, and Landcruiser for the following sections: Service Menus, Maintenance, Tune-Up, Fuel, Brakes, and Engine.
- **VW US:** Now contains 2003 model year data for the following sections: Steering, Fuel Supply, Internal Accessories, Retail Accessories and Brakes.
- **VW Canada:** Now contains 2003 model year data for the following sections: Steering, Fuel Supply, Internal Accessories, Retail Accessories and Brakes.

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Client Services Support 1-800-523-8477, option 5

Visit www.DealerSuite.com