



N e w s l e t t e r

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Available Products

ADP/Hayes-Ligon offers many products that serve as essential tools within dealerships across North America. The following is a list of our current products.

In the U.S.: Acura Pricing Guide, Audi Parts & Service Menu Pricing, BMW Menu Pricing System, Honda Pricing System, Hyundai "Top 100" Service Pricing Guide, Isuzu Service Pricing System, Jaguar Service Pricing System, Kia Precision Pricing, Mazda Service Pricing System, Mercedes-Benz Pricing Guide, Mitsubishi SMART Pricing System, Nissan Consumer Pricing Guide, Oldsmobile Electronic Service System (ESP), Porsche Express Pricing (PEP), Subaru Total Information Pricing System, Toyota Total Information Pricing System (T-TIPS), Volkswagen Parts & Service Menu Pricing, and Volvo Service Pricing Guide. Additional carlines include: Chrysler/Jeep Eagle, Ford/Ford Light Truck/Lincoln-Mercury, and GM (Buick, Cadillac, Chevy/Geo, GMC Truck, and Pontiac).

In Canada: Acura Service Pricing System, Ford - TIPS, Honda Service Pricing System, Jaguar Service Pricing System, Mazda Service Pricing System, Mercedes-Benz Service Pricing System, Nissan Service Pricing System, Porsche Service Pricing System, Toyota T-TIPS, Volvo Service Pricing System and GM Service Quick Quote (Buick, Cadillac, Chevy/Geo, GMC Truck, Oldsmobile, Pontiac).

Chilton's Times- Acura U.S., Honda U.S., GM U.S., Ford U.S., Chrysler U.S., Chrysler Canada, Ford Canada and GM Canada.

Warranty Wizard: Our newest product line used to aid in submitting warranty claims- GM, Ford, and Chrysler.

For more information on any of our available products, please contact the Sales Department at 1-800-523-8477, option 2.

Training Available

We have trainers available between 8 a.m. and 8 p.m. EST who can train your staff members on the functionality and philosophy behind using ServicePricing. These training sessions are conducted by phone at your convenience, and typically take between 20 and 30 minutes. This service is available free-of-charge. We want you to take full advantage of this powerful tool so that you can obtain results similar to those of the forty-plus clients that have sent us reference letters this month.

More Phone Shop Perfection

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

Acura de Laval	Phillip
Acura Optima	Patrick
Balise Chevy	Fred
Balise Chrysler	Kevin
Chambly Honda	Francois
Columbus Motor Company	Evelyn
County Line Mitsubishi	Dave
Culver City Subaru	Brian
Day's Century III Toyota	Gary
Elegance Acura	Michel
Fremont Toyota	Ed
Gambrel Toyota	Cathy
Galleries Acura	Lynn
Halton Honda	Brad
Honda de Giro	Michel
Honda de Terrebonne	Daniel
Honda West	Brian
John and Phil's Toyota	Patty
Ken's Toyota Kars	Sam
Kootenay Honda	Warren
Levy Honda	Martin
Martin Honda	Andy
Martin Mazda	Chuck
Martin Mazda	Bill
Martin Oldsmobile	Tony
Martin Oldsmobile	Bill
Marv Jones Honda	Greg
Mike Stevens Motors	Blaine
Modesto European	Dave
Newmarket Honda	Michelle
Pacific Honda	Darryl
Regina Honda	Steve
Scholfield Mercedes Benz	Dave
Sherbrooke Honda	Lucy
Sutherland Honda	Brenda
Tansky's Sawmill Toyota	Mark
Trois -Rivieres Honda	Rene
Union Nissan	Carry

New Enhancements

As always, we are working hard to add all the new enhancements 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 newest enhancements:

- **Acura US:** The following sections contain 2000 model year data; Service Menus, Factory Maintenance, Maintenance, Engine, Cooling, Engine Electrical and Clutch.
- **Audi US:** Now contains 1999 model year information for all models.
- **BMW:** Section 31 Front Axle and Section 34 Brakes now contain 1999 model year information for all models and model year 2000 E46 3 series.
- **Chrysler US:** Selected accessories updated with 2000 models.
- **Chrysler Canada:** Select accessories updated with 2000 models.
- **GM Canada:** Now contains a new section "Factory Maintenance".
- **Honda US:** Body section now contains 2000 model year data. This completes the 2000 model year update.
- **Mitsubishi:** Internal and Retail accessories updated for 1999-2000 model year.
- **Oldsmobile US:** Now contains 2000 model year information for all models.
- **Subaru:** Impreza and Forester accessories have been updated for 2000 model year.
- **VW US:** Now contains 1999 model year information for all models.
- **VW Canada:** Now contains 1999 model year information for all models.



To contact us, please write to:
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