

Our goal is to provide you with tools to improve your service operations...

... You're already using our ServicePricing product. We want to keep you informed of all products and options available to you. Please check off items that you would like to know more about, give us your name and number (at bottom), and fax this page back to us at either 301-587-6482 or 301-294-4979. You may also call us at 1-800-523-8477, option 2, with questions.

Warranty Wizard--a PC-based product used for warranty administration

..Warranty Wizard will have a positive impact on the fixed operation's financial statement through a reduction in the number of claims returned for correction. Warranty Wizard helps me continually receive payment for over 96% of our claims on the initial submission. Ed Clapper/E.O. Miller Chevrolet-Oldsmobile/Hershey, PA

Available for the following U.S. and Canadian manufacturers:

- Toyota
- GM
- Ford
- Chrysler

Chilton's Labor Times for ServicePricing Operations

Available for the following manufacturers:

In the U.S.:

- Mazda
- Acura
- Honda
- GM
- Ford
- Chrysler

In Canada:

- GM
- Ford
- Chrysler

ServicePricing

Available for the following manufacturers:

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
- Volvo Service Pricing Guide
- GM
- Chrysler/Jeep Eagle
- Ford/Ford Light Truck/Lincoln-Mercury

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
- GM Service Quick Quote
- Chrysler

Your name: _____

Phone: _____

Dealership Name: _____

Address: _____

More Phone Shop Perfection

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

Van Drisse L/M	John
Martin GMC Truck	Tony
Martin Mazda	Chuck
Appleway Mitsubishi	Jenny
Coliseum Lincoln Mercury Nissan	Carla
Marc Motors Nissan	Stacy
Route 40 Nissan	Tom
Valley Nissan - TX	Gilbert.
Champlain Motors LTD.	Dave
Champlain Motors LTD.	Clarence
Manoir Nissan Inc.	Collin
Beverly Hills Porsche	Eric
Ray Catena Porsche	Michael
Ed Bozarth Toyota	Vince
Twin City Toyota	Brad
Jackie Cooper Volvo	Randy
Van Drisse L/M	John
Martin GMC Truck	Tony
Balise Chrysler	Kevin
Asheboro Honda	Dean
Honda de Sigi	William
Asheboro Nissan	Allen

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 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:** All sections now contain 2000 model year information.
- **Subaru:** Now contains 2000 model year data.
- **Honda US:** Two new operations have been added to the Steering section; "Tie Rod (Inner) – Replace (One/Both)" and "Tie Rod (Outer) – Replace (One/Both)". One new operation has been added to the Engine section; "Pump, Oil – Replace".
- **Mazda US:** Now contains 2000 model year information for all models.
- **Toyota US:** Now contains 2000 MR2 Spyder data in Internal, Retail, and Service Menu sections.
- **Isuzu LV:** Now contains 2000 model year data for all models except Hombre.
- **Nissan US:** Now contains 2000 model year data for Internal and Retail sections for Sentra. In addition, 2001 Pathfinder information is now in the Internal and Retail accessory sections.
- **BMW:** Sections 32 - Steering, 33 – Rear Axle, and 11 – Engine updated with 1999 models and 2000 E46 3 Series models.



ADP Hayes-Ligon
40 West Gude Drive, Suite 200
Rockville, MD 20850