

Our Commitment is World Class Service!

The difference in these days of commodity products and parity pricing, is what sets one company apart from the rest? At ADP Hayes-Ligon, we believe it all comes down to something you can't put a dollar value on... service.

To achieve World Class Service, we must constantly delight our clients and exceed our clients' expectations. We view World Class Service as our ultimate, overriding goal in everything we do. The closer we get to providing World Class Service, the higher we raise the standard for achieving it.



Mark Your Calendar ...



**for the Upcoming 84th Annual NADA
Conference**

Look out for this winter's annual National Automotive Dealers Association (NADA) conference, which will be held on February 3-6, 2001, in Las Vegas, NV. Hayes-Ligon will be there to answer any questions, discuss any issues that you may have, and to talk about the ServicePricing™ and Warranty Wizard™ products. Look for more information on the conference in upcoming newsletters.

To learn more about the NADA convention, check out their website at www.nada.org.

NADA News

Here are a few 1999-2000 service and parts sales facts and statistics published by NADA:

- ✓ Franchised dealership service and parts sales reached a record \$64 billion in 1998, 2% up from 1997. Increased competition from independent service stations and quick-lube centers cut into dealerships' efforts to lure more customers back for service work.
- ✓ In 1998, franchised dealers provided more than 366,000 service stalls, employed 256,100 technicians, and carried a parts inventory valued at \$5 billion, making a substantial investment in their service and parts operations.
- ✓ To increase customer convenience and make full use of their facilities, 60% of dealership service departments now offer either evening or weekend hours. The average dealership service department is open for business 53 hours a week.
- ✓ In recent years, fewer and fewer dealerships have decided to remain in the body shop business. In 1998, the total amount of body repair work performed by all dealerships totaled \$6.7 billion, down slightly from 1997.
- ✓ Service and parts sales for the first quarter of this year reached \$17.9 billion, 10.7% higher than one year ago.

Source: NADA Industry Analysis Division

More Phone Shop Perfection!

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

Airport Mazda	Haas
Asheboro Honda	Sandy
Asheboro Nissan	Allen
Balise Chrysler	Kevin
Balise-Toyota	Bruce
Crown Toyota	Martin
Gunther Mazda	Gordon
Marc Motors Nissan	Stacy
Mazda of Milford	Bob
Nissan of Keene	Val
Southern Oregon Mitsubishi	Jason
Terry Shaver Mazda	Steve
Thomas Motors L/M	Ron
Town & County Motors	Troy
Toyota of Puyallup	Cindy
Uebelhor & Sons	Chester
Van Drisse L/M	John

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 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:

- **Acura US:** Now contains updated SLX/NSX labor times and 2001 CL.
- **BMW:** The following sections have been updated with 2000 model year data: 24 – Automatic Transmission, 26 – Propeller Shaft, 31 – Front Axle, 33 – Rear Axle, 35- Pedals, 41 – Body, 51 – Body Equipment, 54 – Soft Top/Sunroof, 61—Electrical.
- **Ford Canada:** A new operation (AG36) “Pollen Filter – Replace” has been added to the Air Conditioning section.
- **Ford US:** A new operation (AG36) “Pollen Filter – Replace” has been added to the Air Conditioning section.
- **Honda US:** The following new operations have been added: (EG16) “Sensor, Crank/Cylinder – Replace”; (BD77) “Cable, Fuel Door – Replace”; (EG19) “Fast Idle Valve – Replace”; (EN72) “Seal, Balancer Shaft – Replace”; (BY47) “Cable, Hood Release – Replace”; (BD26) “Latch, Trunk/Tailgate – Replace”; (BD49) “Cable, Trunk/Tailgate – Replace”.
- **Hyundai:** Now contains 2000 model year data.
- **Nissan Canada:** 2001 Sentra and Pathfinder have been added to the Internal and Retail Accessories sections.
- **Subaru:** Internal and Retail Accessories sections now contain 2001 model year data.

ADP Hayes-Ligon
SERVICE PRICING
WARRANTY WIZARD