

MESSAGE FROM MAURY - COMMUNICATOR/CONSOLE RELEASE

We have been working hard on preparing to deliver two exciting new enhancements to XSELLERATOR™ called Communicator and Console. These new features have the potential to literally change your business - helping to increase customer satisfaction and your profitability in measurable terms!

Communicator will manage two-way messaging between dealership staff and your customers, as well as internally within your dealership. Messages can include real-time chat, email or texts and a complete history of the communication is stored with the transaction (i.e. work order). Communicator is designed to transform how dealership staff communicate with their customers and each other.

Console is a new customizable workspace with a cadre of productivity tools to help dealerships improve customer service, increase utilization of XSELLERATOR and track key performance indicators. The tools provide real time information and allow you to focus on key areas of your business to drive better performance.

On March 13th we are going to demonstrate Communicator and the Console in two webcasts as follows:
Canadian Customers @ 10:00 AM MDT & US Customers @ Noon MDT.

To register, please email Webcasts@QuorumDMS.com

It is critical that someone from your dealership attends one of these webcasts to understand both Communicator and the Console and how they can positively impact your dealership.



Maury Marks
President & Chief Executive Officer



next webcast with Maury

Tuesday, March 13, 2012

Canadian Customers @ 10:00 am MDT

9:00 am PDT / 10:00 am CST / 11:00 am CDT
12:00 pm EDT / 1:00 pm ADT / 1:30 pm NDT

US Customers @ Noon MDT

(11:00 am PDT / 1:00 pm CDT / 2:00 pm EDT)

XSELLERATOR Quick Tip Videos

On the DRC under Help and Support we have added a new section call Quick Tips. These are short videos and learning tools designed to address specific topics. Topics are selected based on the most popular questions we receive on the Support desk. Going forward as dealers contact the Support Desk we will proactively direct customers to this area to review the Quick Tip of the month.



CHRYSLER CALL RECAP

At the end of January, Quorum hosted an informative conference call for our Chrysler dealers to discuss our plans to increase and tighten Chrysler integration within XSELLERATOR. We thank those dealer representatives that

were able to attend for their time, feedback and suggestions during the call. We plan to have more sessions like this in the future, and look forward to working together to improve Chrysler integration with the help of our dealers.

HIGHLIGHTS & FEATURES FROM XSELLERATOR 4.7.4

Quorum's 4.7.4 release has over 40 improvements scheduled to be released to all customers by the end of Q2. The following list details the highlights of Release 4.7.4:

- **Communicator** - New, fully integrated electronic communication capability facilitates 2-way dialogue between Dealers and their customers from within the DMS. This communication stored against the specific transaction.
- **Console** - New workspace features DMS quick access functions and other productivity tools customizable for each Dealership employee.
- **Chrysler Extended Warranty Window** - A new vehicle sale extended warranty window has been created to improve the way we handle Chrysler warranties.
- **GMCL Parts Counter Sales Data** - This integration point pulls Parts Sale data from the Dealer directly to GM for GM Program fulfillment.
- **GWM R8** - Added functionality into GM Global Warranty Management System including the ability to add/or remove attachments to pre-repair authorizations and warranty claims.

Flex Reports Library

We have refreshed the Flex Report Library. This refresh includes the addition of 10 new reports. Whether you are in Accounting, Sales, Parts or Service there is something new for you. For the existing reports we have standardized all reports with an instruction sheet to improve the customer experience. We expect all dealers to be updated to the new library by the end of Q1.

NADA 2012 RECAP

Excitement was definitely in the air in the Las Vegas Convention Center for this year's NADA Convention. The entire industry is energized about the future and that carried through into our meetings with customers, prospects, business partners and potential business partners. As NADA is usually the gauge for the year to come, we can only believe this will be a great year for the industry, our dealers, and for Quorum.

We had several customers spend time in our booth as part of our "Dealer Spotlight" segment. This segment was designed to offer prospects the opportunity to

speak to current customers about their experiences with Quorum. We found it to be a valuable add to the show and that prospects appreciated the opportunity to speak candidly with current users. We thank those dealers that participated for such a successful event!

We captured the excitement of the show and Quorum's presence on pictures that we have posted on our social media sites. They are best viewed on Facebook or Google+ - QuorumDMS. Stop by, Like Us or Follow Us, and view the pictures.



NEW PARTNERS

Quorum, as part of our Integrated Partner Strategy, expanded one partner relationship and added one new partner:

ABS 2 Way - We have expanded our relationship with ABS to allow for bidirectional integration with ABS Barcode, a parts bar coding system. We now also offer integration with ABS Vinscan, a vehicle inventory scanning system.

CVR - We now offer integration with Computerized Vehicle Registration (CVR), an online vehicle registration system available in the United States.

WELCOME TO OUR NEWEST CUSTOMERS

December 2011

Lee Buick GMC Truck, NY
Beiermann Buick-GMC Inc., IL

January 2012

McDonald Nissan, AB

February 2012

Glenn Buege Buick GMC Inc., MI
Glenn Buege Chevrolet Inc., MI



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