

Express Service Parts & Labor Sales Summary Report

From 12/01/2015 Filter BERLIN CITY NISSAN - 01016
 To: 12/31/2016

DEALER INFO							
Dealer Number	Dealer Name	Brand	Region	Area	District	Reporting Month	Reporting Properly
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201512	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201601	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201602	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201603	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201604	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201605	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201606	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201607	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201608	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201609	0
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201610	1
01016	BERLIN CITY NISSAN	Nissan	NER	ALB	16	201611	0

ES INSTALLATION DATES		
L1 Months Installed	L1 Installation	L2 Installation
10	2015-02-04	2015-07-22
11	2015-02-04	2015-07-22
12	2015-02-04	2015-07-22
13	2015-02-04	2015-07-22
14	2015-02-04	2015-07-22
15	2015-02-04	2015-07-22
16	2015-02-04	2015-07-22
17	2015-02-04	2015-07-22
18	2015-02-04	2015-07-22
19	2015-02-04	2015-07-22
20	2015-02-04	2015-07-22
21	2015-02-04	2015-07-22

PARTS AND LABOR							
Total CP P&L Sales	ES CP P&L Sales	ES P&L Sales % Total CP	Total CP P&L \$/RO	ES CP \$/RO	Total CP RO Count	ES CP ROs Count	ES CP ROs % of Total CP ROs
\$77,561	\$16,812	21.7%	\$146	\$84	533	200	37.5%
\$102,571	\$14,901	14.5%	\$183	\$84	561	178	31.7%
\$92,738	\$10,048	10.8%	\$173	\$65	536	155	28.9%
\$115,862	\$18,044	15.6%	\$176	\$108	658	167	25.4%
\$140,577	\$13,694	9.7%	\$197	\$92	713	149	20.9%
\$115,702	\$15,308	13.2%	\$173	\$82	669	186	27.8%
\$134,586	\$17,948	13.3%	\$190	\$111	709	162	22.8%
\$146,416	\$16,243	11.1%	\$202	\$120	725	135	18.6%
\$133,210	\$17,363	13.0%	\$182	\$121	732	144	19.7%
\$0	\$0	0.0%	\$0	\$0	0	0	0.0%
\$22,563	\$2,857	12.7%	\$156	\$110	145	26	17.9%
\$348,059	\$898	0.3%	\$266	\$100	1,308	9	0.7%

PARTS			LABOR			MISC
Total CP Parts Sales	ES CP Parts Sales	ES CP Parts \$/RO	Total CP Labor Sales	ES CP Labor Sales	ES CP Labor \$/RO	Total CP Misc Sales
\$37,776	\$6,784	\$34	\$39,305	\$10,028	\$50	-\$86
\$49,032	\$6,443	\$36	\$52,971	\$8,458	\$48	-\$71
\$48,489	\$4,954	\$32	\$46,701	\$5,094	\$33	-\$3,449
\$50,551	\$6,508	\$39	\$64,369	\$11,536	\$69	-\$299
\$57,615	\$5,538	\$37	\$82,411	\$8,156	\$55	-\$54
\$50,058	\$5,761	\$31	\$64,838	\$9,547	\$51	-\$307
\$59,324	\$6,287	\$39	\$73,994	\$11,660	\$72	-\$463
\$61,432	\$5,400	\$40	\$83,702	\$10,893	\$81	-\$75
\$56,519	\$4,978	\$35	\$74,823	\$12,385	\$86	\$0
\$0	\$0	\$0	\$0	\$0	\$0	\$0
\$9,536	\$844	\$32	\$12,733	\$2,013	\$77	\$0
\$156,721	\$355	\$39	\$174,380	\$514	\$57	\$16,476

TOTAL INCREMENTAL CUSTOMERS					INCREMENTAL CUSTOMERS RETURNING FOR CP WITHIN 12 MONTHS				
Total ES Incremental VIN	ES Incremental VIN Count / Total ES ROs	Incremental VIN ES Parts CP \$	Incremental VIN ES Labor CP \$	Incremental VIN ES Total CP \$	Previously Incremental VIN Count	Previously Incremental RO Count	Previously Incremental Parts CP \$	Previously Incremental Labor CP \$	Previously Incremental Total CP \$
38	19.0%	\$2,359	\$2,414	\$4,772	59	63	\$2,075	\$2,400	\$4,475
36	20.2%	\$988	\$1,905	\$2,893	60	64	\$1,631	\$2,771	\$4,402
34	21.9%	\$1,072	\$895	\$1,967	67	72	\$1,828	\$2,846	\$4,673
35	21.0%	\$578	\$2,090	\$2,668	70	76	\$3,790	\$5,242	\$9,032

TOTAL INCREMENTAL CUSTOMERS				INCREMENTAL CUSTOMERS RETURNING FOR CP WITHIN 12 MONTHS					
39	21.0%	\$1,017	\$1,973	\$2,989	82	85	\$2,741	\$5,012	\$7,753
44	Total ES Incremental VIN Count / Total ES ROs	Incremental VIN ES Parts CP \$	Incremental VIN ES Labor CP \$	Incremental VIN ES Total CP \$	Previously Incremental VIN Count	Previously Incremental RO Count	Previously Incremental Parts CP \$	Previously Incremental Labor CP \$	Previously Incremental Total CP \$
48	33.3%	\$1,497	\$3,494	\$4,991	81	87	\$3,781	\$8,173	\$11,953
0	0.0%	\$0	\$0	\$0	0	0	\$0	\$0	\$0
8	30.8%	\$208	\$701	\$909	11	11	\$674	\$697	\$1,371
5	55.6%	\$234	\$291	\$524	53	58	\$2,703	\$3,253	\$6,161

PERFORMANCE					
1-Year Retention	3-Year Retention	7-Year Retention	ES Satisfaction Experience Index	ES Performance Index	ES SOS Assigned
51.9%	59.7%	51.6%	0	2	STEVE MURPHY
53.7%	60.1%	51.8%	0	3	STEVE MURPHY
50.8%	58.5%	51.8%	0	3	STEVE MURPHY
49.0%	58.0%	51.9%	0	3	STEVE MURPHY
50.2%	57.7%	52.1%	83	5	STEVE MURPHY
51.7%	57.8%	52.7%	84	3	STEVE MURPHY
53.4%	57.5%	52.3%	79	5	STEVE MURPHY
56.6%	58.3%	51.1%	79	3	STEVE MURPHY
56.0%	58.5%	51.3%	79	3	STEVE MURPHY
47.5%	53.0%	47.5%	85	3	STEVE MURPHY
42.7%	49.6%	44.2%	88	1	STEVE MURPHY
0.0%	0.0%	0.0%	0	0	STEVE MURPHY

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FREE MAINTENANCE		MAINTENANCE PACKAGE *		OIL CHANGE SERVICE		OIL CHANGE AND TIRE ROTATION		TIRE ROTATION	
# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs
0	0.0%	13	6.5%	0	0.0%	134	67.0%	1	0.5%
0	0.0%	15	8.4%	0	0.0%	118	66.3%	5	2.8%
0	0.0%	19	12.3%	0	0.0%	74	47.7%	6	3.9%
0	0.0%	18	10.8%	0	0.0%	88	52.7%	9	5.4%
0	0.0%	10	6.7%	0	0.0%	90	60.4%	11	7.4%
0	0.0%	22	11.8%	0	0.0%	87	46.8%	6	3.2%
0	0.0%	27	16.7%	0	0.0%	57	35.2%	2	1.2%
0	0.0%	19	14.1%	0	0.0%	4	3.0%	2	1.5%
0	0.0%	23	16.0%	0	0.0%	0	0.0%	1	0.7%
0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
0	0.0%	5	19.2%	0	0.0%	1	3.8%	0	0.0%
0	0.0%	4	44.4%	0	0.0%	0	0.0%	0	0.0%

15K MILE SERVICE		30K MILE SERVICE		AIR FILTER		CABIN FILTER		WIPER BLADES	
# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs
0	0.0%	0	0.0%	6	3.0%	4	2.0%	0	0.0%
0	0.0%	0	0.0%	7	3.9%	4	2.2%	0	0.0%
0	0.0%	0	0.0%	5	3.2%	3	1.9%	0	0.0%
0	0.0%	0	0.0%	20	12.0%	16	9.6%	0	0.0%
0	0.0%	0	0.0%	10	6.7%	11	7.4%	0	0.0%
0	0.0%	0	0.0%	5	2.7%	9	4.8%	0	0.0%
0	0.0%	0	0.0%	0	0.0%	10	6.2%	0	0.0%
0	0.0%	0	0.0%	0	0.0%	11	8.1%	0	0.0%
0	0.0%	0	0.0%	0	0.0%	7	4.9%	0	0.0%
0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

TIRE BALANCE		TIRE REPLACEMENT		BATTERY REPLACEMENT		ALIGNMENT		BELTS	
# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs	# ES ROs	% of ES ROs
1	0.5%	2	1.0%	0	0.0%	3	1.5%	0	0.0%
0	0.0%	1	0.6%	0	0.0%	2	1.1%	0	0.0%
0	0.0%	1	0.6%	1	0.6%	0	0.0%	0	0.0%
2	1.2%	4	2.4%	1	0.6%	3	1.8%	0	0.0%
7	4.7%	2	1.3%	0	0.0%	9	6.0%	0	0.0%
15	8.1%	0	0.0%	1	0.5%	2	1.1%	0	0.0%

TIRE BALANCE		TIRE REPLACEMENT		BATTERY REPLACEMENT		ALIGNMENT		BELTS	
4	# ES ROs	0	# ES ROs	0	# ES ROs	0	# ES ROs	0	# ES ROs
0	% of ES ROs	0	% of ES ROs	0	% of ES ROs	0	% of ES ROs	0	% of ES ROs
2		0		0		0		0	
0		0		0		0		0	

BRAKE SERVICE		BULBS	
# ES ROs	% of ES ROs	# ES ROs	% of ES ROs
5	2.5%	0	0.0%
1	0.6%	0	0.0%
3	1.9%	0	0.0%
2	1.2%	0	0.0%
0	0.0%	0	0.0%
0	0.0%	0	0.0%
2	1.2%	0	0.0%
0	0.0%	0	0.0%
0	0.0%	0	0.0%
0	0.0%	0	0.0%
0	0.0%	0	0.0%
0	0.0%	0	0.0%