

# DIEHL



DIEHL



#05  
MAY  
2026

NEWSLETTER



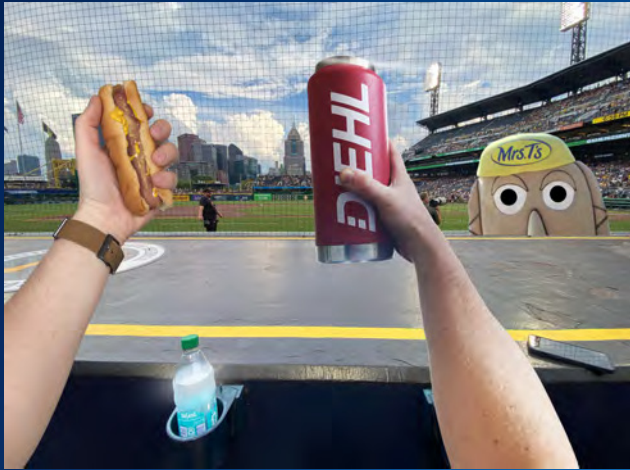
# Take me out to the Ballgame!



**ON THE EVENING OF APRIL 7TH, I MADE MY VERY FAMILIAR FOUR-MINUTE WALK FROM MY NORTH SHORE APARTMENT TO PNC PARK, THE GREATEST BASEBALL STADIUM EVER BUILT.**

BUT ONCE I ENTERED THE GATES, THE EXPERIENCE BECAME UNFAMILIAR IN THE BEST WAY POSSIBLE. INSTEAD OF SETTLING INTO MY USUAL SECTION 128, I MADE MY WAY TO ROW F OF SECTION 22, WHERE THREE OF MY BUDDIES AND I BROUGHT OUR TRAFFIC CONE RIGHT DOWN TO THE PIRATES DUGOUT. WHY DID WE HAVE A TRAFFIC CONE? I'LL EXPLAIN THAT LATER, BUT FOR NOW, LET'S FOCUS ON HOW **YOU CAN GET THE BEST SEATS IN THE HOUSE.**

I DIDN'T SHELL OUT A SMALL FORTUNE FOR THESE TICKETS. ACTUALLY, I DIDN'T EVEN PAY A CENT. I WAS LUCKY ENOUGH TO **WIN THESE SEATS FROM DIEHL'S PIRATES TICKET GIVEAWAY**, WHICH HAPPENS FOR EVERY HOME GAME! FOUR TICKETS FOR YOU AND WHOEVER YOU DEEM WORTHY ENOUGH TO JOIN.



SITTING FRONT ROW, JUST BEHIND THE PIRATES' DUGOUT, WAS INCREDIBLE. MY BUDDIES AND I WERE SHOWN ON THE JUMBOTRON AND ON TV MULTIPLE TIMES THANKS IN LARGE PART TO OUR GIRTHY TRAFFIC CONE. OH YEAH, I'LL EXPLAIN THAT NOW. SO, ONE OF THE GREAT THINGS ABOUT SPORTS, ESPECIALLY BASEBALL, IS THE INVOLVEMENT OF STUPID, NONSENSICAL SUPERSTITIONS AND TRADITIONS.

BACK IN MARCH BEFORE THE SEASON STARTED, THE SPORTS APPAREL COMPANY FANATICS RELEASED A PIRATES T-SHIRT THAT FEATURED THE SLOGAN "HOIST THE CONE" ON THE FRONT. NOBODY, LIFELONG BUCCO FAN OR OTHERWISE, HAD EVER SAID OR HEARD THIS PHRASE BEFORE. MANY PEOPLE SPECULATED THAT IT WAS A TYPO THAT MEANT TO SAY, "HOIST THE COLORS". EITHER WAY, WHEN THE TEAM CAUGHT WIND OF IT, THEY TOOK IT TO HEART AND STOLE A TRAFFIC CONE FROM THE CLUBHOUSE IN CINCINNATI, WHICH BECAME THEIR NEW RALLY PROP. AND THUS, THE ENTIRE CITY JOINED THEM IN HOISTING THE CONE.



SO, WHEN PIRATES PITCHER PAUL SKENES - AMERICAN HERO AND THE GREATEST PITCHER ON PLANET EARTH - WAS TAKEN OUT OF THE GAME THAT DAY AFTER ANOTHER MASTERFUL PERFORMANCE, I HOISTED MY CONE TO HIM IN RECOGNITION AND GOT REWARDED WITH SOME TV TIME. THE CONE WAS HOISTED A LOT MORE THAT NIGHT AS THE PIRATES CRUISED TO A 7-1 VICTORY OVER THE SAN DIEGO PADRES. OUTFIELDER BILLY COOK EVEN GAVE US A NOD AND A "RAISE IT" WHILE WE CELEBRATED THE VICTORY.



NOW, I KNOW THAT AS SOME OF YOU READ THIS, YOU'RE PROBABLY ASKING, "AREN'T THE PIRATES TYPICALLY A PRETTY BAD BASEBALL TEAM?", AND THE ANSWER WOULD BE "YES" FOR ALMOST EVERY YEAR OF THE LAST THREE DECADES. BUT THIS YEAR IS DIFFERENT. THE PLAYERS ARE DIFFERENT, THE COACHES ARE DIFFERENT, THE VIBE IS DIFFERENT, AND THE FANS HAVE TRAFFIC CONES. SO, IF YOU THINK YOU'D ENJOY SITTING RIGHT BEHIND THE DUGOUT ON A NIGHT OF WINNING BASEBALL IN THE BEST BALLPARK IN THE WORLD WHILE LOOKING OUT AT A PICTURE-PERFECT CITY SKYLINE, THEN YOU SHOULD DEFINITELY ENTER DIEHL'S PIRATES TICKET GIVEAWAY THE NEXT TIME IT COMES AROUND. KEEP AN EYE ON YOUR DIEHL EMAIL FOR YOUR CHANCE TO HOIST THE CONE!

- DIEHARD PIRATES FAN  
**ORION MOSES**



P.S. - LET'S GO BUCS!  
P.P.S - RAISE THE JOLLY ROGER!  
P.P.P.S. - HOIST THE CONE!  
P.P.P.P.S. - WOW, WE HAVE A LOT OF SLOGANS.

# BOBBY BRUNO

## MASTER TECHNICIAN

**BOBBY BRUNO, SERVICE TECHNICIAN AT DIEHL TOYOTA OF HERMITAGE, HAS BEEN A TECH GOING ON HALF A CENTURY. YES, YOU READ THAT RIGHT. AND IN THAT FIFTY YEARS, THE ROLE OF THE TECHNICIAN HAS CHANGED A LOT, BUT IN MANY WAYS REMAINED THE SAME.**

BOBBY HAS BEEN AT THE SAME LOCATION SINCE SEPTEMBER 27, 1979, WHEN THE DEALERSHIP WAS BOB MAYBERRY CHEVROLET. HE STARTED OUT AS A CHEVY TECH BUT THEN SWITCHED TO FOCUS ON TOYOTA'S WHEN THE DEALERSHIP RECEIVED ITS FIRST LOAD OF TOYOTAS IN 1979 AND "NOBODY WANTED TO WORK ON THEM."

HE VOLUNTEERED TO TAKE THEM ON BECAUSE HE LIKED THE CHALLENGE, AND AS THE BUSINESS GREW, HE MOVED FULLY INTO BEING A TOYOTA MASTER TECHNICIAN.

### **WHAT'S GOTTEN HARDER (LAST ~5 YEARS)**

THE BIGGEST CHALLENGE HAS BECOME ELECTRONICS AND THE RAPID GROWTH OF TECH/SAFETY SYSTEMS (VS. TRADITIONAL ENGINE/TRANSMISSION WORK, WHICH HE FEELS HASN'T FUNDAMENTALLY CHANGED).

EXAMPLES OF NEWER SYSTEMS THAT CREATE COMPLEXITY: RADAR CRUISE CONTROL, BLIND SPOT MONITORING, AND RELATED SAFETY FEATURES.

HE EMPHASIZED THAT MODERN PROBLEMS ARE LESS "CUT AND DRY" THAN DECADES AGO—NOW ISSUES CAN HAVE MANY POSSIBLE CAUSES.

"TOYOTA WARRANTY WORK DOES NOT PAY DIAGNOSTIC TIME WELL (OR AT ALL)," BOBBY SAID, "MAKING COMPLEX ELECTRICAL/TECH ISSUES DIFFICULT BECAUSE SIGNIFICANT TIME MAY BE SPENT BEFORE IDENTIFYING THE ACTUAL FAILED PART."

AN EXAMPLE: IF A REPAIR PAYS 0.6 HOURS (E.G., OXYGEN SENSOR), TOYOTA TREATS DIAGNOSTIC WORK AS INCLUDED EVEN IF MULTIPLE SYSTEMS MUST BE CHECKED FIRST. HE AGREED THAT THIS ISSUE HAS EFFECTIVELY GOTTEN WORSE AS VEHICLE TECHNOLOGY INCREASES.

### **FLAT-RATE PRESSURES & ADVICE FOR THE YOUNGIN'S**

FOR YOUNGER TECHS IN A FLAT-RATE ENVIRONMENT, BOBBY'S ADVICE WAS TO PRIORITIZE LEARNING AND DOING THE JOB CORRECTLY FIRST; SPEED COMES LATER.

BOBBY SAID, "IF YOU DON'T HAVE TIME TO DO IT RIGHT, YOU'VE GOT TIME TO DO IT A SECOND TIME." HE'D RATHER LOSE TIME ONCE AND NEVER SEE THE CAR AGAIN BECAUSE IT'S FIXED CORRECTLY.



# BOBBY BRUNO

## MASTER TECHNICIAN

### LIFE OUTSIDE WORK: CYCLING, RETIREMENT, AND MUSIC

BOBBY IS AN AVID CYCLIST; HE USED TO RACE IN THEIR 30S AND 40S AND STARTED CYCLING AROUND AGE 30 AFTER HIS WIFE ENCOURAGED HIM TO GET A HOBBY.

HE DESCRIBED CYCLING AS AN EXPENSIVE HOBBY WHEN TAKEN SERIOUSLY (THE MAN'S BIKE COSTS AS MUCH AS A USED CAR, BY GUM!)

HE NO LONGER COMMUTES BY BIKE DUE TO INCREASED TRAFFIC AND DISTRACTED DRIVING (CELL PHONES), BUT RIDES FREQUENTLY: ~25 MILES AFTER WORK (WEATHER PERMITTING) AND LONGER ON WEEKENDS.

HE USES AN INDOOR TRAINER SETUP WITH A COMPUTERIZED PROGRAM (ROUVY) DISPLAYED ON A LARGE TV.

RETIREMENT TIMING SOUNDED TENTATIVE BUT SOON; BOBBY JOKED THAT IF HE STILL THERE ON JANUARY 1, 2027 "SOMEBODY HIT ME." HE EXPECTS TO STAY ACTIVE AND LIKELY DO PART-TIME WORK (POSSIBLY AS A DRIVER) BECAUSE HE DOESN'T SIT STILL.

BUCKET-LIST TRAVEL HAS LARGELY BEEN MET ALREADY (ITALY; JAPAN TO VISIT HIS SON), THOUGH HE MAY TRAVEL MORE.

MUSIC IS ANOTHER MAJOR HOBBY: HE USES SPOTIFY HEAVILY (CLAIMED TOP 1% OF LISTENERS) AND MOSTLY LISTENS TO ROCK (NO COUNTRY/RAP). HE LISTENS TO MUSIC WHILE RIDING (ONE EARBUD TO HEAR TRAFFIC) AND AT WORK, AND HE HAS STARTED COLLECTING VINYL AGAIN.

### A MESSAGE TO BOBBY BRUNO,

I KNOW RETIREMENT FOR YOU IS IN THE NEAR FUTURE, I THINK I CAN SPEAK ON BEHALF OF ALL YOUR FELLOW COWORKERS, WHEN THAT DAY COMES, WE KNOW YOU DEFINITELY EARNED IT, BUT WE WOULD BE LOSING A HUGE ASSET TO OUR SERVICE DEPARTMENT HERE IN DIEHL OF HERMITAGE! THANK YOU FOR ALL YOUR HARD WORK OVER THE YEARS AND YOUR COMMITMENT TO YOUR COMMUNITY AND THE VEHICLES THAT OUR COMMUNITY DRIVES! PICTURE BELOW IS SERVICE MANAGER ERIC KRAMER (LEFT) AND BOBBY (RIGHT).



# Car Facts

With your Host  
*Downie Guthrie*



**1:** AT IDLE, AN AVERAGE CAR PRODUCES 27 EXPLOSIONS A SECOND. YES, YOUR CAR EXPLODES 97,200 TIMES AN HOUR AT IDLE.

**2:** AN AVERAGE 4 CYLINDER VEHICLE PRODUCES 7,840 POUNDS OF CARBON DIOXIDE PER YEAR.

**3:** IF ONE COMPACTED EVERY RUNNING VEHICLE IN THE UNITED STATES INTO A BALL, THE BALL WOULD BE ABOUT 2,500 FEET ACROSS, ROUGHLY THE HEIGHT OF THE EMPIRE STATE BUILDING. TWICE.



**4:** THERE ARE ENOUGH PAVED ROADS IN THE UNITED STATES TO DRIVE TO “THAT SMALL MOON” (THAT’S NO MOON...) AND BACK. ABOUT SIX TIMES. (THAT’S A SPACE STATION.)

**5:** ONE OF THE REASONS THE COLOR RED IS USED IN STOP LIGHTS IS BECAUSE RED CONTAINS THE LONGEST WAVELENGTH OF LIGHT AND IS THE MOST VISIBLE FROM THE FARTHEST AWAY.

**6:** AT SHORT BURSTS, A HORSE CAN PRODUCE 10-15 HP. REALITY IS NOTHING BUT LIES.

**7:** THE FASTEST A CAR HAS EVER GONE IS 763 MPH. IF YOU SHOUTED “YO” AT THE SAME TIME THE VEHICLE TOOK OFF, THE VEHICLE WOULD REACH THE FINISH LINE BEFORE THE SOUND OF YOUR VOICE.

**9:** THE HEAVIEST PRODUCTION VEHICLE EVER PRODUCED IS THE GMC HUMMER EV AT 9,600 POUNDS. THAT’S ABOUT THE WEIGHT OF 1.5 ELEPHANTS. THIS IS DIFFICULT TO TEST BECAUSE ELEPHANTS AREN’T HAPPY ABOUT BEING CUT IN HALF, AND THE LOGISTICS OF CUTTING AN ELEPHANT IN HALF ESCAPES ME. ENORMOUS CHAINSAW? ONE OF THOSE OLD-TIMEY TWO-PERSON SAWS? I’VE SPENT ENTIRELY TOO MUCH TIME ON THIS ONE ALREADY. MOVING ON...

**10:** THE UNITED STATES HAS MORE VEHICLES ON THE ROAD THAN ANY OTHER COUNTRY. BUT CHINA WILL PROBABLY SURPASS US SOON!



CARLOS & ALBERT: HUMMER SCULPTURE  
VALUED AT \$1,159.20  
FLEX OR CRINGE?

# Car Facts



**11:** THE TOYOTA COROLLA IS THE BEST-SELLING VEHICLE IN THE HISTORY OF THE WORLD, WITH MORE THAN 50 MILLION UNITS SOLD WORLDWIDE. IT'S SOLD IN 150 COUNTRIES, AND HAS BEEN IN PRODUCTION SINCE 1966.

**12:** AN AVERAGE MID-SIZED 4 CYLINDER VEHICLE USES APPROXIMATELY 400 GALLONS OF GASOLINE A YEAR EQUIV TO ABOUT 30 LOADS OF LAUNDRY. NOTE: DON'T WASH CLOTHES IN GAS, MAN. IT'S A BAD LOOK.



**13:** FOR THE MOST PART, YOU CAN TELL IF A COUNTRY WAS A COLONY OF BRITAIN BY TWO FACTS: ONE, THE COUNTRY STILL PLAYS CRICKET; AND TWO, THE COUNTRY DRIVES ON THE LEFT SIDE OF THE ROAD.

**14:** IF YOU WERE TO STACK EVERY VEHICLE TIRE EVER PRODUCED, THE STACK WOULD REACH PAST MARS AND HALFWAY TO JUPITER.



**15:** ALL THE VEHICLES IN THE WORLD RELEASE 6 GIGATONNES OF CO2 PER YEAR. WHAT'S A GIGATONNE YOU ASK? SINCE WE HAVE SOME EXPERIENCE USING ELEPHANTS TO MEASURE, THAT'S THE EQUIVALENT OF ONE BILLION ELEPHANTS WORTH OF MASS. WHOLE ELEPHANTS THIS TIME.

**16:** THE CITIZENS OF THE UNITED STATES SPEND \$500 - \$600 BILLION A YEAR ON VEHICLE PURCHASES. SALES CONSULTANTS: GET YOU SOME OF THAT CHEDDAR, YO.



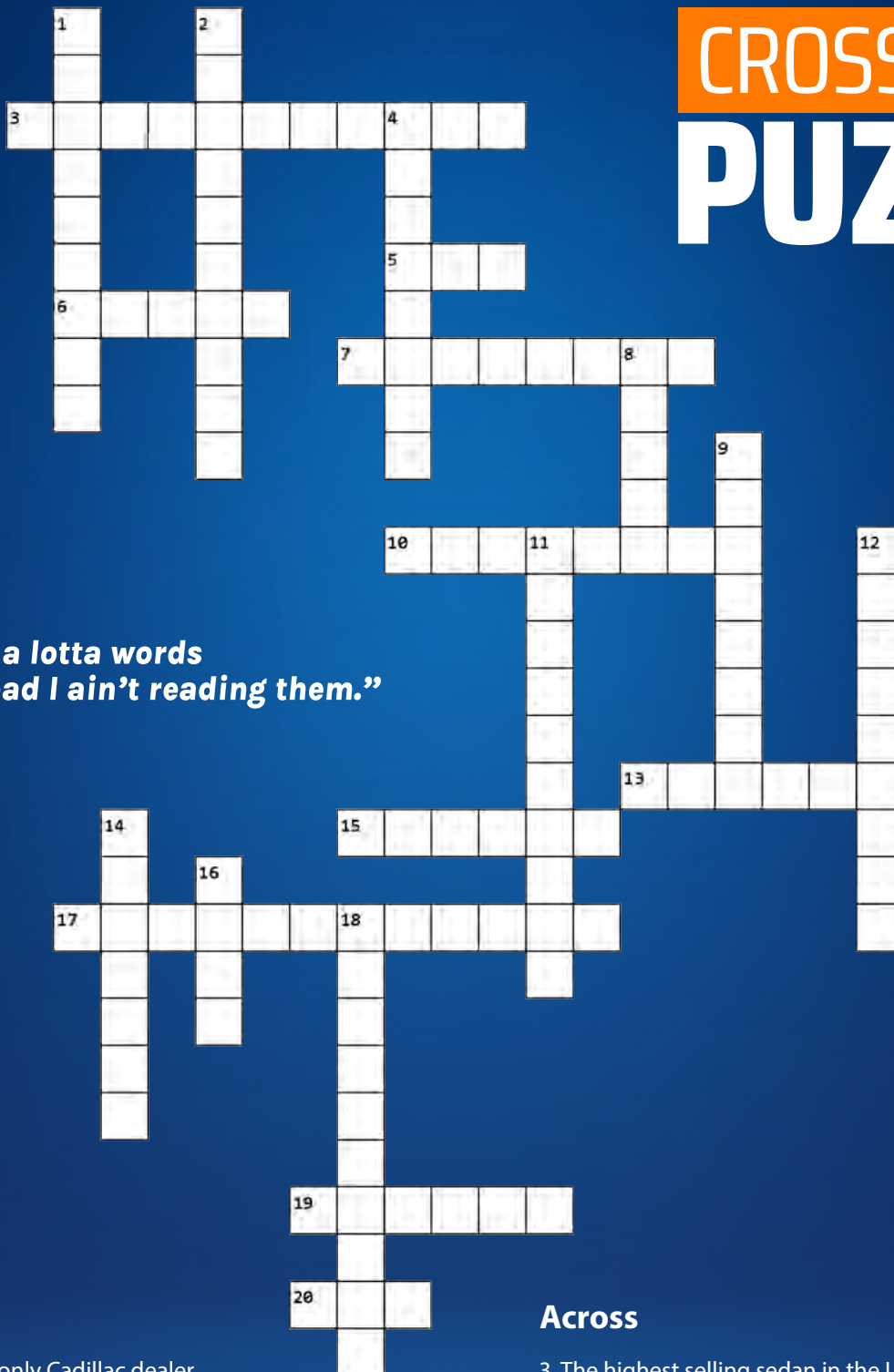
**17:** COMBUSTION ENGINES ARE NOT VERY EFFICIENT. ONLY 1/3 - 2/5 OF FUEL ENERGY BECOMES MOTION. HOWEVER, SOME OF THE FIRST COMBUSTION ENGINES USED ONLY 1/10 OF FUEL ENERGY TO MOVE THE VEHICLE. ELECTRIC MOTORS ARE 85% - 95% EFFICIENT, AND REPRESENT ONE OF THE BIGGEST TECHNOLOGICAL LEAPS IN

**18:** WHAT'S THE MOST COMMON COLOR OF VEHICLE IN THE WORLD? WHITE. BORING-ASS PEOPLE, I SWEAR.

**19:** THE VERY FIRST ELECTRIC PRODUCTION CAR WAS THE FLOCKEN ELEKTROWAGEN IN THE YEAR 1888. IT IS ALSO WIDELY ACCEPTED TO BE THE COOLEST VEHICLE NAME EVER COINED.



# CROSSWORD PUZZLE



**“Wow, that’s a lotta words  
too bad I ain’t reading them.”**

- Duke N.

## Down

1. Location of Diehl’s only Cadillac dealer
2. The Outlander belongs to this car brand
4. The only store of the company that doesn't feature the Diehl name
8. A two-door car
9. Kia’s minivan
11. What separates Diehl from the competitors: The Diehl \_\_\_\_\_
12. Diehl has 11 of these centers.
14. Ohio city featuring Diehl's newest dealership
16. (Abbr.) Diehl has four dealerships featuring these Stellantis brands
18. Car brand that used to feature the Passat

## Across

3. The highest selling sedan in the United States in 2025
5. What the gear shifter's L stands for
6. Hyundai’s EV sub brand
7. Chrysler’s lone active model
10. Tire brand famous for its fleet of blimps
13. Manufacturer that first developed the commercial Jeep
15. Pennsylvania city in which Diehl was founded
17. 2026 MotorTrend Truck of the Year
19. These track speed, RPM, fuel, and more
20. Primary color of the Diehl logo



# TIDBITS N' NEWS

## MASSILLON (HYUNDAI MITSUBISHI)

### HEY BABY

Congratulations to Luke Phillips (Sales) and Amari Ballard (Service BDC) on the birth of their daughter, Amariana.

### UP & UP

The team delivered +29 units year-over-year growth, along with increased gross performance.

### PROMOTING PROMOTIONS

Zach Stephens has been promoted to Internet Manager.

### END OF AN ERA

Tom Hammer has announced his retirement after 35+ years in the automotive industry.

## BEAVER

### CLIMBING THE LADDER

Brandon Mosley has been promoted from Parts Advisor (Sharon) to Parts Manager (Beaver).



## MCELWAIN CHEVROLET

### SALES SURGE

Darin Sharek, Mark Bucci, and Adam Eddy all exceeded their April 2025 sales, achieving strong year-over-year gains.

### FINANCE FLEX

The Finance team—Clay Mayernik, Tammy Mullen, and Bart Goble—achieved a \$251 increase in PVR year-over-year.

### FASTER TURNAROUND

John Jurinko and team improved pre-owned turnaround time by reducing average shop time by 4 days per vehicle.



# TIDBITS N' NEWS

## HERMITAGE (CHEVROLET TOYOTA / KIA)

### RECORD BREAKERS

The Service Department set a new all-time gross record of \$150,130, surpassing the previous \$142,000.

### NEW FACES

Welcome Lisa Morgan, joining as Kia Service BDC / Admin Assistant.

### BUNDLE OF JOY

Congratulations to Kaylah Reeher and her husband Adrian on the birth of their son, Declan Reeher

### BEST OF THE BEST

Diehl Chevrolet of Hermitage was named “Best of the Best / Reader’s Choice Dealership” in Mercer County / Shenango Valley.

### BACK-TO-BACK CHAMP

Elijah DeRaps earned Sales “Champ” of the Month across all three stores—for the second consecutive month.

## COMMUNITY & EVENTS (HERMITAGE & SHARON)

### GIVING BACK

Sponsored organizations and events include: Hickory Lacrosse, Japan Karate-Do Genbu-Kai Tournament, Mercer County Food Bank “Empty Bowls,” Shenango Valley Zem Zem, Mercer County Shrine Club, Prince of Peace, The Arc of Mercer County, and the 2026 Downtown Farmers Market.

### OUT & ABOUT

Team members represented Diehl at community events, including the Warrior in Her Gala and the St. Patrick’s Day Parade.

### COMMUNITY STRONG

Additional sponsorships: Maplewood Baseball, PHN Shamrock Run, Austintown Fitch Football, Swing for Addie, Mohawk T-Ball, and more.



# HAPPY BIRTHDAY!

AARON FISHER  
ALEXANDER GIANNINI  
ANTHONY FLASCO  
ARIELLE MORSE  
AVA BRAGG  
BRADLEY JUSKOWICH  
BRIAN MARCELLUS  
BRIAN RUTHEM  
BRIANNA BORDEN  
CECELIA HOPF  
CHAD GLASER  
CODY THOMAS  
CORNELL CHARLES  
COULTON CUNNINGHAM  
DALLAS TAYLOR  
DAVID PRICE  
DEBORAH KNIGHT  
DERRICK RANSAW  
EDWARD GEISLER  
ERIC HOLLEFREUND  
ERICA HENRY  
ETHAN RENFREW  
GINA HACKWELDER  
GREG LECHNER  
ISABELLE COLONNA  
JAMES DEACON

JAMES MCDONALD  
JASON ELDER  
JASON KASCAK  
JEFFREY BLYMILLER  
JEFFREY STRINGER  
JOHN CARDELLO  
JOHN HARTZELL  
JOHN KEENE  
JOHN MITSOS  
JOHN MORELLI  
JOHNATHAN STARLING  
JOHNNY BOND  
JOSHUA BREWER  
JOSHUA HOUSTON  
KEVIN GROVE  
KODIAK BROGAN  
KYLE ROSS  
LARRY PETERS  
LAUREL MACHER  
LEVI LEONBERG  
MARK BIRDSSELL  
MATTHEW THORNLEY  
MICHAEL FETSKO  
MICHAEL GUERCIO

MICHAEL WICKERSHAM  
MITCHELL CRAFT  
NATHAN TOMASSETTI  
NICHOLAS MARTIN  
OLIVIER PHILOGENE  
ORION MOSES  
PATTI MENDES  
PAUL SHIREY  
QUINTIN PASMAN  
RAYMOND EMERY  
RICHARD REED  
ROBERT BERGBIGLER  
RONALD SHOAF  
RYAN MOSER  
SAMUAL SANFORD  
SHAWN KELLEY  
SHELBY SUMMERS  
STEVEN SURENDA  
THOMAS MURPHY  
THOMAS RICHARDSON  
TIMOTHY SMITH  
TRACY MOREY  
TRE BELL  
TRENTON HOGUE  
WAYNE ANTHONY  
MICHAEL JEVCAK  
MICHAEL MILLER



# HAPPY



# WORKIVERSARY!

WILLIAM ZIVIC	29 YEARS	TROY PINCH	3 YEARS
DONALD BAKER	27 YEARS	JASON YOUNG	3 YEARS
CHRISTINA PAULSEN	25 YEARS	JUANITA FAIR	3 YEARS
TIMOTHY LACKEY	20 YEARS	DONALD SUNTHEIMER	3 YEARS
JEFFREY BLYMILLER	18 YEARS	WALTER YOUREMA	3 YEARS
SHAWN PETERS	13 YEARS	ROGER HOLMES	3 YEARS
MOLLY REGULA	10 YEARS	MICHAEL ANDERSON	3 YEARS
KENT SHERMAN	10 YEARS	SCOTT PLUMMER	3 YEARS
WILLIAM CRAGO	10 YEARS	JASON FARINELLA	3 YEARS
SHIRLEY KLINKNER	10 YEARS	ASHLEY BARTLEY	3 YEARS
KODY NIEDZWIECKI	10 YEARS	THEODORE HAMMEL	3 YEARS
JASON BLAIR	9 YEARS	JESSICA KAMERER	3 YEARS
BONNIE PRINCE	9 YEARS	ANDREW AUSTIN	3 YEARS
MICHEAL BERGMAN	7 YEARS	ANTHONY FLASCO	3 YEARS
MAKENZIE MCELWAIN	7 YEARS	SAMANTHA IRWIN	3 YEARS
JASON GLOVAS	7 YEARS	CAMERON HOGUE	2 YEARS
DUSTIN BRIGGS	6 YEARS	DEMICKO SNOWDEN	2 YEARS
MARK STAMETS	6 YEARS	NOEL GOBLE	2 YEARS
PARIS BALL	6 YEARS	MATTHEW MUCHNOK	2 YEARS
NICHOLAS HENDERSON	5 YEARS	ROBERT AHLSCHLAGER	2 YEARS
MICHAEL RILEY	5 YEARS	JOSHUA DAILEY	2 YEARS
TRACY MORRISON	4 YEARS	SAMUAL SANFORD	2 YEARS
RODNEY STEVENS	4 YEARS	JASON WILBERT	2 YEARS
ANDREW BILLMAN	3 YEARS	MARC LUCENTE	1 YEAR
DAVID IRELAND	3 YEARS	AARON FISHER	1 YEAR
DAVID FERGUSON	3 YEARS	EVAN SCHOETTKER	1 YEAR
REBECCA SAKONYI	3 YEARS	JONATHAN MILES	1 YEAR
BRANDON MCCANN	3 YEARS	JASON LATTNER	1 YEAR
ROBERT BRUNO	3 YEARS	AUSTIN HOOVER	1 YEAR
RALPH ARCURI	3 YEARS	JASON BLASIMAN	1 YEAR
JASON FRALEY	3 YEARS	CORDALE WALLS	1 YEAR
FRANCIS SNYDER	3 YEARS	JANESIA COBLENTZ	1 YEAR
CHUCK EDDY	3 YEARS	JENNA CRESPO	1 YEAR
JESSICA KELECSENY	3 YEARS	KEONTA BELL	1 YEAR
ERIC KRAMER	3 YEARS	JEFFREY ROSEN	1 YEAR
DEANNA DECESARE	3 YEARS	TYLER MALOY	1 YEAR
CHRISTOPHER LUMIA	3 YEARS	AMY MACKEY	1 YEAR
JOSEPH CIONE	3 YEARS	ERICA HENRY	1 YEAR
MICHAEL SMITH	3 YEARS	JESSE UDVARHELYI	1 YEAR
CHRIS MONTALVO	3 YEARS	GIOVONNI FAULISI	1 YEAR
OAKLEY MOSER	3 YEARS	TYLER FAIRMAN	1 YEAR
CARRIE BORDELL	3 YEARS	TIMOTHY BALZER	1 YEAR
		OLEG PESUT	1 YEAR
		JONATHAN WOODFORD-MOODY	1 YEAR
		GIANNA HUDAS	1 YEAR

# APRIL'S DRIVING FORCE

*Our Sales Advisors go a Step Above. Let's hear it for their Outstanding Customer Service and Sales!*

<i>Josh Hamm</i>	<i>24</i>
<i>Erik Bettinger</i>	<i>23.5</i>
<i>Darin Sharek</i>	<i>22</i>
<i>Elijah Deraps</i>	<i>20.5</i>
<i>Jeff Kolish</i>	<i>20.5</i>
<i>Ryan Feola</i>	<i>20.5</i>
<i>Jordan DeLillo</i>	<i>20</i>
<i>Geoff Wilson</i>	<i>19.5</i>
<i>Keonta Bell</i>	<i>19.5</i>
<i>Shaun Swihart</i>	<i>19</i>
<i>Debby Knight</i>	<i>19</i>
<i>Cornell Charles</i>	<i>19</i>
<i>Kristopher Smith</i>	<i>19</i>



**CONGRATS ON THE GREAT WORK!**

# BUILT ON SERVICE. DRIVEN BY RESULTS.

APRIL WAS A STRONG MONTH ACROSS THE PARTS, SERVICE, AND COLLISION DEPARTMENTS AT DIEHL AUTOMOTIVE GROUP. EVERY DAY, OUR TEAMS STAYED LOCKED IN ON DELIVERING EFFICIENT OPERATIONS AND TOP-TIER CUSTOMER CARE ACROSS ALL ROOFTOPS. THAT CONSISTENCY AND FOCUS PAID OFF, RESULTING IN A SOLID MONTH OF PERFORMANCE AND CONTINUED GROWTH IN EACH DEPARTMENT.

AS WE HEAD DEEPER INTO THE SPRING SEASON, WE'RE BUILDING ON THAT MOMENTUM. THE SAME ENERGY, DISCIPLINE, AND COMMITMENT ARE DRIVING US FORWARD AS WE PUSH INTO THE MONTHS AHEAD WITH CONFIDENCE AND PURPOSE.

## COLLISION

	SALES	CSI SCORE
Diehl Collision of Bellevue	\$86,614.10	92.3
Diehl Collision of Butler	\$578,070.30	92.7
Diehl Collision of Cranberry	\$200,649.45	97.0
Diehl Collision of Ford City	\$190,015.46	94.8
Diehl Collision of Grove City	\$204,211.61	80.0
Diehl Collision of Hermitage	\$166,032.78	86.9
Diehl Collision of Massillon	\$253,906.59	96.8
Diehl Collision of Pittsburgh	\$160,264.80	93.1
Diehl Collision of Robinson	\$416,688.69	96.2
Diehl Collision of South Hills	\$111,768.32	92.3
Diehl Collision of Washington	\$91,139.53	85.7

## PARTS

Diehl Chevrolet of North Hills	\$105,450
Diehl Ford of Beaver	\$82,598
Diehl Honda of Massillon	\$221,618
Diehl Hyundai of Massillon	\$113,904
Diehl Kia of Beaver	\$81,848
Diehl Kia of Hermitage	\$88,773
Diehl Kia of Massillon	\$187,016
Diehl of Butler	\$524,388
Diehl of Grove City	\$176,634
Diehl of Moon	\$202,590
Diehl of Robinson	\$260,789
Diehl of Sharon	\$146,392
Diehl Subaru of Massillon	\$203,215
Diehl Toyota Chevrolet of Hermitage	\$211,118
Diehl Toyota Volkswagen of Wooster	\$97,582

## SERVICE

Diehl Chevrolet of North Hills	\$137,188
Diehl Ford of Beaver	\$84,614
Diehl Honda of Massillon	\$276,819
Diehl Hyundai of Massillon	\$281,445
Diehl Kia of Beaver	\$102,078
Diehl Kia of Hermitage	\$68,022
Diehl Kia of Massillon	\$419,644
Diehl of Butler	\$1,087,891
Diehl of Grove City	\$267,146
Diehl of Moon	\$312,046
Diehl of Robinson	\$571,180
Diehl of Sharon	\$157,776
Diehl Subaru of Massillon	\$330,151
Diehl Toyota Chevrolet of Hermitage	\$336,071
Diehl Toyota Volkswagen of Wooster	\$91,207

# MAKIN' IT RAIN IN APRIL




APRIL DIDN'T JUST SHOWER –IT POURED. DIEHL AUTOMOTIVE GROUP TURNED THE MONTH INTO A MONEY STORM, WITH EVERY DEPARTMENT STEPPING IN READY TO WORK AND WALKING OUT WITH RESULTS TO MATCH. THE ENERGY STAYED HIGH, THE FOCUS STAYED LOCKED, AND THE MOMENTUM KEPT FLOWING.

FROM THE SHOWROOM TO THE SERVICE DRIVE, IT WAS SIMPLE: TAKE CARE OF THE CUSTOMER, AND THE MONEY STARTS RAINING.




## BEAVER

	<b>TOTAL SOLD:</b> 37 NEW: 29 USED: 8	<b>GROUP SSI:</b> 4.5 <b>SALES SSI:</b> 5	<b>SERVICE CSI:</b> 4.86 <b>REGION:</b> 4.4
	<b>TOTAL SOLD:</b> 94 NEW: 60 USED: 34	<b>GROUP SSI:</b> 91.89 <b>SALES SSI:</b> 100	<b>SERVICE CSI:</b> 100 <b>REGION:</b> 80.9




## BUTLER

<b>GROUP SALES</b>		<b>GROUP SSI:</b> 91.3 <b>SALES SSI:</b> 94.4	<b>SERVICE CSI:</b> 85.7 <b>REGION:</b> 75.4
<b>TOTAL SOLD:</b> 250 NEW: 175 USED: 75		<b>GROUP SSI:</b> N/A <b>SALES SSI:</b> 4.87	<b>SERVICE CSI:</b> 4.65 <b>REGION:</b> N/A
		<b>GROUP SSI:</b> 962 <b>SALES SSI:</b> 1000	<b>SERVICE CSI:</b> 921 <b>REGION:</b> 899

## GROVE CITY

<b>GROUP SALES</b>		<b>GROUP SSI:</b> N/A <b>SALES SSI:</b> 90	<b>SERVICE CSI:</b> 81.8 <b>REGION:</b> N/A
<b>TOTAL SOLD:</b> 113 NEW: 61 USED: 52		<b>GROUP SSI:</b> 96.25 <b>SALES SSI:</b> 95.83	<b>SERVICE CSI:</b> 100 <b>REGION:</b> 90.98
		<b>GROUP SSI:</b> 93 <b>SALES SSI:</b> 100	<b>SERVICE CSI:</b> 71.4 <b>REGION:</b> 82






## HERMITAGE

<b>GROUP SALES</b>		<b>GROUP SSI:</b> 91.06 <b>SALES SSI:</b> 66.67	<b>SERVICE CSI:</b> 90.91 <b>REGION:</b> 78
<b>TOTAL SOLD:</b> 135 NEW: 88 USED: 47		<b>GROUP SSI:</b> N/A <b>SALES SSI:</b> 4.92	<b>SERVICE CSI:</b> 4.53 <b>REGION:</b> N/A
	<b>TOTAL SOLD:</b> 109 NEW: 67 USED: 42	<b>GROUP SSI:</b> 92.61 <b>SALES SSI:</b> 92.59	<b>SERVICE CSI:</b> 87.23 <b>REGION:</b> 84.78

## WOOSTER

	<b>TOTAL SOLD:</b> 47 NEW: 31 USED: 16	<b>GROUP SSI:</b> 962.4 <b>SALES SSI:</b> 910	<b>SERVICE CSI:</b> 810 <b>REGION:</b> 899.6
-------------------------------------------------------------------------------------	----------------------------------------------	--------------------------------------------------	-------------------------------------------------

## MASSILLON

	<b>TOTAL SOLD:</b> 126 NEW: 83 USED: 43	<b>GROUP SSI:</b> 90.5 <b>SALES SSI:</b> 96.2	<b>SERVICE CSI:</b> 93.1 <b>REGION:</b> 80.6
	<b>TOTAL SOLD:</b> 153 NEW: 92 USED: 61	<b>GROUP SSI:</b> 93 <b>SALES SSI:</b> 97	<b>SERVICE CSI:</b> 95.8 <b>REGION:</b> 92.1
	<b>TOTAL SOLD:</b> 27 NEW: 3 USED: 24	<b>GROUP SSI:</b> 987 <b>SALES SSI:</b> 1000	<b>SERVICE CSI:</b> 960 <b>REGION:</b> 962
	<b>TOTAL SOLD:</b> 79 NEW: 43 USED: 36	<b>GROUP SSI:</b> 961 <b>SALES SSI:</b> 963	<b>SERVICE CSI:</b> 899 <b>REGION:</b> 910
	<b>TOTAL SOLD:</b> 120 NEW: 77 USED: 43	<b>GROUP SSI:</b> 92.87 <b>SALES SSI:</b> 60	<b>SERVICE CSI:</b> 87.5 <b>REGION:</b> 79.78

## MOON

	<b>TOTAL SOLD:</b> 46 NEW: 23 USED: 23	<b>GROUP SSI:</b> 100 <b>SALES SSI:</b> 100	<b>SERVICE CSI:</b> 82.8 <b>REGION:</b> 77.4
-------------------------------------------------------------------------------------	----------------------------------------------	------------------------------------------------	-------------------------------------------------



## NORTH HILLS

	<b>TOTAL SOLD:</b> 58 NEW: 35 USED: 23	<b>GROUP SSI:</b> 95.43 <b>SALES SSI:</b> 96.67	<b>SERVICE CSI:</b> 25 <b>REGION:</b> 88.84
-------------------------------------------------------------------------------------	----------------------------------------------	----------------------------------------------------	------------------------------------------------

## ROBINSON

	<b>TOTAL SOLD:</b> 65 NEW: 41 USED: 28	<b>GROUP SSI:</b> N/A <b>SALES SSI:</b> 92.3	<b>SERVICE CSI:</b> 58.7 <b>REGION:</b> N/A
-------------------------------------------------------------------------------------	----------------------------------------------	-------------------------------------------------	------------------------------------------------

## SHARON

<b>GROUP SALES</b>		<b>GROUP SSI:</b> 4.5 <b>SALES SSI:</b> 5	<b>SERVICE CSI:</b> 5 <b>REGION:</b> 4.4
<b>TOTAL SOLD:</b> 99 NEW: 67 USED: 32		<b>GROUP SSI:</b> 952 <b>SALES SSI:</b> 939	<b>SERVICE CSI:</b> 907 <b>REGION:</b> 890

## McElwain

	<b>TOTAL SOLD:</b> 121 NEW: 73 USED: 48	<b>GROUP SSI:</b> 95.43 <b>SALES SSI:</b> 86.67	<b>SERVICE CSI:</b> 63.64 <b>REGION:</b> 73.86
-------------------------------------------------------------------------------------	-----------------------------------------------	----------------------------------------------------	---------------------------------------------------