

DIEHL



TOYOTA

DIEHL



**#04
APR
2026**

NEWSLETTER

Wooster, Ohio

WUSS-ter (*wuss+stir*)



TOYOTA



EXPANDING THE ROUTE WEST

WE'RE HITTING THE HIGHWAY INTO WOOSTER, OHIO—WELCOMING DIEHL TOYOTA AND VOLKSWAGEN TO THE CREW AND CONTINUING A PEOPLE-FIRST JOURNEY **BUILT TO GO THE DISTANCE.**

YOU MIGHT HAVE HEARD, BUT AS OF APRIL 1ST, 2026, WE OFFICIALLY HAVE TWO NEW FRANCHISE LOCATIONS IN THE LOVELY TOWN OF WOOSTER, OH. PLEASE WELCOME TO THE FAMILY DIEHL TOYOTA AND VOLKSWAGEN OF WOOSTER!

THESE TWO DEALERSHIPS WERE ACQUIRED FROM THE FIRELANDS AUTO GROUP, BASED OUT OF NE OHIO. THEY'RE ABOUT AS FAR NORTH AS YOU CAN GET BEFORE DRIVING INTO LAKE ERIE, WITH SEVERAL STORES IN SANDUSKY AND VERMILION. ONE FATEFUL DAY IN OCTOBER OF 2017, FIRELANDS OPENED THEIR FIRST STORE IN NORWALK, OHIO AND QUICKLY ENDEARED THEMSELVES TO THE LOCAL COMMUNITY. THEIR DEDICATION AND COMMITMENT TO A CUSTOMER-FOCUSED APPROACH HELPED THEM ACHIEVE LASTING SUCCESS.

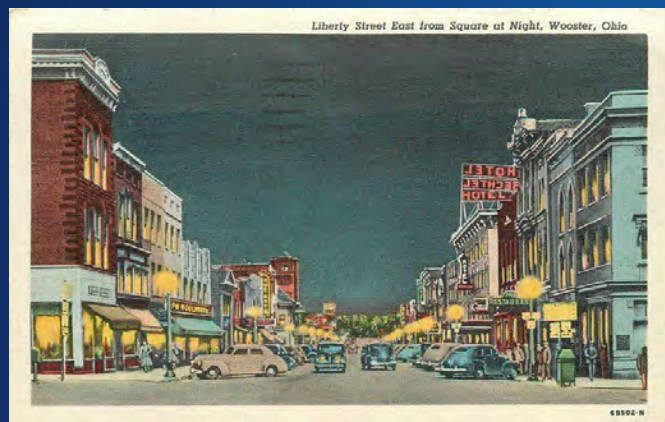
THIS FUELED THEIR GROWTH, AND THEY CONTINUED TO ACQUIRE CHRYSLER, TOYOTA, HONDA, AND CHEVROLET STORES, BEFORE FINALLY BUYING THE WOOSTER STORES. FIRELANDS' PEOPLE-FIRST PHILOSOPHY HELPED THEM WIN OVER THE TOWN OF WOOSTER, AND THEY WERE WELCOMED WITH OPEN ARMS. FIRELANDS HAS BEEN VERY INVOLVED IN THEIR LOCAL COMMUNITIES, SPONSORING EVENTS FROM APRICOT FESTIVALS TO CAR SHOWS TO OHIO BIKE WEEK, HOSTING TRUNK OR TREAT, AND COLLECTING DONATIONS FOR EASTER BASKETS AND TOYS FOR TOTS. THEY EVEN HAD THEIR STUFFED DOG MASCOT (FIRELANDS FRANK) SURPRISE PEOPLE IN THE WILD AND PAY FOR THEIR GAS!



EXPANDING THE ROUTE WEST

Wooster, Ohio - CONTINUED

I RECENTLY SPOKE WITH SEAN KLEMENCIC, THE FORMER FIRELANDS OF WOOSTER GM, ABOUT THE ACQUISITION. HE SAYS THE BEST PART ABOUT WORKING IN WOOSTER IS THE PEOPLE. HE EXPLAINED THAT IT'S A GREAT, TIGHT-KNIT COMMUNITY WITH THE MOST CIVIC PRIDE OF ANYWHERE ELSE HE'S WORKED. MOST RESIDENTS SHARE COURTEOUS, THOUGHTFUL, OLD-FASHIONED VALUES AND TAKE PRIDE IN WHAT THEY DO AND WHERE THEY'RE FROM. THESE VALUES COME TOGETHER TO CREATE THE PICTURE OF HOMETOWN AMERICA - CLEAN STREETS, WELL-MAINTAINED PROPERTIES, STABLE BUSINESSES, AND HARD-WORKING PEOPLE.



LIBERTY STREET EAST FROM SQUARE AT NIGHT, WOOSTER OHIO

AS FOR THE STORES THEMSELVES, THEY'RE JUST A QUICK FIVE-MINUTE DRIVE WEST OF DOWNTOWN WOOSTER. THE TOYOTA AND VOLKSWAGEN STORES ARE ONLY SEPARATED BY A SMALL SIDE STREET. THE BUILDINGS ARE NESTLED IN FARMLAND AND SIT ACROSS FROM A NATIONAL GUARD RECRUITING OFFICE AND A LARGE ANIMAL VET CLINIC.

THE WOOSTER STORES BOAST ABOUT 40 EMPLOYEES, 16 SERVICE BAYS, AND 75 OR SO NEW TOYOTAS, 100 NEW VOLKSWAGENS, AND AROUND 75 USED CARS.

WHEN ASKED ABOUT THE ACQUISITION OF THE WOOSTER STORES, SEAN SAYS, "I FEEL THAT IS WILL BE A SEAMLESS TRANSITION. I THINK DIEHL POSSESSES THE SAME VALUES. ALL OF THE PEOPLE THAT I MET APPEARED VERY ENGAGED, AND I JUST THINK THAT THEY'RE GONNA TAKE CARE OF THE CUSTOMERS JUST AS WE DID BECAUSE THEY POSSESS THE SAME VALUES AND THEIR WORK ETHIC IS STRONG. YOU CAN TELL WHEN PEOPLE ARE ENGAGED OR THEY'RE NOT AND YOUR PEOPLE ARE VERY ENGAGED, SO THIS WAS A NATURAL SALE TO US." FROM SEEING HOW WE TREAT OUR CUSTOMERS AND GET INVOLVED IN OUR COMMUNITY, HE COULD TELL THAT WE WOULD BE A GOOD FIT FOR THE WOOSTER CULTURE AND WOULD CONTINUE TO PROVIDE EXCELLENT CUSTOMER SERVICE.



EXPANDING THE ROUTE WEST

Wooster, Ohio - CONTINUED

BEING FAMILY-OWNED WAS ANOTHER BIG FACTOR, AS THEY ARE ALSO FAMILY-OWNED, AND FELT WE WOULD BE ABLE TO DO MORE MEANINGFUL WORK THAN A CORPORATION WOULD.

THOUGH SEAN IS NOW RECENTLY AND HAPPILY RETIRED, HE HAD ONE LAST MESSAGE FOR HIS TEAM.

"I WOULD LIKE THEM TO KNOW THAT WE THINK THEY'RE IN GREAT HANDS WITH DIEHL AND THAT THEY HAVE A REALLY GOOD FUTURE, WHICH WAS IMPORTANT IN DECIDING WHO TO SELL TO, CAUSE IT'S ALMOST LIKE SELLING PART OF YOUR HOME AND FAMILY, AND YOU WANT THE BEST FOR ALL THOSE PEOPLE THAT HELPED AND SUPPORTED YOU. WE WANT TO PUT THEM IN GOOD HANDS BECAUSE WE'VE TRUSTED THEM AND THEY'VE TRUSTED US AND IT FEELS REALLY GOOD TO HAND IT OFF TO DIEHL, AND I THINK THEY'LL BE ABLE TO GROW THE BUSINESS EVEN MORE. I THINK MATT DIEHL IS A VERY PERSONABLE HUMAN BEING, I THINK HE POSSESSES THE SAME VALUES AS WE DO SO IT FELT VERY COMFORTING TO CONTINUE WITH THE SALE AND DOING BUSINESS WITH HIM."



WE'RE SO EXCITED TO OFFICIALLY WELCOME DIEHL TOYOTA AND VOLKSWAGEN OF WOOSTER INTO THE DIEHL FAMILY! WE LOOK FORWARD TO WORKING WITH Y'ALL AND CONTINUING THAT CUSTOMER AND COMMUNITY FIRST PHILOSOPHY. WE KNOW WE'LL DO GREAT THINGS TOGETHER!

DIEHL

OF WOOSTER





ERIC HOLLEFREUND

32 STRAIGHT YEARS. NO BREAKS. NO BULL.

YOU KNOW HOW AMERICA HAS BALD EAGLES, APPLE PIE, HOT DOGS, AND THE FOURTH OF JULY? THEY'RE THERE TO PROVIDE US A COMMON THREAD, A FAMILIAL SENSE WE SHARE WITH ALL WHO LIVE IN OUR COUNTRY. WE UNDERSTAND THAT THESE TRADITIONS ARE THE KEYS THAT BRING US TOGETHER, THAT UNITE US. THEY HELP US DEFINE WHAT IT MEANS TO BE A'MURICAN.

ERIC HOLLEFREUND IS DIEHL AUTOMOTIVE'S VERY OWN APPLE PIE. YES, HE'S GOOEY AND FLAKY, AND COMES WITH A HINT OF CINNAMON.

BUT MORE IMPORTANT THAN THAT, HE IS THE PLATONIC IDEAL OF A GREAT EMPLOYEE, AND IS SUCH A STAPLE AT DIEHL AUTOMOTIVE OF BUTLER THAT I PERSONALLY CAN'T IMAGINE THIS PLACE WITHOUT HIM.

DON'T EVER RETIRE, ERIC. IT'D BE WEIRD WITHOUT YOU, MAN.

ANYWAY, THE 29TH OF MARCH WAS ERIC'S 32ND YEAR AT DIEHL AUTOMOTIVE. YES, YOU READ THAT CORRECTLY. 32 YEARS AT DIEHL AUTOMOTIVE. LET'S TAKE A DEEP DIVE WITH ERIC...

BORN IN '74



STEEL TO THE CORE...

HIS VERY FIRST JOB WAS AT BURGER KING, AND HE WORKED THERE FOR YEARS! YES, YEARS AT BURGER KING. LIKE SEVEN YEARS. (TRULY, I CAN'T IMAGINE ERIC FLIPPING WHOPPERS, LET ALONE FOR YEARS. YEARS, MAN!) BUT HE WORKED WITH OLD FRIENDS, AND HE MADE NEW ONES WHILE THERE. AND IT WAS A DIFFERENT TIME, BACK IN THE EARLY 90'S WITH FAST FOOD WORKERS OFTEN BEING LEFT TO THEIR OWN DEVICES. IT WAS FUN AND LIBERATING, AND TAUGHT ERIC THE VALUE OF A HARD DAY'S WORK.

BUT IT'S BURGER KING, LADIES AND GENTS. AIN'T NO ONE STAYING THERE FOR TOO LONG. EXCEPT FOR ERIC WHO STAYED THERE FOR YEARS. YEARS!

ERIC'S NEXT JOB WAS AT THE HARDWOOD CAFÉ WHERE HE WORKED FOR ABOUT TWO WHOLE WEEKS. HE NOPED RIGHT OUT OF THAT JOINT AFTER BEING HIRED FOR FOUR HOUR SHIFTS AND CONTINUALLY BEING MADE TO WORK NINE HOUR SHIFTS. WHICH IS GREAT BECAUSE THAT BRINGS US TO...

DIEHL AUTOMOTIVE! 32 YEARS AGO ERIC HOLLEFREUND WAS INTERVIEWED BY DIEHL OF BUTLER'S **LEGENDARY** GM, RICH GROSSMAN. RICH HIRED ERIC ON THE SPOT. ERIC WORKED AS A LOT ATTENDANT FOR ABOUT A YEAR. AFTER THAT, ERIC BECAME A PARTS ADVISOR AND THE REST IS HISTORY!



OUTSIDE OF WORK, ERIC LOVES LIVE MUSIC, TRAVEL, AND GOLF, PROBABLY IN THAT ORDER. ERIC'S OTHER HALF, CHRISTINE, HAS WORKED HER MAGIC ON OUR PARTS HERO, DRAGGING HIM ON VACATIONS AROUND THE WORLD. WELL, INITIALLY SHE DRAGGED HIM. NOW, HOWEVER, ERIC LOVES THE VACATIONS TO THE DOMINICAN REPUBLIC, BOSTON, FLORIDA, DETROIT, SOUTH CAROLINA, AND NUMEROUS OTHER PLACES. (HONESTLY, I WAS JUST DOOMSCROLLING HIS FACEBOOK. ERIC HAS BEEN AROUND THE BLOCK ONCE OR TWICE.) AND ONE OF THE MAIN REASONS FOR THESE TRIPS? LIVE MUSIC.

ERIC IS A MUSIC LOVER AND IS AN ESPECIALLY BIG FAN OF LIVE MUSIC. MATER OF FACT MOST OF THE VACATIONS LISTED ABOVE CULMINATED IN A LIVE SHOW. SO IF ANYONE HEARS ABOUT ANY NEARBY GIGS BY MIKE PATTON OR THE BAND FAITH NO MORE, LET ERIC KNOW. HE MAY NEVER FORGIVE MIKE PATTON FOR CANCELLING HIS 2022 SHOWS, BUT FAITH NO MORE REMAINS HIS FAVORITE BAND, EVEN IF MIKE PATTON IS A TOTAL JERK FOR CANCELLING HIS TOUR. (AHEM. MIKE PATTON IS THE WORLD'S GREATEST SINGER AND ANYONE WHO SAYS DIFFERENT NEEDS TO REEVALUATE THEIR TASTES!)

AFTER 32 YEARS AT DIEHL AUTOMOTIVE, THE ONE THING ERIC APPRECIATES THE MOST IS THE FRIENDS HE MADE ALONG THE WAY. AND THE ONE THING EVERY DIEHL OF BUTLER EMPLOYEE APPRECIATES IS ERIC. THANK YOU, ERIC, FOR THE DECADES OF SERVICE!



INSIDE DIEHL'S 11TH COLLISION CENTER

| DIEHL COLLISION OF SOUTH HILLS |

IN NOVEMBER, DIEHL AUTO ADDED ITS 11TH COLLISION CENTER WITH THE ACQUISITION OF DIEHL COLLISION OF SOUTH HILLS. SINCE THEN, THE LOCATION HAS UNDERGONE RENOVATION AND IS THE NEXT EXAMPLE OF THE COMPANY'S EXPANSION. BUT ACCORDING TO COLLISION DIRECTOR DENISE SCOTT, BRINGING A NEW COLLISION CENTER INTO THE DIEHL NETWORK IS ANYTHING BUT SIMPLE.

"IT IS A VERY COMPLEX PROCESS THAT INVOLVES TRANSFERRING EMPLOYEES, FINANCIALS, AND INSURANCE," SCOTT EXPLAINED. "CHANGE IS HARD FOR THE EMPLOYEES, BUT WE DO OUR BEST TO MAKE IT AS SMOOTH FOR THEM AS POSSIBLE AND MAKE THEM FEEL LIKE THEY ARE PART OF A WINNING TEAM. THE FINANCIAL END INVOLVES TAKING CARS THAT WERE ALREADY IN THE SHOP AND KEEPING THEM SEPARATED, WHICH IS ALMOST LIKE RUNNING A SECOND BUSINESS. WE INVOLVE OUR INSURANCE AND VENDOR PARTNERS TO SIGN NEW CONTRACTS, SO YOU'RE VIRTUALLY STARTING FROM SCRATCH."

THAT "STARTING FROM SCRATCH" MINDSET IS KEY, BECAUSE EVEN WHEN A FACILITY IS ALREADY OPERATIONAL, INTEGRATING IT INTO A LARGER ORGANIZATION REQUIRES REBUILDING SYSTEMS, RELATIONSHIPS, AND WORKFLOWS FROM THE GROUND UP.

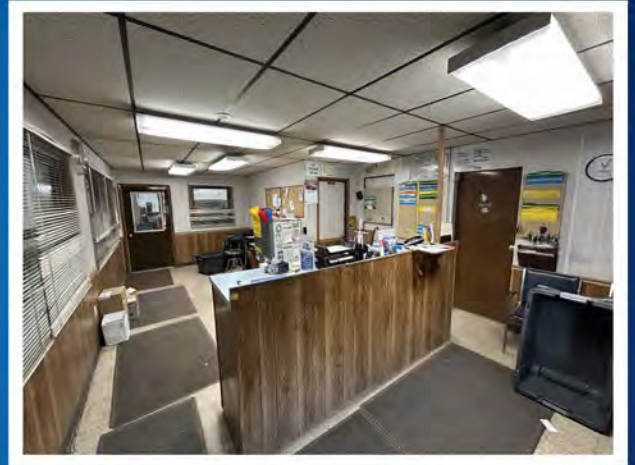
WHILE EVERY ACQUISITION COMES WITH ITS OWN HURDLES, THE SOUTH HILLS LOCATION PRESENTED A UNIQUE SITUATION.



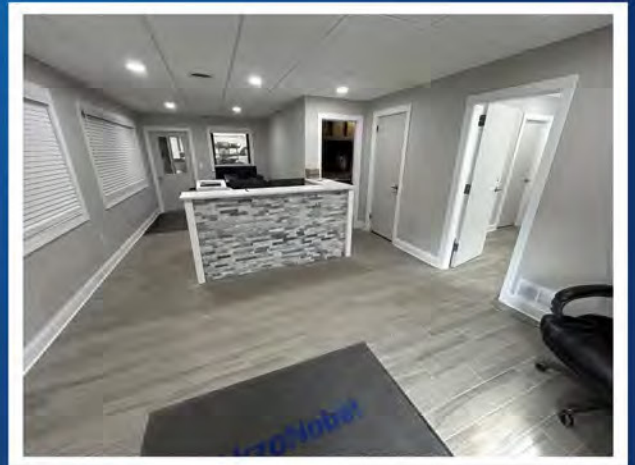
INSIDE DIEHL'S 11TH COLLISION CENTER -CONTINUED

“WITH THE SOUTH HILLS LOCATION, WE DID SOME REMODELING OF THE OFFICE,” SCOTT SAID. “WE NEEDED TO RESTAFF THE FRONT OFFICE, BECAUSE THE FORMER OWNER DID EVERYTHING HIMSELF.”

THIS MEANT NOT ONLY PHYSICAL UPDATES TO THE SPACE BUT ALSO BUILDING A NEW ADMINISTRATIVE STRUCTURE, WHICH IS AN ESSENTIAL STEP IN ALIGNING THE SHOP WITH DIEHL'S STANDARDIZED PROCESSES AND CUSTOMER EXPERIENCE EXPECTATIONS.



THE SOUTH HILLS SHOP OFFERS A STRONG OPERATIONAL FOUNDATION, NOW ENHANCED THROUGH A SERIES OF RECENT UPGRADES AIMED AT IMPROVING BOTH EFFICIENCY AND QUALITY. THE FACILITY INCLUDES APPROXIMATELY 12 BAYS, ALONG WITH TWO DEDICATED LIFTS FOR MECHANICAL WORK, GIVING THE TEAM THE VERSATILITY TO HANDLE A WIDE RANGE OF REPAIRS. RECENT IMPROVEMENTS TO THE PAINT AREA AND A REFRESHED PAINT MIXING SPACE FURTHER ELEVATE THE SHOP'S CAPABILITIES. SUPPORTING THE OPERATION IS A LEAN BUT EFFECTIVE TEAM MADE UP OF TWO OFFICE STAFF MEMBERS, A PAINTER, THREE BODY TECHNICIANS, AND AN APPRENTICE—AN INTENTIONALLY STRUCTURED GROUP THAT IS WELL-POSITIONED TO GROW ALONGSIDE INCREASING DEMAND.



THE ADDITION OF SOUTH HILLS REPRESENTS ANOTHER KEY MILESTONE IN DIEHL COLLISION'S BROADER EXPANSION, WHICH HAS SEEN THE COMPANY GROW FROM JUST THREE BODY SHOPS SEVEN YEARS AGO TO 11 LOCATIONS TODAY. THAT KIND OF GROWTH HAS NOT COME WITHOUT CHALLENGES, PARTICULARLY IN A HIGHLY COMPETITIVE MARKET, BUT IT HAS BEEN FUELED BY A CONSISTENT COMMITMENT TO QUALITY REPAIRS AND STRONG CUSTOMER SERVICE. IN MANY WAYS, THE SOUTH HILLS LOCATION SERVES AS A SNAPSHOT OF THE COMPANY'S OVERALL STRATEGY: ACQUIRE PROMISING OPERATIONS, INVEST IN MEANINGFUL UPGRADES, STANDARDIZE PROCESSES, AND SCALE EFFECTIVELY. WITH ITS IMPROVED FACILITY, STRUCTURED TEAM, AND INTEGRATION INTO A LARGER NETWORK, THE SHOP IS WELL-POSITIONED TO CONTRIBUTE TO DIEHL'S CONTINUED MOMENTUM IN THE COLLISION INDUSTRY.

DIEHL HYUNDAI & FORD OF SHARON



A BEACON OF CHANGE AND INNOVATION

A NEW BEGINNING FOR SHARON

IN APRIL 2024, THE HEART OF SHARON, PENNSYLVANIA, SAW A DEFINING MOMENT WITH THE OPENING OF THE NEWLY CONSTRUCTED DIEHL HYUNDAI OF SHARON. MORE THAN A DEALERSHIP, IT MARKED A TURNING POINT IN THE CITY'S ONGOING REVITALIZATION—STANDING AS A VISIBLE SIGN OF PROGRESS FOR ANYONE ENTERING FROM THE EAST. POSITIONED AT THE TOP OF THE HILL, THE FACILITY BECAME A NATURAL LANDMARK, REFLECTING BOTH THE PRIDE OF THE COMMUNITY AND THE UPWARD MOMENTUM OF SHARON'S FUTURE.

A VISION REALIZED

AT THE TIME, GENERAL MANAGER OAK MOSER SPOKE WITH CLEAR OPTIMISM ABOUT THE DEALERSHIP'S ROLE IN THAT TRANSFORMATION. "WE WERE KIND OF AT THE TOP OF THE HILL AS YOU HEADED DOWN INTO SHARON, SO I THINK IT WAS A NICE LITTLE BEACON THAT YOU WERE HEADING INTO A NEWLY REINVIGORATED SHARON," HE SAID. IN MANY WAYS, THE DEALERSHIP CAME TO REPRESENT MORE THAN COMMERCE—IT STOOD AS A SYMBOL OF RENEWAL, SIGNALING THE KIND OF GROWTH AND POSITIVITY THE CITY WAS STRIVING TO ACHIEVE.

BUILDING FROM THE GROUND UP

BUILT FROM THE GROUND UP, DIEHL HYUNDAI OF SHARON REFLECTS MODERN DESIGN AND FORWARD-THINKING INNOVATION. THE NEW FACILITY REPLACED THE PAST WITH A CLEAR VISION FOR WHAT'S NEXT—SERVING AS BOTH A DESTINATION FOR AUTOMOTIVE SALES AND A HUB FOR ELEVATED SERVICE, WITH EXPANDED CAPACITY SUPPORTING CONTINUED GROWTH IN ITS SERVICE DEPARTMENT.



EMBRACING ELECTRIC VEHICLES

ONE OF THE STANDOUT FEATURES OF THE NEW HYUNDAI DEALERSHIP WAS ITS DEDICATION TO ELECTRIC VEHICLES (EVs), A GROWING STRENGTH OF THE HYUNDAI BRAND. THE SERVICE DEPARTMENT INCLUDED A SPECIALIZED SECTION FOR EVs, EQUIPPED WITH NON-CONDUCTIVE MATERIALS AND A FIREWALLED AREA TO ENSURE SAFETY. ADDITIONALLY, THE DEALERSHIP FEATURED FOUR CHARGERS, INCLUDING TWO FAST LEVEL 3 CHARGERS THAT COULD FULLY CHARGE A VEHICLE IN UNDER AN HOUR. TWO OF THESE CHARGERS WERE AVAILABLE FOR PUBLIC USE, PROMOTING ACCESSIBILITY AND CONVENIENCE FOR EV OWNERS IN THE AREA.

SUSTAINABLE & FORWARD-THINKING

IN LINE WITH HYUNDAI'S COMMITMENT TO SUSTAINABILITY, THE NEW DEALERSHIP WAS POWERED BY SOLAR PANELS, REINFORCING ITS DEDICATION TO ENVIRONMENTALLY FRIENDLY PRACTICES. THIS FOCUS ON SUSTAINABILITY WAS A REFLECTION OF THE BROADER GOALS OF THE DIEHL AUTOMOTIVE GROUP.



A CATALYST FOR GROWTH

THE OPENING OF DIEHL HYUNDAI OF SHARON ON APRIL 1ST, 2024, MARKED THE CULMINATION OF 19 MONTHS OF CONSTRUCTION, RESULTING IN ONE OF THE LARGEST HYUNDAI DEALERSHIPS IN THE PITTSBURGH AND WESTERN PENNSYLVANIA MARKET. ACCORDING TO THE NATIONAL AUTOMOBILE DEALERS ASSOCIATION, NEW CONSTRUCTION COULD INCREASE BUSINESS BY ABOUT 34 PERCENT IN THE FIRST YEAR, AND DIEHL WAS POISED TO CAPITALIZE ON THIS POTENTIAL GROWTH.

A BRIGHT FUTURE AHEAD

AS SHARON CONTINUED ITS JOURNEY TOWARDS REVITALIZATION, DIEHL HYUNDAI OF SHARON STOOD AS A SHINING EXAMPLE OF INNOVATION, SUSTAINABILITY, AND COMMUNITY ENGAGEMENT. THIS MODERN DEALERSHIP NOT ONLY ENHANCED THE AUTOMOTIVE LANDSCAPE BUT ALSO CONTRIBUTED TO THE ECONOMIC AND SOCIAL RENEWAL OF THE CITY, ENSURING A BRIGHT AND PROSPEROUS FUTURE FOR SHARON AND ITS RESIDENTS.



MARCH'S DRIVING FORCE

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

Patrick Digiacomo	23
Elijah Deraps	22.5
Tom Berardi	22
Mark Bucci	22
NaShawn Pryor	21.5
Keonta Bell	21.5
James McDonald	21
Jerone Evans	21
Justin Vetica	21
Jessica Harmon	20.5



Congratulations to Jeff Kolish, Joe Carpini and Aaron Markowitz for having a banner month for Diehl Commercial! Over 80 sales last month alone!

CONGRATS ON THE GREAT WORK!

HAPPY



WORKIVERSARY!

ROBERT BRYCE	55 YEARS
DAVID SPITHALER	33 YEARS
MATTHEW BUCHANAN	27 YEARS
LINDA BURNS	23 YEARS
ROBERT KECK	23 YEARS
MICHAEL MILLER	19 YEARS
NICHOLAS DUNCAN	17 YEARS
DONNIE GUTHERIE	16 YEARS
GARRY DUKE	15 YEARS
DANIEL WOJNO	14 YEARS
ERIK BETTINGER	12 YEARS
BRIAN RUSS	12 YEARS
ALI HATCHER	11 YEARS
ANTHONY MOHRBACHER	11 YEARS
BRIAN LONG	10 YEARS

CHRISTOPHER SHANDER	2 YEARS
NIKOLE CURRIN	2 YEARS
ROBERT BEVINGTON	2 YEARS
CHARITY HAMM	2 YEARS
COLETON BALDWIN	2 YEARS
LUKE HERRIT	2 YEARS
REBECCA UREY	2 YEARS
TRISTAN STEWART	2 YEARS
EMILY DUGAN	2 YEARS
JEFFREY KOLISH	2 YEARS
JORDAN APESOS	1 YEAR
KONNOR GRAHAM	1 YEAR
HEATH DISALVO	1 YEAR
ZOEY WILLIAMS	1 YEAR
BRADLEY WALTERS	1 YEAR
STEVE MANZO	1 YEAR
TIMOTHY SHEA	1 YEAR

DANIEL KLAES	10 YEARS
JOSHUA DOWNS	8 YEARS
MICHAEL JEVCAK	8 YEARS
ELI CAPLAN	7 YEARS
EVAN HART	7 YEARS
CHARLES O'BRIEN	7 YEARS
IRIS BURLESON	7 YEARS
RAYMOND MILLER	4 YEARS
LATOYA YOUNG	4 YEARS
JADEN STUBBINS	3 YEARS
RYAN FEOLA	3 YEARS
MICHAEL ANDERSON	3 YEARS
MATTHEW PRICE	3 YEARS
MARK BORCZ	3 YEARS
JESSICA HARMON	3 YEARS
CHRISTOPHER SAFFELL	3 YEARS
MALACHI KNIGHT	3 YEARS



HAPPY BIRTHDAY!

AARON MCGHEE

MARC CWYNAR

MARK BOWMAN

BRYAN ALBERT

JESS SCHROCK

STEVEN KARSNAK

MICHAEL SCOTT

JOSHUA DAILEY

JUANITA FAIR

RACHEL HAMMEL

JARED ADY

NICHOLAS SODERGREN

JOSEPH PESUT

NOAH TANNER

ETHAN BISH

CARRIE BORDELL

LISA PARISI-HILL

RYAN GOODALL

MARTIN BARCKHOFF

DONOVAN JONES

KIRK MCCONNELL

MATTHEW DIEHL

SCOTT KAELER

JOEL CANELLO

NICHOLAS PATTON

MEAGAN SWIHART

DEVIN REED

MALACHI KNIGHT

JACOB MAHAFKEY

CAMDEN WINKLER

NATHAN SMITH

LUCAS PRISUTA

JUSTIN ZIEGLER

NICHOLAS HENDERSON

ERIC KRAMER

JARED IRWIN

DEREK BARTO

JACOB BRINKMAN

ARIEL HANSEN

EVAN HART

ANTHONY MOHRBACHER

KIMBERLY LECHNER

KYLIN HART

DILLON WATKINS

KARTER ULRICH

JOHNATHAN BEAVER




MARCH MOMENTUM ROARING INTO SPRING

MARCH CAME IN LIKE A LION AND OUR TEAM ROSE RIGHT ALONGSIDE IT. DIEHL AUTOMOTIVE GROUP POWERED THROUGH THE MONTH WITH STRONG PERFORMANCE ACROSS DEPARTMENTS, FUELED BY HARD WORK, RESILIENCE, AND A CONTINUED COMMITMENT TO DELIVERING EXCEPTIONAL CUSTOMER EXPERIENCES. AS THE DAYS GREW LONGER AND THE ENERGY OF SPRING BEGAN TO TAKE HOLD, OUR MOMENTUM ONLY STRENGTHENED. WE'RE CARRYING THAT DRIVE FORWARD INTO THE NEW SEASON, READY TO KEEP GROWING, SUPPORTING OUR CUSTOMERS, AND BUILDING ON THE SUCCESS WE'VE CREATED TOGETHER.

BEAVER

	TOTAL SOLD: 34 NEW: 27 USED: 7	GROUP SSI: N/A	SERVICE CSI: 3
		SALES SSI: 5	REGION: N/A
	TOTAL SOLD: 75 NEW: 50 USED: 25	GROUP SSI: 89.47	SERVICE CSI: 100
		SALES SSI: 100	REGION: 88.8

BUTLER

	TOTAL SOLD: 106 NEW: 76 USED: 30	GROUP SSI: 96.7	SERVICE CSI: 80
		SALES SSI: 94.1	REGION: 80.2
	TOTAL SOLD: 101 NEW: 71 USED: 30	GROUP SSI: N/A	SERVICE CSI: 4.8
		SALES SSI: 4.58	REGION: N/A
	TOTAL SOLD: 51 NEW: 26 USED: 25	GROUP SSI: 954	SERVICE CSI: 945
		SALES SSI: 1000	REGION: 905






GROVE CITY

	TOTAL SOLD: 53 NEW: 23 USED: 30	GROUP SSI: 95.5	SERVICE CSI: 28.6
		SALES SSI: 88.9	REGION: 79.3
	TOTAL SOLD: 45 NEW: 23 USED: 22	GROUP SSI: 91.59	SERVICE CSI: 100
		SALES SSI: 100	REGION: 78.34
	TOTAL SOLD: 5 NEW: 3 USED: 2	GROUP SSI: 82	SERVICE CSI: 62.7
		SALES SSI: 100	REGION: 82


HERMITAGE

	TOTAL SOLD: 62 NEW: 32 USED: 30	GROUP SSI: 91.13	SERVICE CSI: 66.67
		SALES SSI: 75	REGION: 77.94
	TOTAL SOLD: 72 NEW: 53 USED: 19	GROUP SSI: N/A	SERVICE CSI: 4.75
		SALES SSI: 4.5	REGION: N/A
	TOTAL SOLD: 83 NEW: 70 USED: 53	GROUP SSI: 94.3	SERVICE CSI: 96.0
		SALES SSI: 97.62	REGION: 88.8


MASSILLON

	TOTAL SOLD: 118 NEW: 61 USED: 57	GROUP SSI: 90.6	SERVICE CSI: 80.8
		SALES SSI: 82.4	REGION: 92.8
	TOTAL SOLD: 172 NEW: 115 USED: 57	GROUP SSI: 97.8	SERVICE CSI: 94.2
		SALES SSI: 97	REGION: 92.8
	TOTAL SOLD: 27 NEW: 3 USED: 24	GROUP SSI: 990	SERVICE CSI: 790
		SALES SSI: 1000	REGION: 951
	TOTAL SOLD: 80 NEW: 56 USED: 24	GROUP SSI: 959	SERVICE CSI: 884
		SALES SSI: 904	REGION: 907
	TOTAL SOLD: 145 NEW: 99 USED: 46	GROUP SSI: 93.22	SERVICE CSI: 83.87
		SALES SSI: 93.33	REGION: 81.98


MOON

	TOTAL SOLD: 73 NEW: 44 USED: 29	GROUP SSI: 100	SERVICE CSI: 82.8
		SALES SSI: 100	REGION: 77.4


NORTH HILLS

	TOTAL SOLD: 45 NEW: 26 USED: 19	GROUP SSI: 95.78	SERVICE CSI: 100
		SALES SSI: 92.86	REGION: 89.34

ROBINSON

	TOTAL SOLD: 65 NEW: 33 USED: 32	GROUP SSI: 96.7	SERVICE CSI: 74.6
		SALES SSI: 100	REGION: 80.2

SHARON

	TOTAL SOLD: 19 NEW: 7 USED: 12	GROUP SSI: N/A	SERVICE CSI: 5
		SALES SSI: 5	REGION: N/A
	TOTAL SOLD: 55 NEW: 40 USED: 15	GROUP SSI: 950	SERVICE CSI: 905
		SALES SSI: 935	REGION: 890

BUILT ON SERVICE. DRIVEN BY RESULTS.

MARCH DELIVERED STRONG RESULTS FOR THE PARTS, SERVICE, AND COLLISION TEAMS ACROSS DIEHL AUTOMOTIVE GROUP. DAY IN AND DAY OUT, OUR TEAMS STAYED FOCUSED ON KEEPING OUR DEALERSHIPS RUNNING EFFICIENTLY AND OUR CUSTOMERS WELL TAKEN CARE OF. THAT DEDICATION SHOWED IN A POWERFUL FINISH TO THE MONTH AND CONTINUED PROGRESS ACROSS EACH DEPARTMENT.

AS WE HEAD FURTHER INTO THE SPRING SEASON, WE'RE CARRYING THAT SAME ENERGY, MOMENTUM, AND COMMITMENT FORWARD—READY TO KEEP THINGS MOVING AND MAKE THE MONTHS AHEAD EVEN STRONGER.

COLLISION

	<i>SALES</i>	<i>CSI SCORE</i>
Diehl Collision of Bellevue	\$147,201.08	88.2
Diehl Collision of Butler	\$557,581.01	91.9
Diehl Collision of Cranberry	\$179,544.38	96.8
Diehl Collision of Ford City	\$181,112.69	96.8
Diehl Collision of Grove City	\$202,459.95	85.4
Diehl Collision of Hermitage	\$150,421.39	92.5
Diehl Collision of Massillon	\$263,487.94	91.8
Diehl Collision of Pittsburgh	\$206,197.80	93.5
Diehl Collision of Robinson	\$443,195.16	88.4
Diehl Collision of South Hills	\$103,267.73	96.2
Diehl Collision of Washington	\$158,846.74	99.7

PARTS

Diehl Chevrolet of North Hills	\$83,036
Diehl Ford of Beaver	\$95,162
Diehl Honda of Massillon	\$222,957
Diehl Hyundai of Massillon	\$307,073
Diehl Kia of Beaver	\$105,383
Diehl Kia of Hermitage	\$95,101
Diehl Kia of Massillon	\$452,258
Diehl of Butler	\$1,052,484
Diehl of Grove City	\$293,627
Diehl of Moon	\$258,194
Diehl of Robinson	\$547,841
Diehl of Sharon	\$154,220
Diehl Subaru of Massillon	\$336,193
Diehl Toyota Chevrolet of Hermitage	\$274,339
McElwain Chevrolet	\$173,646

SERVICE

Diehl Chevrolet of North Hills	\$73,376
Diehl Ford of Beaver	\$75,388
Diehl Honda of Massillon	\$194,258
Diehl Hyundai of Massillon	\$118,284
Diehl Kia of Beaver	\$80,129
Diehl Kia of Hermitage	\$65,873
Diehl Kia of Massillon	\$190,690
Diehl of Butler	\$442,506
Diehl of Grove City	\$153,126
Diehl of Moon	\$170,553
Diehl of Robinson	\$224,137
Diehl of Sharon	\$114,264
Diehl Subaru of Massillon	\$172,428
Diehl Toyota Chevrolet of Hermitage	\$176,887
McElwain Chevrolet	\$157,278