

DIEHL



#02
FEB
2026

NEWSLETTER

WELCOME TO DIEHL NEWSLETTER 2: ELECTRIC BOOGALOO!

AND YES, I THINK I'M GOING TO WELCOME YOU PEEPS TO EVERY SINGLE NEWSLETTER. I'M VERY POLITE.

IT'S FEBRUARY, LADIES AND GENTLEMEN, SO THERE'S LOVE, PRESIDENTS, AND GROUNDHOGS IN THE AIR. WELL, NOT IN THE AIR BECAUSE PRESIDENTS AND GROUNDHOGS HAVE A TENDENCY TO FALL FROM THE SKY. SO JOIN ME, DIEHLIOS AND MCELWAINIANS AS WE GIVE A BIG THUMBS UP TO THE PRESIDENTS, BUY SOME FLOWERS FOR SOMEONE WE LOVE, AND WATCH A TELEVISED VARMINT PROGNOSTICATE THE WEATHER. PENNSYLVANIA IS WEIRD.

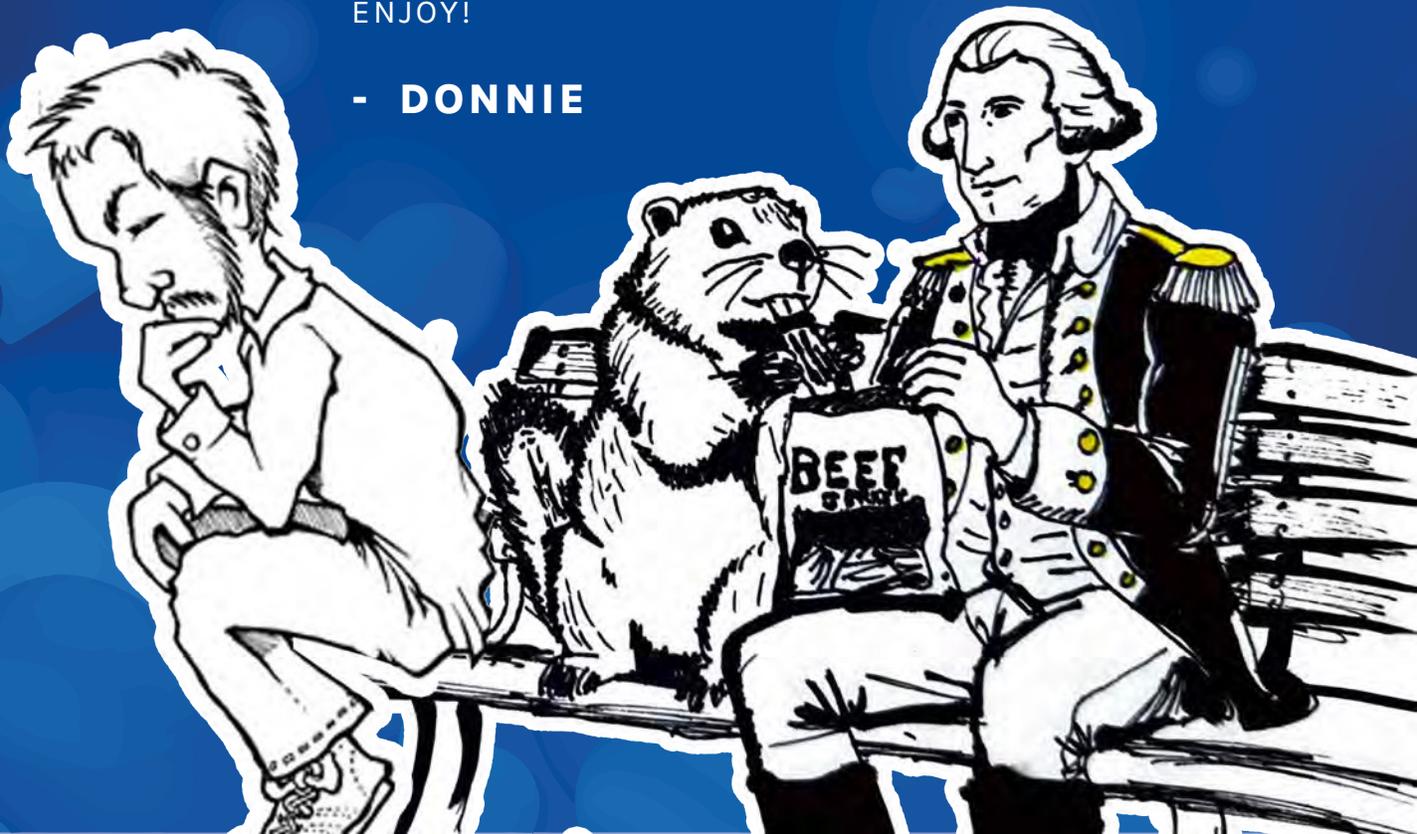
BUT WAIT! THERE'S MORE! KEEP YOUR EYES PEELED FOR EXCITING NEW DEVELOPMENTS AT DIEHL AUTOMOTIVE! WE MAY HAVE A SECRET. BUT MAYBE WE DON'T. MAYBE WE'RE COVERING ONE WALL AT EACH DEALERSHIP WITH VELCRO AND GIVING EVERYONE VELCRO SUITS IN WHICH TO FLING YOURSELVES ONTO THE WALL. OR MAYBE EVERYONE GETS A PUPPY. PERHAPS WE'VE INSTITUTED BEEF JERKY DAY AT DIEHL WHERE WE FIRE JERKED BEEF OUT OF A JERKED BEEF CANNON. MAYBE WE'VE INVENTED A JERKED BEEF CANNON. YOU'LL FIND OUT SOON ENOUGH, PROBABLY WHEN YOU GET BLASTED BY THE DIEHL JERKED BEEF CANNON® OR FIND YOURSELF GLEEFULLY STUCK TO A WALL.

THE VELCRO WALL THING SOUNDS FREAKIN' AWESOME, TBH. LET'S DO THAT.

ANYWAY, IN THIS EDITION OF THE NEWSLETTER, WE SPOTLIGHT THE ROBINSON DEALERSHIP, AND WE HAVE A TALK WITH BOB BRYCE, SENIOR SALES CONSULTANT AT DIEHL SUBARU WHO'S BEEN SELLING CARS LONGER THAN I'VE BEEN ALIVE, AND I'M LIKE OLD. AND DON'T FORGET ALL THE BIRTHDAY AND ANNIVERSARIES!

ENJOY!

- **DONNIE**





DIEHL CHRYSLER, DODGE, JEEP, RAM OF ROBINSON

ACQUIRED IN SEPTEMBER 2012, DIEHL CHRYSLER DODGE JEEP RAM OF ROBINSON BECAME DIEHL AUTOMOTIVE'S FIRST DEALERSHIP OUTSIDE THE BUTLER AREA, OFFICIALLY ESTABLISHING THE COMPANY AS A MULTI-LOCATION OPERATION. THE MOVE ALSO EXPANDED DIEHL'S CHRYSLER DODGE JEEP RAM PRESENCE INTO THE PITTSBURGH REGION, PAVING THE WAY FOR CONTINUED GROWTH.

DIEHL OF ROBINSON EMPLOYS 67 TEAM MEMBERS, INCLUDING EIGHT SALESPEOPLE, AND MAINTAINS AN INVENTORY OF ABOUT 160 VEHICLES, WITH 115 BEING NEW. THE SERVICE CENTER FEATURES 13 MAIN BAYS AND AN ALIGNMENT RACK, WHILE THE FORMER COLLISION CENTER—NOW A TRUCK SHOP—ADDS SIX MORE BAYS AND A SECOND ALIGNMENT RACK. THE DEALERSHIP IS LED BY GENERAL MANAGER BRANDON DENK, WHO JOINED DIEHL IN 2019 AND ASSUMED HIS CURRENT ROLE IN DECEMBER 2022.

INNOVATION IS A KEY FOCUS, PARTICULARLY IN THE SERVICE DEPARTMENT. WASTE-OIL HEATERS NOW POWER THE GARAGE, A SUSTAINABILITY INITIATIVE REVIVED BY SERVICE MANAGER JOHN HOOVER. "JOHN SAW THE POTENTIAL, PUT IN THE WORK, AND GOT THEM RUNNING AGAIN," DENK SAID. "NOW WE'RE USING OUR OWN WASTE OIL TO HELP HEAT THE SHOP AND KEEP OUR TEAM COMFORTABLE THROUGH THE WINTER."

THE SERVICE CENTER IS ALSO WORKING TO IMPLEMENT TEKION SCANNERS THAT RECOGNIZE VEHICLES UPON ENTRY AND GREET CUSTOMERS ON-SCREEN, STREAMLINING CHECK-IN AND IMPROVING WORKFLOW. "THE GOAL IS A FASTER, SMOOTHER CHECK-IN THAT ENHANCES THE CUSTOMER EXPERIENCE WITHOUT SLOWING DOWN THE SHOP," DENK EXPLAINED.

THESE INNOVATIONS SUPPORT DIEHL OF ROBINSON'S BROADER MISSION OF BUILDING LONG-TERM CUSTOMER RELATIONSHIPS. "WE WANT TO EARN CUSTOMERS FOR LIFE," SAID DENK. "THAT MEANS BEING A PLACE PEOPLE TRUST ENOUGH TO SEND THEIR FRIENDS, FAMILY, AND EVENTUALLY THEIR KIDS."

WHAT BEGAN AS DIEHL'S FIRST EXPANSION INTO THE PITTSBURGH MARKET HAS GROWN INTO ONE OF THE REGION'S PREMIER CHRYSLER DODGE JEEP RAM DEALERSHIPS—AND CONTINUES TO IMPROVE THROUGH STRONG LEADERSHIP, TEAMWORK, AND FORWARD-THINKING INNOVATION.



An Ode to the Service Advisor

Imagine going to work where almost every customer you talk to hates you just a little bit. Where every interaction is tarnished by the fact that you have to ask a customer for money they really didn't want to spend. Where conversations have to be deescalated; where every conversation has a chance of a Vesuvius level eruption.

This is the life of a Service Advisor. And we salute you all.

It's a job where calmness is a requirement. Telling a customer they have to replace their transmission to the tune of \$2,000 isn't just something a regular person can do with aplomb. It's a skill. An artform. The Service Advisor must have empathy, not just fake it. One must be able to put themselves in the customer's position; be able to understand the customer has a mortgage, bills, expenses in addition to their car repair. The Service Advisor is a mechanic, psychiatrist, therapist, and confidant all wrapped up in one. The professional Service Advisor can do this. The professional Service Advisor must do this.

I consider this career one of the hardest in the world. And I consider those who are in this career tough, compassionate, and dedicated. Service Advisors are front row for the frustration of their customers. The fears. The resentment. And in some cases, the desperation. They must overcome it all. They must persevere.

You are our Service Advisors. And we salute you all.

Meet Hillary Mundell Service Advisor: Diehl Volkswagen of Butler

Q: How long have you been at Diehl?

A: I've been at Diehl a little over a year—I started in September of 2024.

Q: What's the best part of your job?

A: The best part is helping people turn a stressful situation into something a little less stressful... sometimes even fun!

Q: Do you have a funny story or "service horror story" from your time on the job?

A: There are plenty, but the one that sticks out most is a customer whose sister forgot her seafood boil in the backseat for three days during the summer heat. That was... a stinky one!

Q: What's the most challenging part of being a service advisor, and how do you handle it?

A: The hardest part is that no one is ever happy their car is broken. When a customer comes in, they're usually frustrated, so you start off on a tough note. I focus on making the problem understandable. When customers know what's going on, it takes the fear out of it and turns their car repair into a much less stressful experience.

**HILLARY LED THE NATION IN JANUARY OUT OF 629 LOCATIONS
WITH A PERFECT CUSTOMER SATISFACTION INDEX SCORE!**



DIEHL FINANCE ACADEMY:

PREPPING FOR A CAREER AS A FINANCE MANAGER

ONE OF THE MOST LUCRATIVE CAREERS IN THE AUTOMOTIVE BUSINESS, AS WELL AS ONE OF THE HARDEST, WILL ALWAYS BE FINANCE MANAGER. THE FINANCE MANAGER ARRANGES THE LOAN FOR THE CUSTOMER, AS WELL AS SELLING A MYRIAD OF PRODUCTS INCLUDING GAP PROTECTION, UNDERCOATING, SERVICE CONTRACTS, TIRE AND WHEEL PROTECTION, AND MANY MORE. ONE OF THE TOUGHEST AND MOST GRUELING OF THE AUTOMOTIVE CAREERS, THE FINANCE MANAGER MUST MAKE DIFFICULT SALES TO UNRESPONSIVE CUSTOMERS WHO DON'T EVEN KNOW WHAT PRODUCTS THE FINANCE MANAGER IS SELLING. A DIFFICULT GIG, TO BE SURE, WHICH IS WHY PERRY WAYNE, FINANCE DIRECTOR OF DIEHL AUTOMOTIVE, AND JOE FARQUHAR, NATIONAL F&I EXECUTIVE AT ZURICH, HAVE PARTNERED TO PRESENT THE DIEHL FINANCE ACADEMY.

THE DFA IS RESPONSIBLE FOR TRAINING DIEHL EMPLOYEES IN THE ART AND SCIENCE OF FINANCING. DIEHL EMPLOYEES FROM ANY DEPARTMENT THAT SHOW PROMISE, AMBITION, AND FORTITUDE CAN BE NOMINATED TO JOIN THE DFA. THE DFA IS BROKEN DOWN INTO THREE SESSIONS:

SCARED STRAIGHT: THE CANDIDATES ARE SHOWN THE LEGAL NECESSITIES OF THE JOB, SUCH AS LEGAL RAMIFICATIONS OF MISTAKES, HOW IT'S NECESSARY TO PROTECT THE DEALER, AND AN ABSTRACT OF ALL THE HORRIBLE THINGS THAT CAN GO WRONG.

SELLING SYSTEM: THE CANDIDATES PRACTICE WORD TRACKS AND DIFFERENT SALES TECHNIQUES.

FINAL ROLEPLAY: THE HEART OF THE AUTOMOTIVE SALES TECHNIQUES: THE ROLE PLAY. CANDIDATES WILL USE THE WORD TRACKS AND SALES TECHNIQUES TO "SELL" THE INSTRUCTOR OR OTHER CANDIDATES. THEY WILL USE OBJECTIONS AND WORD TRACKS TO GET THE SALE.

AFTER THESE THREE SESSIONS, THE CANDIDATES WILL ATTEND ZURICH TRAINING FOR A WEEK. IF THE CANDIDATE IS SUCCESSFUL AND STAYS IN THE PROGRAM TILL THE END, THEY WILL BE ELIGIBLE FOR A FINANCE MANAGER POSITION, WITH THE POSSIBILITY OF A SIX-FIGURE INCOME.

THE DFA HAS RECENTLY WRAPPED UP THEIR FIRST EVER CLASS, AND MEMBERS DAMIAN SOUTHWICK, TYLER MALOY, AND JACOB PANTONE ARE ALL CURRENTLY OCCUPYING FINANCE CHAIRS.

THIS IS A WONDERFUL PROGRAM OF WHICH WE'RE ALL VERY PROUD AND EXCITED! MANAGERS, IF YOU FEEL AS IF YOU HAVE AN EMPLOYEE WHO WOULD BE A GOOD FIT FOR THIS PROGRAM, PLEASE REACH OUT TO PERRY WAYNE FOR POSSIBLE INCLUSION!



JOE FARQUHAR - JJ MILLER - TYLER MALOY - JACOB PANTONE - DAMIAN SOUTHWICK - PERRY WAYNE

ZURICH

FORMERLY
GROVE CITY

MASSILLON
HONDA

HERMITAGE
KIA

BEAVER
FORD/KIA

DIEHL
FINANCE DIRECTOR

BOB BRYCE

SENIOR SALES CONSULTANT
DIEHL SUBARU OF MASSILLON

55 years. Thousands of deals. **One Bob Bryce.**

Bob Bryce is one of Diehl Subaru's longest-standing sales members. Bob was born on Aug 20, 1951, just outside Massillon, OH. He didn't have much growing up, as his family was very poor. He says Christmas was his least favorite time of year because he never had anything to take in for show and tell. As a kid, he never had big dreams of being a car salesman-- it just sort of happened.

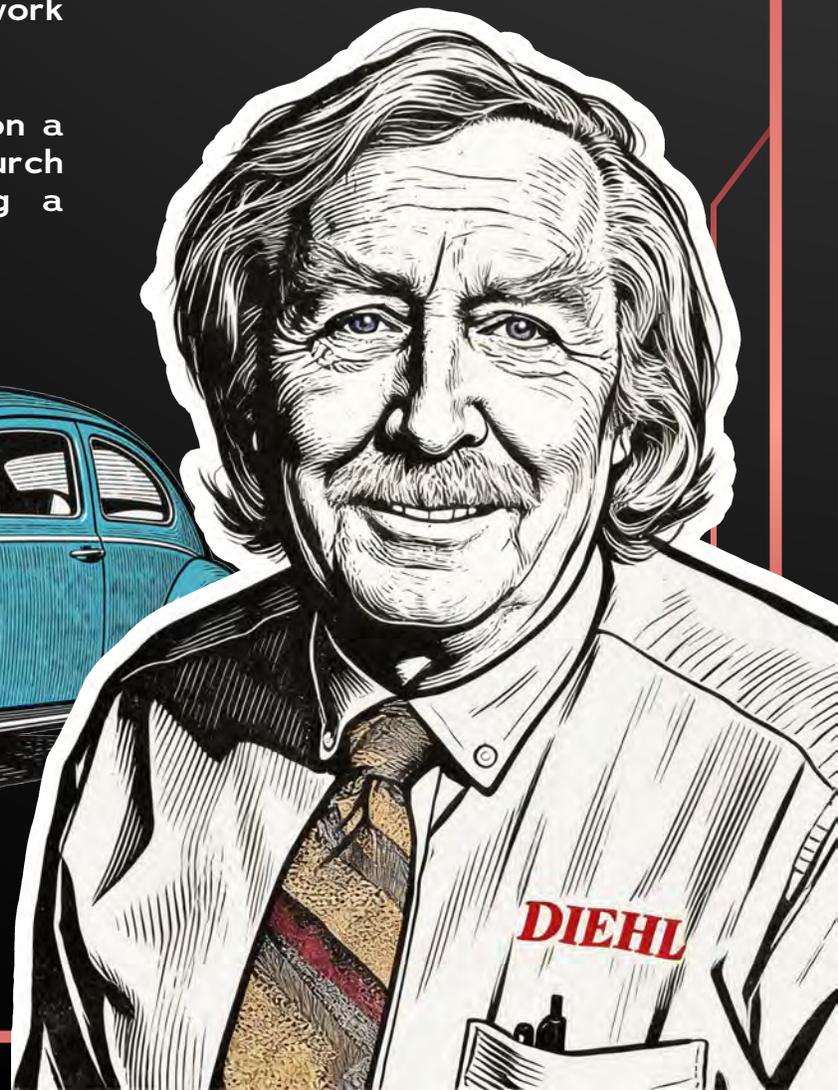
One fateful day about 55 years ago, a young Bob was flipping through the newspaper when he saw a job ad for car salespeople. He figured he would try it out for three months before going back to college, but that didn't happen. He started working at George Waikem Ford and has been there ever since, coming to work at Diehl Subaru after Waikem sold their Massillon stores to Diehl. Bob enjoyed working at Ford, but says he prefers selling Subarus more, as they're more reliable, and drives his 2013 Subaru Outback to work everyday.

He met his wife 50 years ago on a chance meeting. He was at a church in Akron, planning on meeting a woman that night.

(CONTINUED)



Bob's First Car was a Blue 1964 Volkswagen Beetle



BOB BRYCE

(CONTINUED)

Turns out that the woman Bob hoped to meet wasn't there, but his friend introduced him to another lovely lady, and they've been together ever since!

Bob says the biggest shift he's seen in the industry in all his time here is the rise of technology. When he first started, people would bring in newspaper ads, asking if the dealership still had the car in the photos. Nowadays, most people do their research online and know what they want before they walk through the doors.

His favorite sales story is when a gentleman came in to look at a truck, and after chatting with Bob, said he needed a lower price before buying. So Bob asks the guy if there's someone he can consult with before making the decision, and he says, yes, my dog is in the truck. So, the guy goes to his truck and has a very animated 10-minute conversation with his dog, comes back in, and says if they can take off \$100 and give it a fresh wax, he'll take it.

Bob has been very successful in the car sales industry, quite often being in the top sales for the month. He says his success comes from his strong work ethic which was instilled in him early on. He says to be successful you have to put in the time, and he definitely does, as he's at Subaru six days a week. The best part of sales for him is the adrenaline of completing a sale and knowing you helped them get the best deal.



BOB BRYCE

(CONTINUED)

He doesn't have current plans to retire, as he enjoys his job a lot. Where else can you get paid to talk to people all day? In his spare time, Bob thinks about being back at work, helps his wife with their gift shop in Coshocton, OH, and takes care of his numerous cats (there are too many to count).

The biggest piece of advice Bob gave was to take advantage if you had the opportunity to do sales. There's a lot of money to be made, but you have to put in the time and get out there.





HERMITAGE

Toyota of Hermitage achieved national recognition for its impressive growth in 2025. The dealership saw a 13% increase in sales from 2024 to 2025, surpassing the regional growth of 8% and the national growth of 5%. This performance exceeded the average national growth rate by 8%. Customer satisfaction remains a top priority, with 96% of Toyota customers giving a 5-star rating, resulting in an overall rating of 4.82, compared to the national average of 4.6—again exceeding expectations.

Congratulations to Sales Manager Jason Fraley and fiancé Cristin on the birth of their healthy baby boy, Matthew Fraley, born January 8, 2026!

Diehl Toyota of Hermitage donated \$10,000 to Kennedy Catholic Schools in support of their athletic program as part of the Elite Sponsor Program. Additionally, Diehl of Hermitage proudly serves as the Title Sponsor for the Warrior in HER Foundation Gala.

Salesperson of the Year for 2025 goes to Elijah Deraps for Diehl Chevrolet Toyota of Hermitage and Geoff “Tank” Wilson for Diehl Kia of Hermitage. Service Team Members of the Year are Mike Smith for Chevrolet Toyota Hermitage Campus and Jess Schrock for Kia Hermitage. Finally, welcome to the team Ava Pantone, Administrative Assistant and Service Appointment Coordinator for Chevrolet Toyota of Hermitage.



SHARON



Diehl of Sharon will be the Pot O’ Gold Sponsor / Title Sponsor for Downtown Sharon’s St. Patricks Day Parade.

Diehl Ford Commercial will be the Triple Crown Elite Sponsor for the Annual Jim Gibson Memorial Benefit, which provides care and sanctuary to more than 60 unwanted and at-risk horses over the years, these rescue horses now positively serve local veterans, at-risk youth, individuals with special needs and adults in recovery!

Welcome New Sales Person Justin Journey. Salesman of the Year at Diehl of Sharon for 2025 is Ryan Feola! And Don Lun was promoted to Internet Sales Manager.



GROVE CITY

Welcome New Team Members Troy Rasely, Troy Heinemann, & Jeff Stanley! Owen Hines. Sales Manager Josh Hines & wife Samantha had a healthy baby boy! Congratulations!

DIEHL

TIDBITS & NEWS

BUTLER

Diehl Toyota proudly donated \$500 to the Mars Musical Booster Club, supporting local arts and student programs.

We also contributed \$900 to the Saint Mark Parish Fish Fry, helping a beloved community tradition continue to thrive.

In support of public safety, Diehl Toyota donated \$1,600 to the Penn Township Police Department to help equip patrol vehicles with AED devices—because every second counts.

And on the team front, Diehl Volkswagen is excited to welcome Nick Murdoch as our newest Sales Consultant. Be sure to say hello!



HONDA



Diehl Honda is proud to celebrate Rodney Stevens, who has accepted a promotion to Honda GSM. Congratulations on this well-deserved achievement!

We're also thrilled to recognize Tyler Maloy, who has accepted a promotion to Honda Finance Manager. Way to go, Tyler!

And in a move that strengthens both Diehl Subaru and Diehl Honda, Olivia Gehring has accepted a promotion to Floating Finance Manager. We're excited to see her impact across both teams!

Honda hit the hat trick!

Surpassed new objective (69 sold 75)

Hit the CPO objective (23 sold 23)

Surpassed the True Used CPO objective (2 sold 4)

Only three Honda stores in the district were able to achieve the same (out of 19 stores)



FUN FACTS

Honda started with motorized bicycles, became the world's largest motorcycle maker, invented the first mass-produced 4-wheel drive car (Prelude), launched Acura as the first Japanese luxury brand, made the first American-built foreign car (Accord), built robots like ASIMO, and even exports soybeans.



SUBARU

On Wednesday, Jan 21, Diehl Subaru participated in a joint event with the Eric Snow YMCA to distribute brand new coats, shoes, socks, and more to kids in need. Parents signed up to reserve their items, and kids went through and were able to pick out the color/style they liked best. We had enough gear to help a bunch of walk-ins too. The coats, shoes, and socks were donated by Operation Warm, which is a partner of big corporate Subaru. YMCA also partnered with a bunch of restaurants to provide coffee, hot chocolate, cookies, and snacks. Over 500 kids served and everyone left with coats/socks/shoes. Employees Dustin, Paris, Elena, Alexa, Thorne, and Jake attended.



Our December charity of the month was the Josette Beddell Memorial Foundation-- they raise money to fight against breast cancer. For every car sold throughout the month, we donated \$25 to them for a total of \$1,375.



We donated \$250 to Perry Speech and Debate's fundraiser- a reverse raffle happening Feb 15.

Saturday, Jan 17th, we hosted an adoption event in conjunction with the Stark County Humane Society. They brought 5 puppies and 1 kitten, and all 5 puppies were adopted (1 shortly after leaving our showroom) but the kitten is still looking for a home.



Two New Salesmen joined the team: Josh Love and Nathan Elbert- who got a promotion from lot to salesman.

Subaru delivered 70 total units in January, the best January ever! Diehl Subaru is number one in their district for percentage of target, Mechanical PEN, maintenance PEN and Total Pen!



Employee of the year is Dave Price- SR Master Technician

Dave stepped up and carried service when they didn't have a manager, shows exceptional leadership and drive and is quick to help customers and his team. Dustin says he's "the glue that keeps all three departments running." He's worked here on and off for 16 years.

BEAVER

Welcome New Team Member Tom Hammer! Congratulations to Hugh Harper as he will be a new Finance Manager soon! Spencer Green outsold and in took home salesman of the month. Joel Canello was #1 in the service zone for the Ford driving service excellence contest and secured his spot as service employee of the month!



Happy BIRTH- DAY

FEBUARY BIRTHDAYS

Garrett Adams
Harry Bowers
Dustin Briggs
Bruce Brown
Ryan Brock
Brandon Burns
Iris Burluson
Anthony Cameron
Duane Carnathan
Daniel Dager
Deanna Decesare
Nicole Denny
Matthew Donaldson
Yardley Doughty
Troy Fetter
Jill Foss
Matthew Fullerton
Eric Geibel
Tyler Glovas
Immanuel Gomez
Benjamin Goodrum
Andrea Grimm
Jason Gresco

Luke Herrit
Zachary Hendershot
Austin Highfill
Geoffery Hockett
Cameron Hogue
Leslee Hudak
Thomas Hughes
Darvern Howze
Joel Jaskolka
James Justi
Thomas Kifer
Marc Lucente
Timothy Mancini
Nicholas Manley
Brandon McCann
Kevin McCann
Justin Meek
Raymond Miller
Hillary Mundell
Eric Ochman
Calvert Osborne
Judith Parker
Joshua Philips
Troy Pinch

Logan Powell
Bonnie Prince
Adrian Reeher
John Rial
Elena Robinson
Dustin Shahan
Christopher Shander
Donald Suntheimer
Thomas Troutner
Timothy Vanselow
Leah Wallace
Lester Welch
Robert Willard
Robert Williams
Zoey Williams
Kaylin Wyatt
Michael Hoffarth



PHRESH DRIP

LOOK SHARP. REP DIEHL.

HOODIES, POLOS,
PUFF VESTS AND LIDS.
CLICK TO COP.
THESE THREADS AIN'T MID.

[DIEHLAUTO.COM/MERCH](https://diehlauto.com/merch)





ANNIVERSARY SPOTLIGHT



Honoring our team's dedication and milestones, one year at a time.

Cary Evans	30 years	Daniel Boyle	6 years	Robert Stiehler	1 year
Gina Hackwelder	27 years	Tyler Glovas	6 years	Michael Cook	1 year
James Watson	23 years	Bobby Williams	5 years	Clay Mayernik	1 year
Matthew Coletta	20 years	Travis Carpenter	5 years	Gregory Mccauley	1 year
Raymond Emery	13 years	Thorne Silvius	5 years	Maeve Hammel	1 year
Mitchell Craft	13 years	Keith Geyer	5 years	Jacob Rodgers	1 year
Lori Hollinger	12 years	Ethan Renfrew	5 years	Jason Gresco	1 year
Robert McHue	12 years	Lester Welch	3 years	Douglas Lamark	1 year
Duane Carnathan	11 years	Margaret Wilson	3 years	James Mccombs	1 year
William Vargo	11 years	David Pedersen	3 years	Jamie Fielden	1 year
Jay Wiczorkowski	10 years	Richard Haag	3 years	Andre Somler	1 year
Lexie Reiman	9 years	Joseph Stark	2 years	Brady Jones	1 year
Frank Teamor	9 years	Steven Wolfe	2 years	Ethan Deless	1 year
Gregory Rock	9 years	Ryan Carnahan	2 years	Daniel Petersen	1 year
Matthew Garger	8 years	Daniel Snyder	1 year	Roger Pitts	1 year
Michele Smith	8 years	David Kerschbaumer	1 year	Joshua Melnick	1 year
Ryan Moorhead	7 years	Sandra Nebel	1 year	Dominick White	1 year
Denise Scott	6 years	Nathan Dennis	1 year		



EMPLOYEE SURVEY



EMPLOYEE SURVEY



EMPLOYEE SURVEY



Hey you! Yes, you! I see you sitting there with a bit of time on your hands. **We need you to please fill out this employee survey.** Why? We want to make this the best place to work, make it the most efficient organization, and make you peeps the most amount of money as possible. To do that, we need the boots on the ground to tell us what's up. That's where you guys come in!

So here're a few important notes before you start:

The survey is completely anonymous. If you are a manager and wish to remain anonymous, please do not select "yes" to the manager question.

If you work at multiple locations, please select the location you consider your primary one.

We strongly encourage you to use the open comment sections. Honest, specific feedback is incredibly valuable to us.

Depending on your browser, an "OK" button may appear after selecting an answer. You should be able to simply scroll to the next question without clicking OK.

CLICK HERE TO BEGIN!

<https://www.surveymonkey.com/r/Diehl2026>



JANUARY PERFORMANCE



BEAVER

 **TOTAL SOLD:** 32 **GROUP SSI:** 4.86 **SERVICE CSI:** 47.69
NEW: 20
USED: 12
SALES SSI: 5 **REGION:** 4.81

 **TOTAL SOLD:** 61 **GROUP SSI:** 93.5 **SERVICE CSI:** 95.41
NEW: 39
USED: 22
SALES SSI: 95.65 **REGION:** 84.46

BUTLER

 **TOTAL SOLD:** 116 **GROUP SSI:** 100 **SERVICE CSI:** 83
NEW: 46
USED: 70
SALES SSI: 100 **REGION:** 69.8

 **TOTAL SOLD:** 134 **GROUP SSI:** 100 **SERVICE CSI:** 4.84
NEW: 64
USED: 70
SALES SSI: 4.72 **REGION:** 81.27

 **TOTAL SOLD:** 82 **GROUP SSI:** 900 **SERVICE CSI:** 954
NEW: 12
USED: 70
SALES SSI: 970 **REGION:** 898

GROVE CITY

 **TOTAL SOLD:** 57 **GROUP SSI:** 50 **SERVICE CSI:** 100
NEW: 21
USED: 36
SALES SSI: 50 **REGION:** 75

 **TOTAL SOLD:** 51 **GROUP SSI:** 100 **SERVICE CSI:** 82.81
NEW: 15
USED: 36
SALES SSI: 86.46 **REGION:** N/A

 **TOTAL SOLD:** 40 **GROUP SSI:** N/A **SERVICE CSI:** 75
NEW: 4
USED: 36
SALES SSI: N/A **REGION:** N/A

HERMITAGE

 **TOTAL SOLD:** 61 **GROUP SSI:** 100 **SERVICE CSI:** 57.29
NEW: 22
USED: 39
SALES SSI: 81.25 **REGION:** N/A

 **TOTAL SOLD:** 74 **GROUP SSI:** N/A **SERVICE CSI:** 5
NEW: 35
USED: 39
SALES SSI: 4.58 **REGION:** N/A

 **TOTAL SOLD:** 72 **GROUP SSI:** 945 **SERVICE CSI:** 89.19
NEW: 33
USED: 39
SALES SSI: 100 **REGION:** 887

MASSILLON

 **TOTAL SOLD:** 96 **GROUP SSI:** 89.8 **SERVICE CSI:** 84.8
NEW: 51
USED: 45
SALES SSI: 94.4 **REGION:** 79.7

 **TOTAL SOLD:** 130 **GROUP SSI:** 97.4 **SERVICE CSI:** 96.2
NEW: 69
USED: 61
SALES SSI: 91.3 **REGION:** 91.8

 **TOTAL SOLD:** 42 **GROUP SSI:** 985 **SERVICE CSI:** 993
NEW: 2
USED: 40
SALES SSI: N/S **REGION:** 971

 **TOTAL SOLD:** 73 **GROUP SSI:** 957 **SERVICE CSI:** 78.19
NEW: 40
USED: 193
SALES SSI: 939 **REGION:** 79.8

 **TOTAL SOLD:** 98 **GROUP SSI:** 91.3 **SERVICE CSI:** 81.36
NEW: 48
USED: 50
SALES SSI: 94.44 **REGION:** 81.27

MOON

 **TOTAL SOLD:** 52 **GROUP SSI:** 100 **SERVICE CSI:** 81.5
NEW: 29
USED: 23
SALES SSI: 100 **REGION:** 77.4

NORTH HILLS

 **TOTAL SOLD:** 49 **GROUP SSI:** 91.5 **SERVICE CSI:** 100
NEW: 24
USED: 25
SALES SSI: 79.38 **REGION:** 91.12

ROBINSON

 **TOTAL SOLD:** 76 **GROUP SSI:** 88.9 **SERVICE CSI:** 76.7
NEW: 40
USED: 36
SALES SSI: 88.2 **REGION:** 78.7

SHARON

 **TOTAL SOLD:** 39 **GROUP SSI:** 4.86 **SERVICE CSI:** 4.71
NEW: 11
USED: 28
SALES SSI: 5 **REGION:** 4.81

 **TOTAL SOLD:** 271 **GROUP SSI:** 945 **SERVICE CSI:** 911
NEW: 31
USED: 28
SALES SSI: 915 **REGION:** 887

McElwain
 CHEVROLET

TOTAL SOLD: 106 **GROUP SSI:** 91.5 **SERVICE CSI:** 100
NEW: 46
USED: 59
SALES SSI: 87.81 **REGION:** 91.12

PARTS

Diehl Kia of Beaver \$61,806
 Diehl Kia of Massillon \$144,654
 Diehl of Sharon \$106,945
 Diehl Hyundai of Massillon \$80,985
 Diehl Ford of Beaver \$73,670
 Diehl Hyundai of Massillon \$255,985
 Diehl of Sharon \$122,301
 Diehl of Robinson \$592,037
 Diehl Chevrolet of North Hills \$125,756
 McElwain Chevrolet \$154,666
 Diehl Kia of Beaver \$85,290
 Diehl Ford of Beaver \$95,870
 Diehl Kia of Massillon \$398,216
 Diehl Kia of Hermitage \$62,173

SERVICE

Diehl Honda of Massillon \$197,804
 Diehl of Grove City \$146,547
 Diehl of Robinson \$228,418
 Diehl of Moon \$163,455
 Diehl Subaru of Massillon \$202,339
 Diehl Chevrolet of North Hills \$88,686
 Diehl of Butler \$407,234
 Diehl Toyota Chevrolet of Hermitage \$149,740
 McElwain Chevrolet \$152,286
 Diehl Kia of Hermitage \$69,995
 Diehl Kia of Beaver \$61,806
 Diehl Kia of Massillon \$144,654
 Diehl of Sharon \$106,945
 Diehl Hyundai of Massillon \$80,985
 Diehl Ford of Beaver \$73,670

COLLISION

Washington \$148,063.02
 Pittsburgh \$172,732.38
 Cranberry \$213,244.20
 Bellevue \$90,357.22
 Robinson \$432,624.12
 Butler \$505,845.38
 Ford City \$183,472.07
 Grove City \$220,645.79
 Massillon \$250,925.25
 Hermitage \$143,861.42