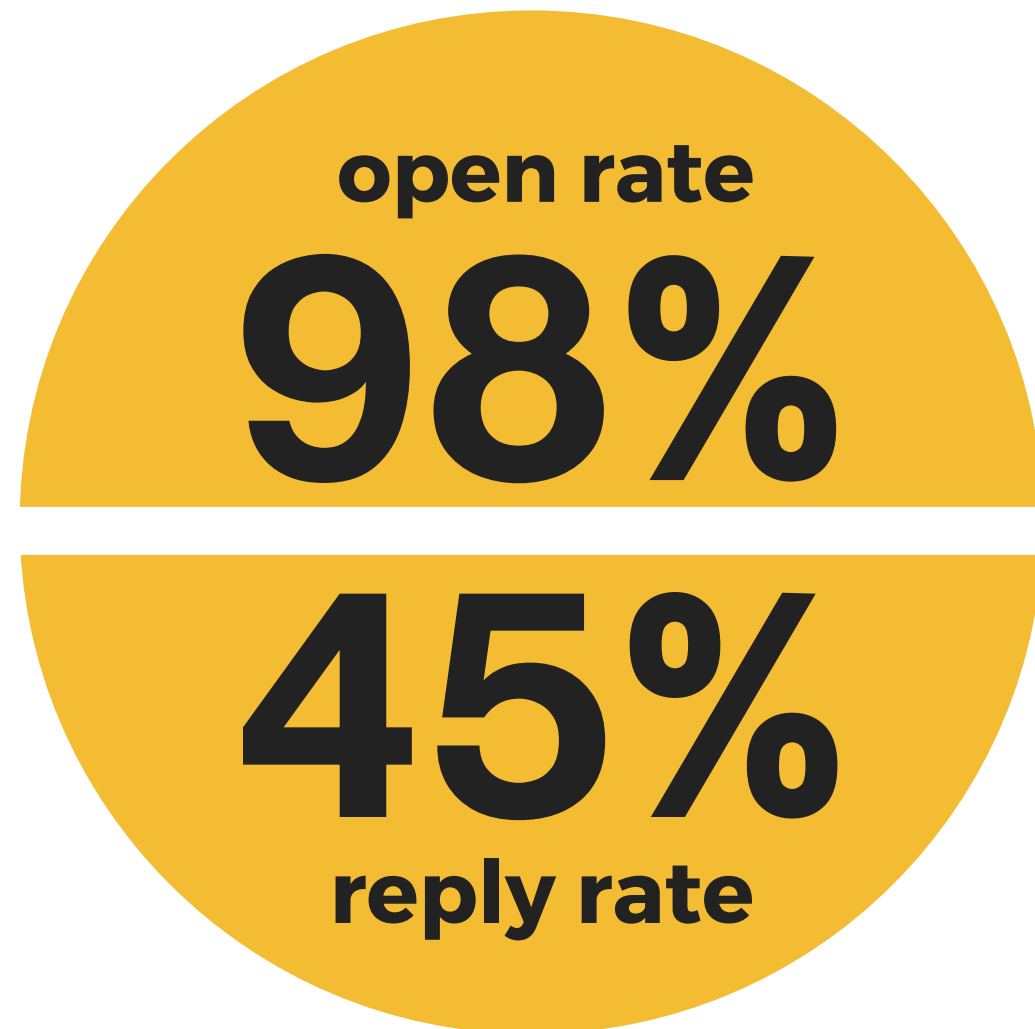


Curry Automotive

Reporting
2025

Why is texting the preferred method of communication?

Texting

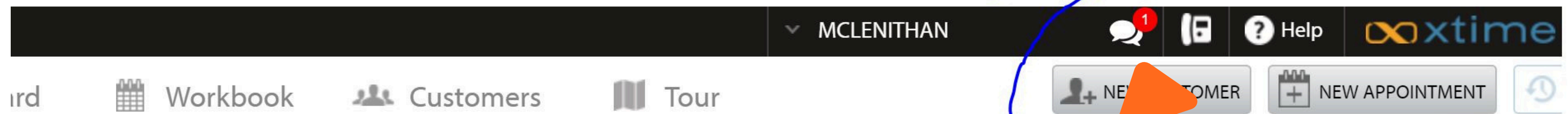


vs.

Answer Phone Call



Text Channels



We MUST keep our eyes on this area throughout the day!



What do we use the XTime text channels for?

- **Status updates**
- **Direct communication**
- **MPI results**
- **When vehicle is ready for pickup**



Utilization

**reviewed
weekly by
fixed ops
director and
service
manager**

Texts (Sent) for Appointments during period	Texts (Received) for Appointments during period	Appointments during period	Appointments during period with Texts	% Appointments during period with Texts
0	0	2	0	0
0	0	4	0	0
6	7	46	6	13
12	10	11	6	55
1	5	11	2	18
0	0	4	0	0
0	0	3	0	0
6	11	11	3	27
0	2	12	2	17
1	2	20	2	10
2	4	12	3	25
3	9	25	6	24
6	9	24	6	25
13	3	28	10	36
0	0	9	0	0
0	3	13	1	8
0	0	5	0	0
0	0	23	0	0
0	0	21	0	0
2	7	22	4	18
0	0	22	0	0
2	1	18	2	11
0	0	4	0	0
4	5	15	3	20
1	0	14	1	7
5	4	15	1	7
0	0	1	0	0
1	3	21	3	14
0	0	1	0	0
0	0	1	0	0
0	2	35	1	3
0	0	20	0	0
0	0	2	0	0

MPI PROCESS*

EVERY*
customer will be
sent via **TEXT** the
results of the
MPI

(opted in)

***includes waiting
room customers!**



**The picture and video system should be
used by all technicians for red, yellow or
green results.**



***currently using XTime**

Services

[Add Service](#)

Customer Initial Concerns

Done	Color	Name	Info	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
<input checked="" type="checkbox"/>		[Primary]: CS : CUSTOMER STATES		CSM2		0	0.00	159.00	159.00	Pro	
<input checked="" type="checkbox"/>		[Primary]: 7 : INFO LINE ONLY		CSM2		0	0.00	0.00	0.00	Pro	
<input checked="" type="checkbox"/>		[Primary]: CK : RECORD EXP. DATE OF NYSI STICKER		CSM2		0	0.00	0.00	0.00	Pro	
<input checked="" type="checkbox"/>		[Primary]: MPC : COMPLEMENTARY MULTI-POINT INSPECTION AND FREE WHEEL ALIGNMENT CHECK		CSM2		0	0.00	0.00	0.00	Pro	

Additional Service Recommendations

Done	Color	Name	Info	Pay Type	No P&A	Hours	Labor	Parts	Total	Added By	Actions
<input checked="" type="checkbox"/>	■ ■ ■	Catalytic Converter and Gaskets: ALL HARDWARE AND SHIELDS		CSM2	<input checked="" type="checkbox"/>	1.5	242.00	859.38	1,101.38	ELLSWORTH	
<input checked="" type="checkbox"/>	■ ■ ■	Oxygen Sensor Replacement: BANK 1 SENSOR 2		CSM2	<input checked="" type="checkbox"/>	0.1	15.50	216.05	231.55	ELLSWORTH	

Inspection Form

Interior / Exterior

- ■ Bulbs and Lights
- ■ Windshield Washer Spray / Wiper Operation / Wiper Blades / Including Rear (if applicable)

- Service Summary Add				
	Hour	Labor	Parts	Total
<input checked="" type="checkbox"/>	0.0	0.00	0.00	\$0.00
<input checked="" type="checkbox"/>				\$0.00



CURRENT ESTIMATE

4 Requested/Approved | 0 Declined | 2 Waiting Approval

APPROVED SERVICES TOTAL

\$159.00

+

APPLIED SHOP CHARGES

\$0.00

+

TAXES

\$13.32

=

TOTAL

\$172.32



Inspect flag

Quote associated to work order is ready to be sent/approved/declined.

<input type="checkbox"/>	SERVICE	ATTACHMENTS	HOURS	LABOR (\$)	PARTS (\$)	+/- (\$)	TOTAL (\$)	
<input checked="" type="checkbox"/>	[Primary]: CS : CUSTOMER STATES	--	0.00	0.00	159.00	0.00	159.00	Requested Service
<input checked="" type="checkbox"/>	[Primary]: 7 : INFO LINE ONLY	--	0.00	0.00	0.00	0.00	0.00	Requested Service
<input checked="" type="checkbox"/>	[Primary]: CK : RECORD EXP. DATE OF NYSI STICKER	--	0.00	0.00	0.00	0.00	0.00	Requested Service
<input checked="" type="checkbox"/>	[Primary]: MPC : COMPLEMENTARY MULTI-POINT INSPECTION AND FREE WHEEL ALIGNMENT CHECK	--	0.00	0.00	0.00	0.00	0.00	Requested Service
<input type="checkbox"/>	Catalytic Converter and	--	1.50	242.00	859.38	0.00	1101.38	Approve Decline

Quote & MicroSite Utilization Report (Group Level) for Curry Auto Group
 Date Range: 7/26/2021 - 7/31/2021

	Store Id	Store Name	Total Visits (RO's)	Total RO's with Recommendations (Primary & ASR)	Total Booklets Printed	Total Booklets Emailed	Quotes/Green Inspection sent by Advisor	Online Quote Utilization % by Advisor	# SMS Online Quotes Sent	# Email Online Quotes Sent	# Green Inspection Forms Sent	Total Online Quotes Replied by Consumer	% Online Quotes Replied by consumer	Total \$ Recommended	Total \$ Recommended via Online Quote	Total \$ Approved by Consumer via Online Quote	Total \$ Declined by Consumer via Online Quote	\$ Sent via Online Quote Approved by Advisor	\$ Sent via Online Quote Declined by Advisor
Curry Acura	278	Curry Acura	302	97	199	12	28	27.8%	26	1	1	10	37.0%	\$128,024.68	\$40,172.58	\$823.60	\$6,541.83	\$7,226.63	\$25,580.52
Curry Honda Chicopee	4840	Curry Honda Chicopee	415	156	322	142	39	25.0%	39	11	0	7	17.9%	\$93,620.38	\$28,724.96	\$2,665.27	\$190.95	\$4,819.46	\$21,049.28
Curry Honda Yorktown	238	Curry Honda Yorktown	401	140	63	1	11	7.9%	11	0	0	2	18.2%	\$104,059.14	\$10,978.09	\$0.00	\$388.36	\$3,599.89	\$6,989.84
Curry Hyundai-Subaru	303	Curry Hyundai-Subaru	384	125	1	0	0	0.0%	0	0	0	0	0.0%	\$90,485.05	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Curry Toyota	224	Curry Toyota	271	89	80	2	2	2.2%	1	1	0	0	0.0%	\$90,835.58	\$2,367.38	\$0.00	\$0.00	\$2,232.38	\$135.00
Curry Toyota Scion CT	3356	Curry Toyota Scion CT	227	141	169	0	36	17.7%	25	1	11	2	8.0%	\$128,107.10	\$16,187.10	\$2,794.22	\$709.13	\$3,445.97	\$9,237.78
Mercedes Benz of Danbury	500	Mercedes Benz of Danbury	130	90	16	0	10	3.3%	3	0	7	0	0.0%	\$161,649.48	\$4,405.84	\$0.00	\$0.00	\$53.36	\$4,352.48
Mercedes-Benz of Wappingers Falls	499	Mercedes-Benz of Wappingers Falls	175	105	17	1	53	43.8%	45	44	7	5	10.9%	\$201,365.99	\$109,160.00	\$4,010.76	\$7,409.97	\$29,860.18	\$67,879.09
Curry Auto Group Totals			2305	943	867	158	179	16.2%	150	58	26	26	17.0%	\$998,147.40	\$211,995.95	\$10,293.85	\$15,240.24	\$51,237.87	\$135,223.99

Most Recommended Services

Service Name	Count	Price (\$)
4 Wheel Alignment	6	779.70
Tires - 1	3	584.35
Cabin Air Filter Replacement	2	129.90
Tires - 4	2	1,595.50
BG Brake Fluid Flush	2	299.90
Engine Air Filter Replacement	1	64.95
Alternator Replacement	1	858.74
Automatic Transmission Fluid Change	1	124.95
Brake Rotor Resurface - Front (51FR)	1	228.60
Exhaust Pipe Replacement	1	1,132.03

Most Sold Services

Service Name	Count	Price (\$)
4 Wheel Alignment	4	519.80
Tires - 1	2	416.92
BG Brake Fluid Flush	2	299.90
Engine Air Filter Replacement	1	64.95
Alternator Replacement	1	858.74
Brake Rotor Resurface - Front (51FR)	1	228.60
Cabin Air Filter Replacement	1	64.95
Tires - 4	1	773.77
EGR Valve Replacement	1	310.73
Belt serpentine type	1	174.00

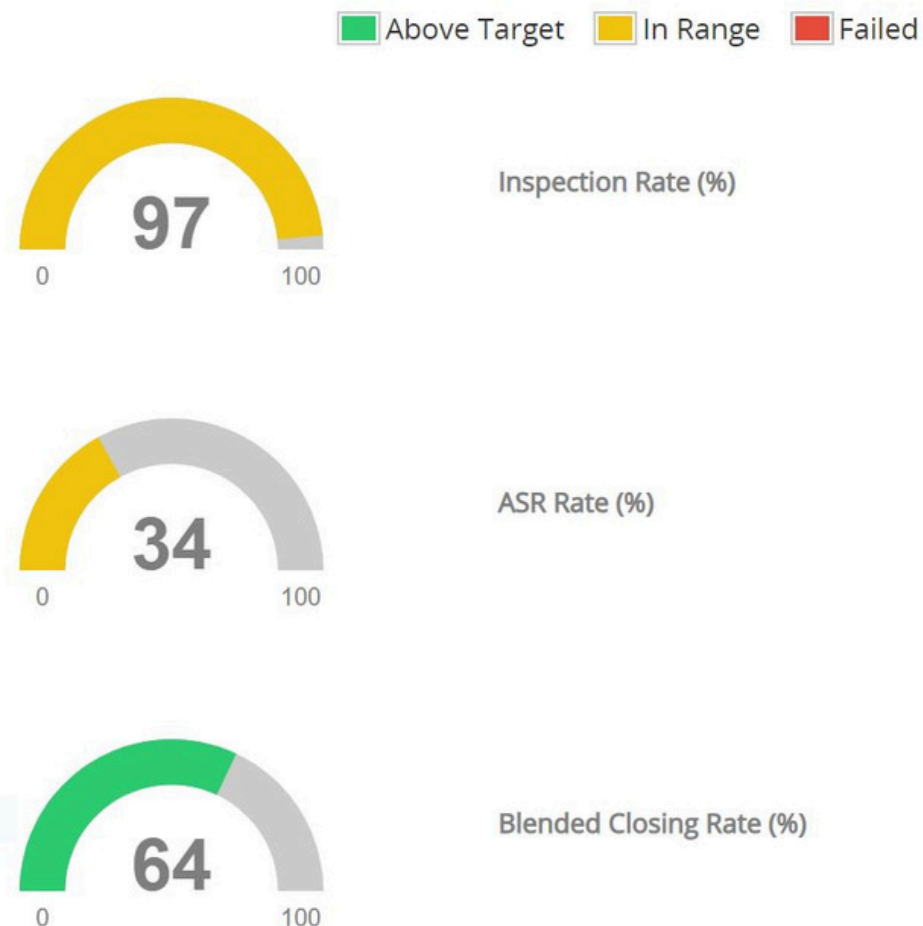
Most Declined Services

Service Name	Count	Price (\$)
4 Wheel Alignment	2	259.90
Automatic Transmission Fluid Change	1	124.95
Cabin Air Filter Replacement	1	64.95
Exhaust Pipe Replacement	1	1,132.03
Power Steering Pump Replacement	1	1,846.84
Shock Absorber Replacement - Rear	1	749.30
Tires - 1	1	167.43
Tires - 4	1	821.73
Sway Bar Links - Rear	1	340.70
Timing Belt Replacement - 6 cyl	1	1,257.21

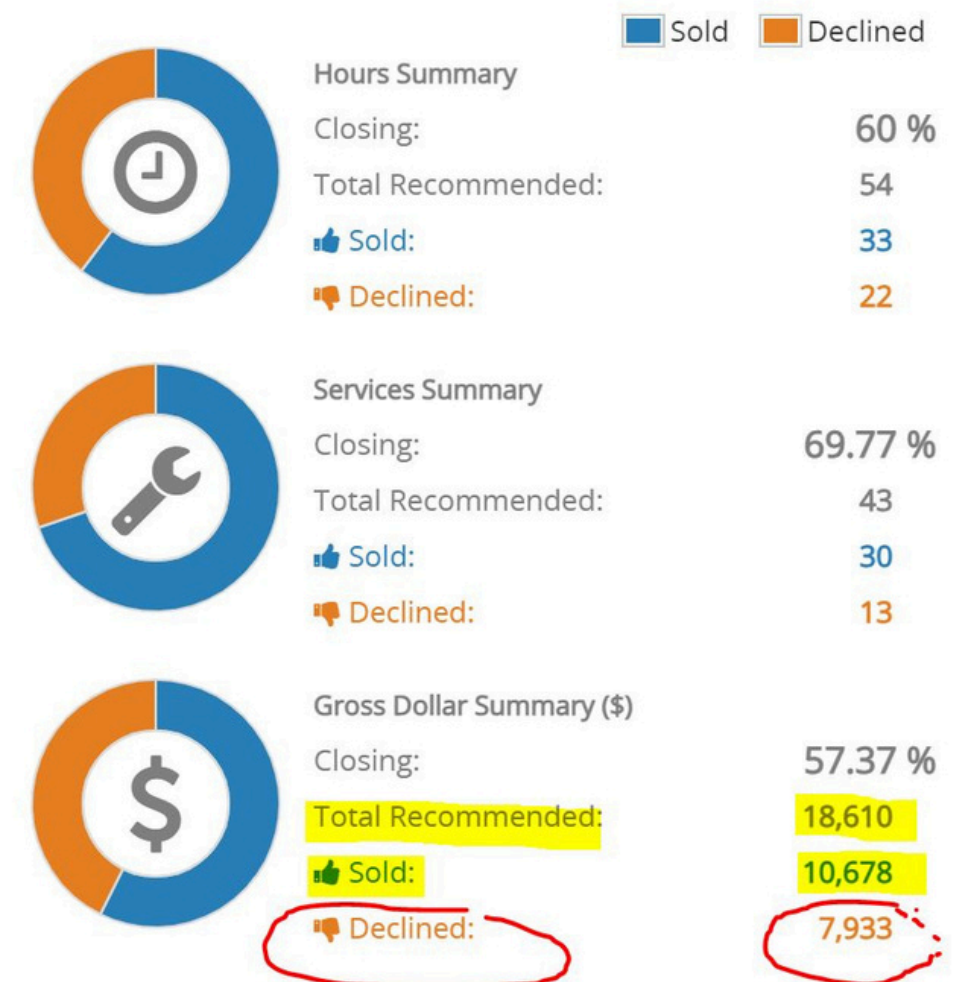
INSPECTION COUNT ?



INSPECTION PERCENTAGE ?



SALES PERFORMANCE - TOTAL ?



Booklets Printed
All Services



21.7%

Booklets Emailed
All Services



0.0%

Booklets Printed
Declined Services



83.3%

Booklets Emailed
Declined Services



0.0%

Average Miles
Per Customer Pay RO



64,387

NEXT