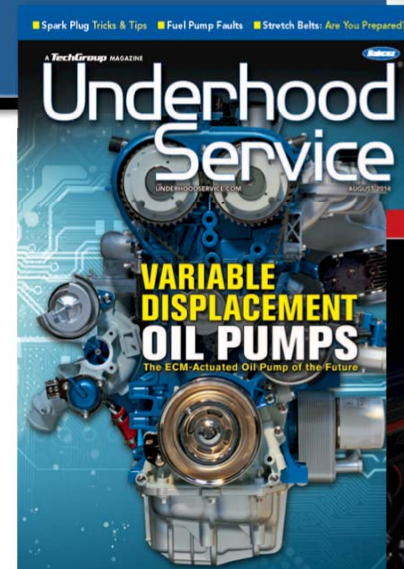


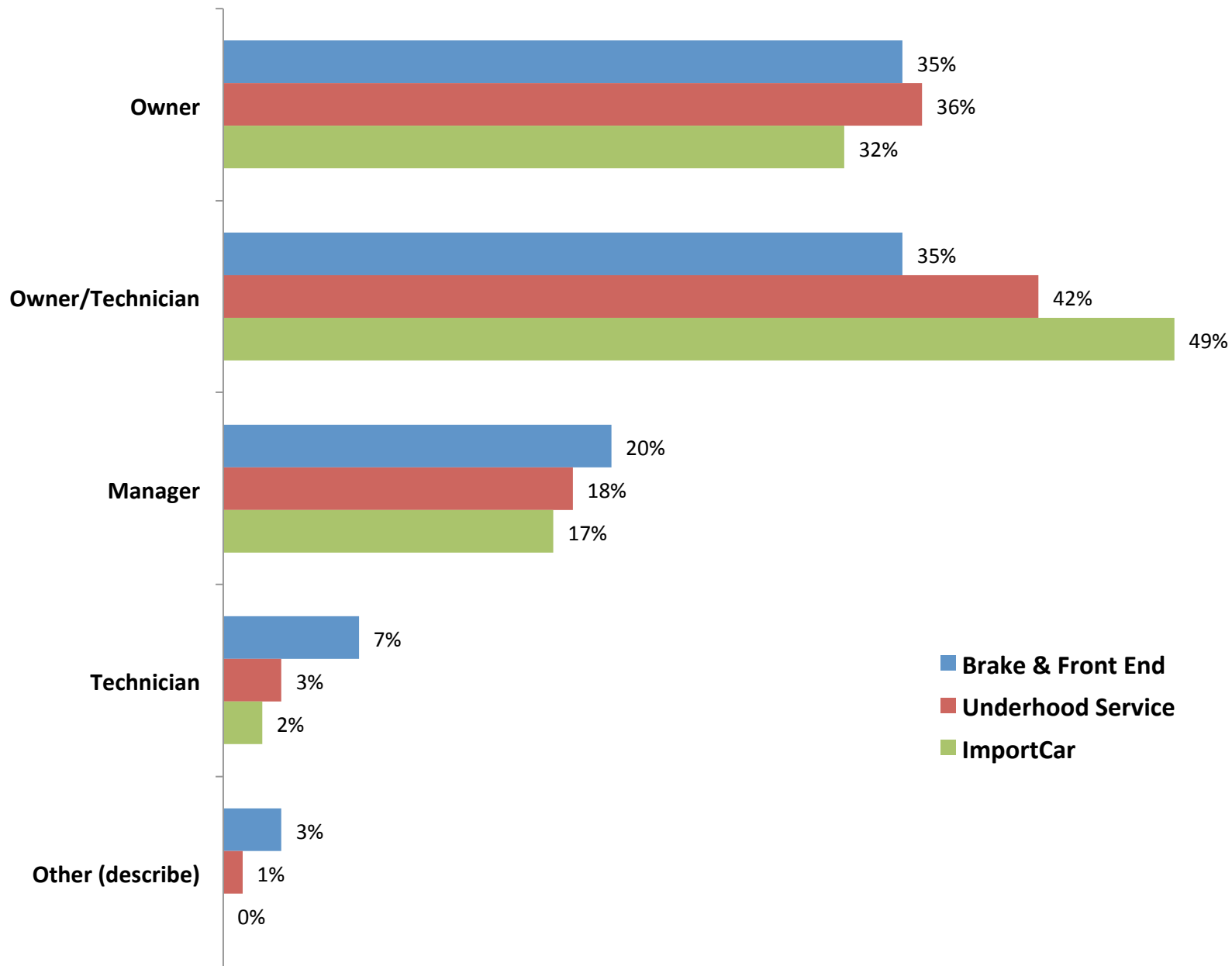
2015 Shop Profile

- Brake & Front End
- ImportCar
- Underhood Service

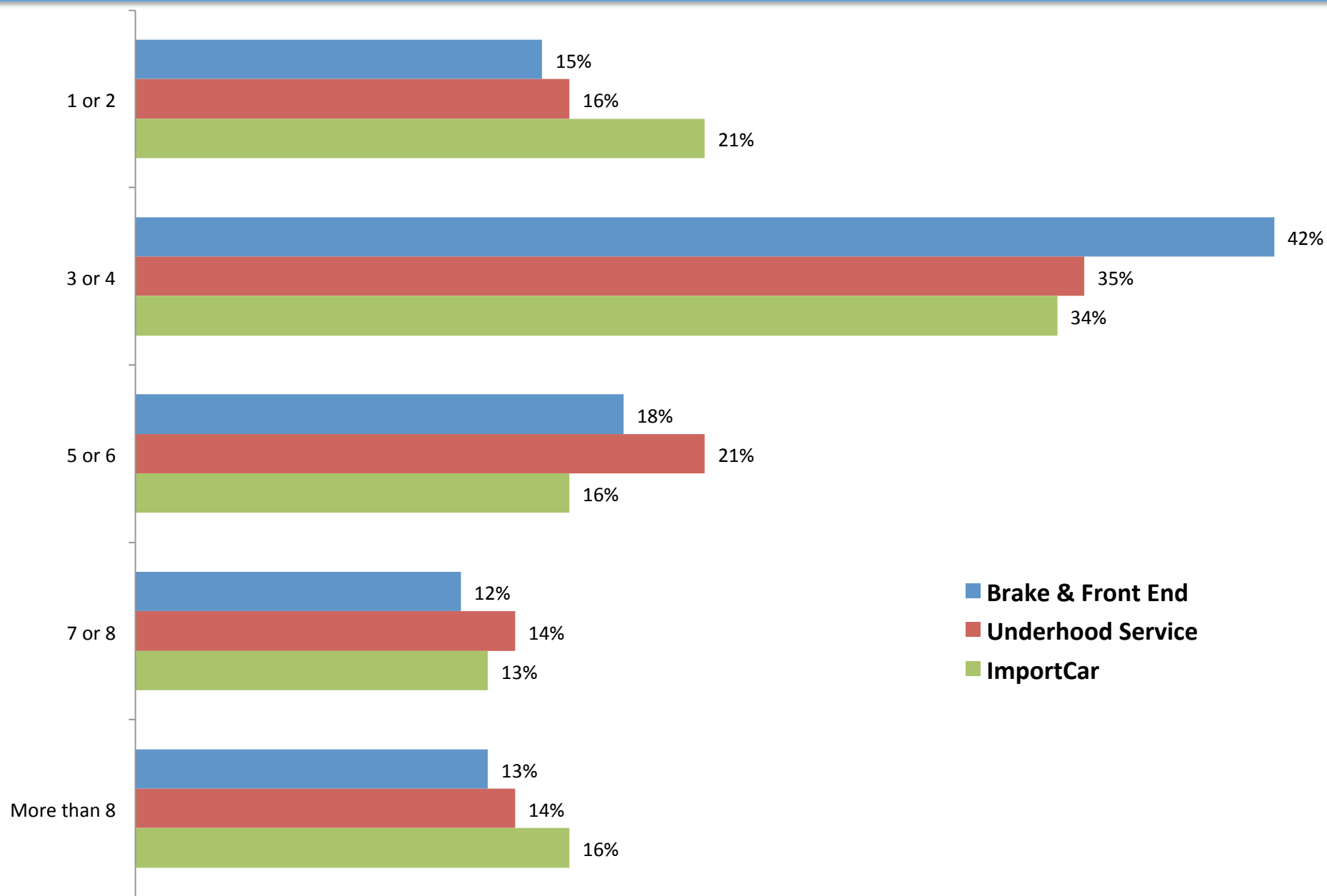
304 completed responses (101=Brake & Front End, 102=ImportCar, 101=Underhood Service)
95% Confidence Level, 5.6 Confidence Interval



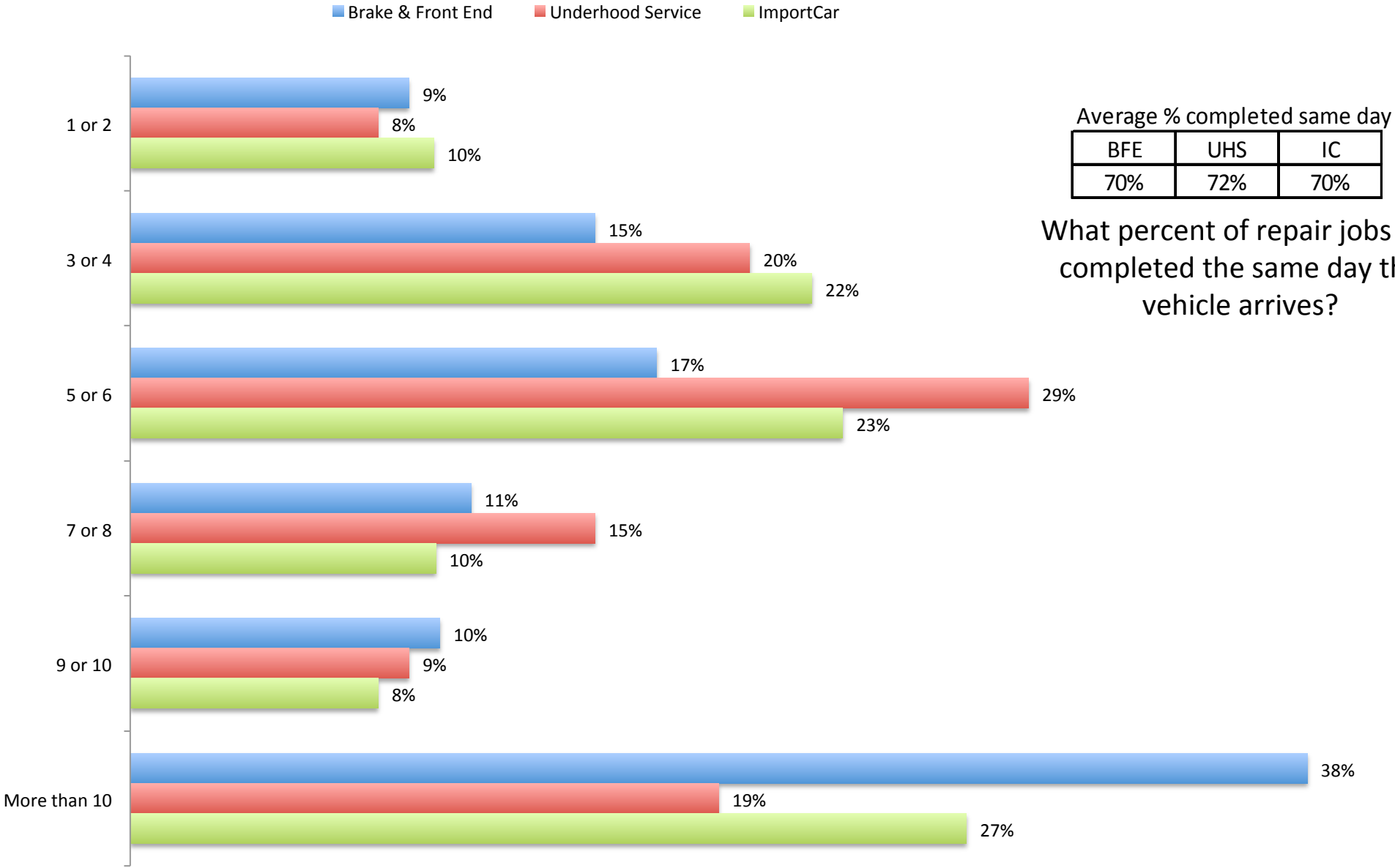
What is your title?



How many service bays do you have at this location?

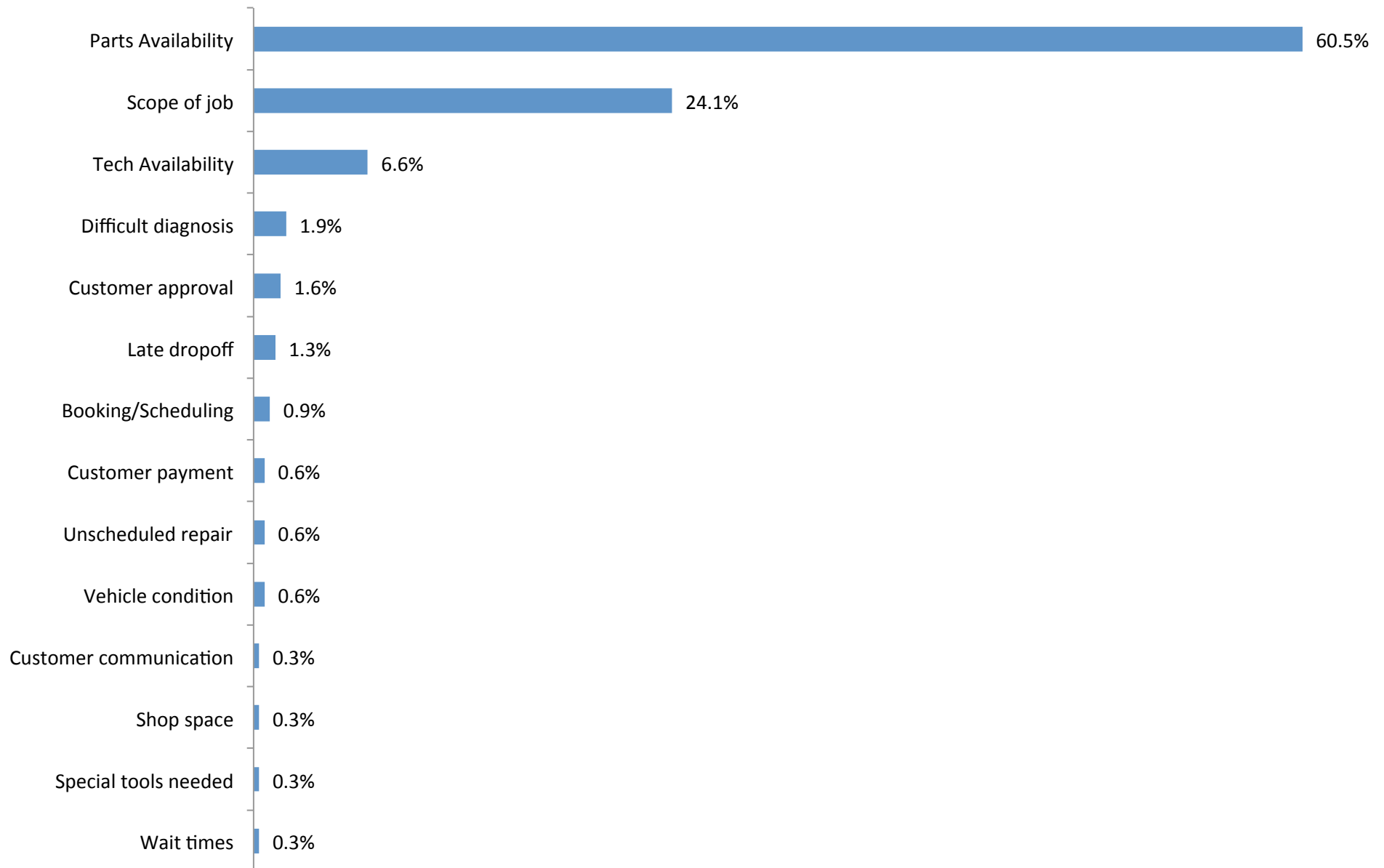


What is your average daily car count?

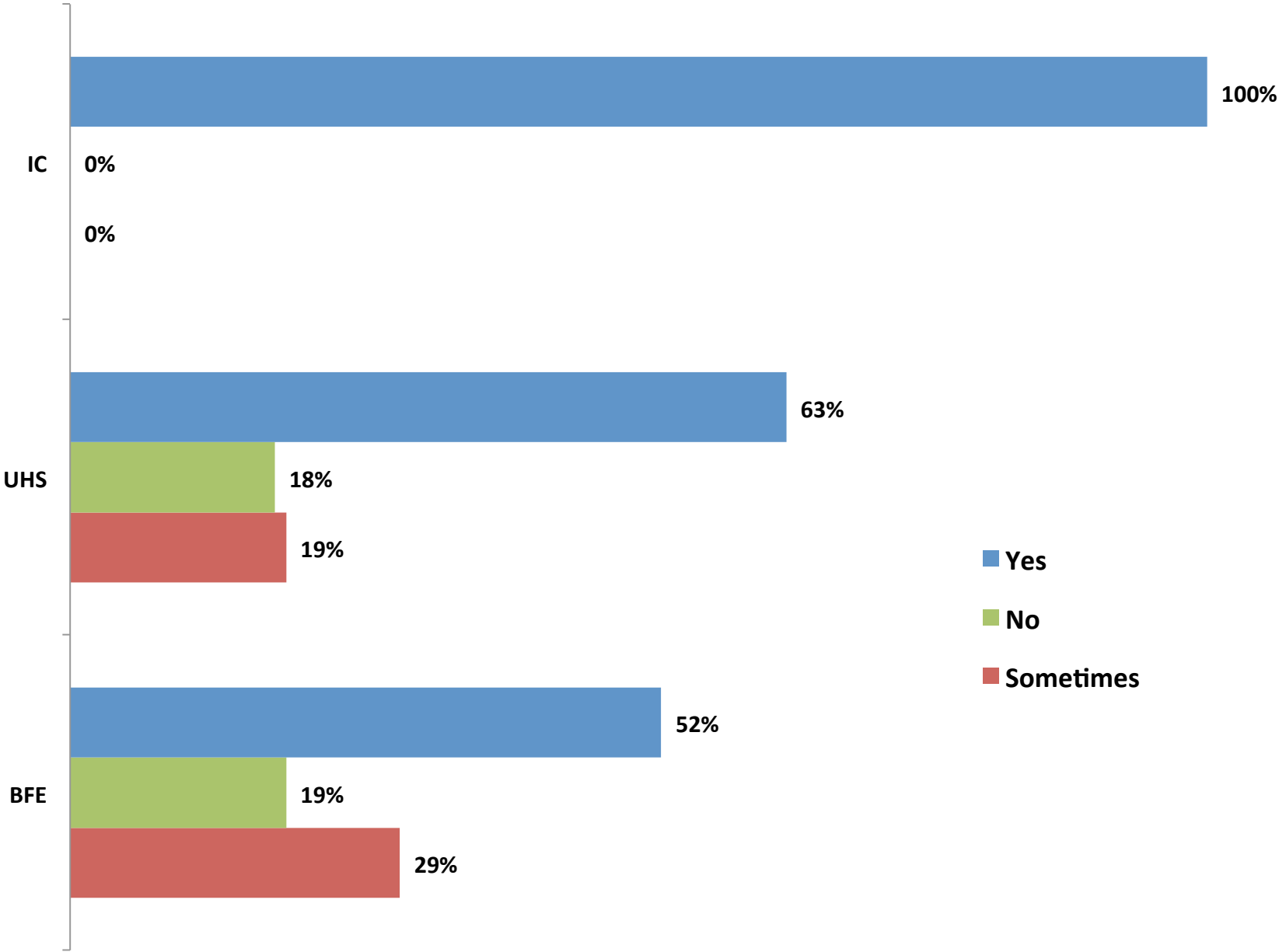


**If a job is not completed the same day, what are the typical reasons why? Why not same day?
(ex. availability, customer can wait, etc.) – Aggregate of all three publications**

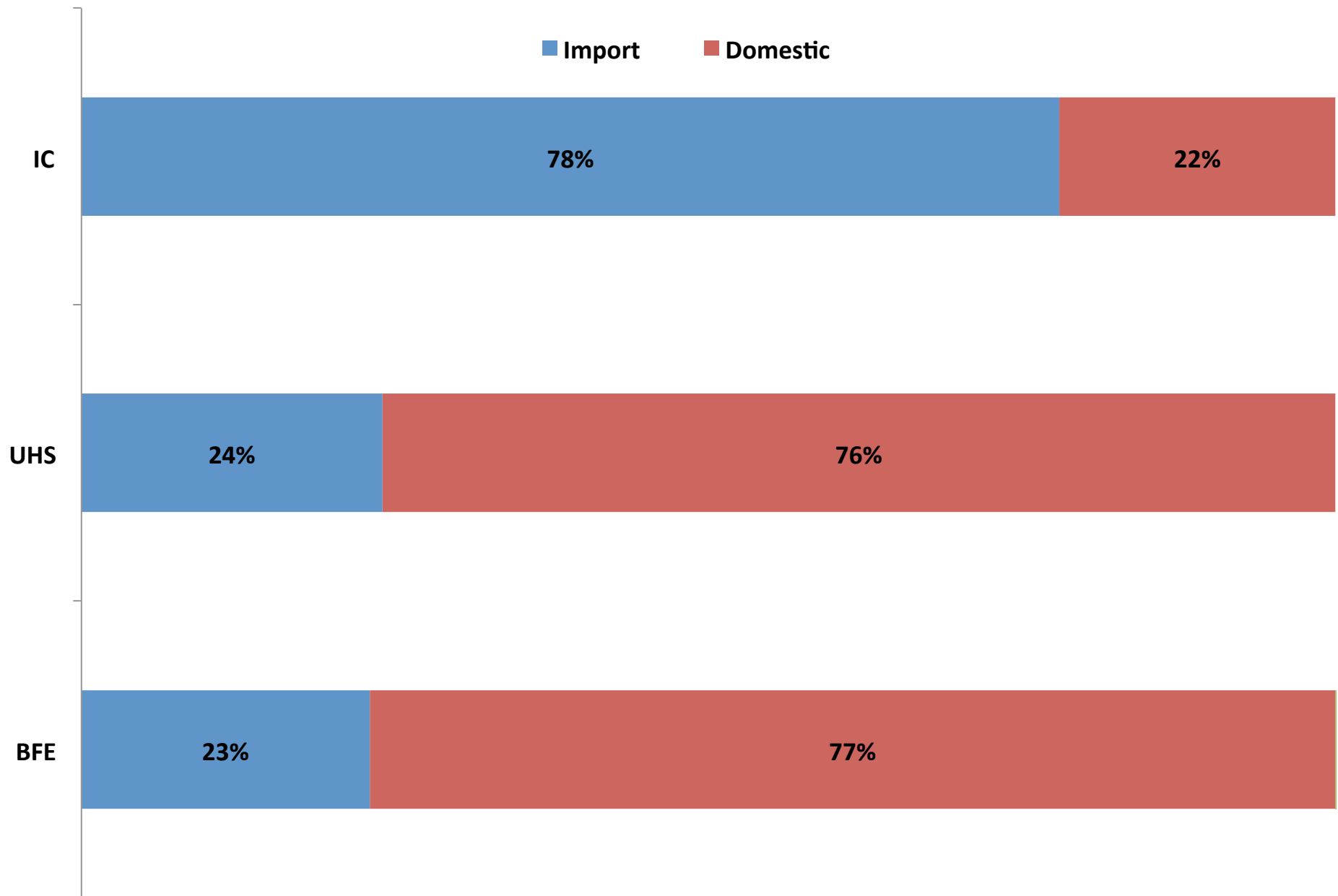
(Open text answers were interpreted into the following categories)



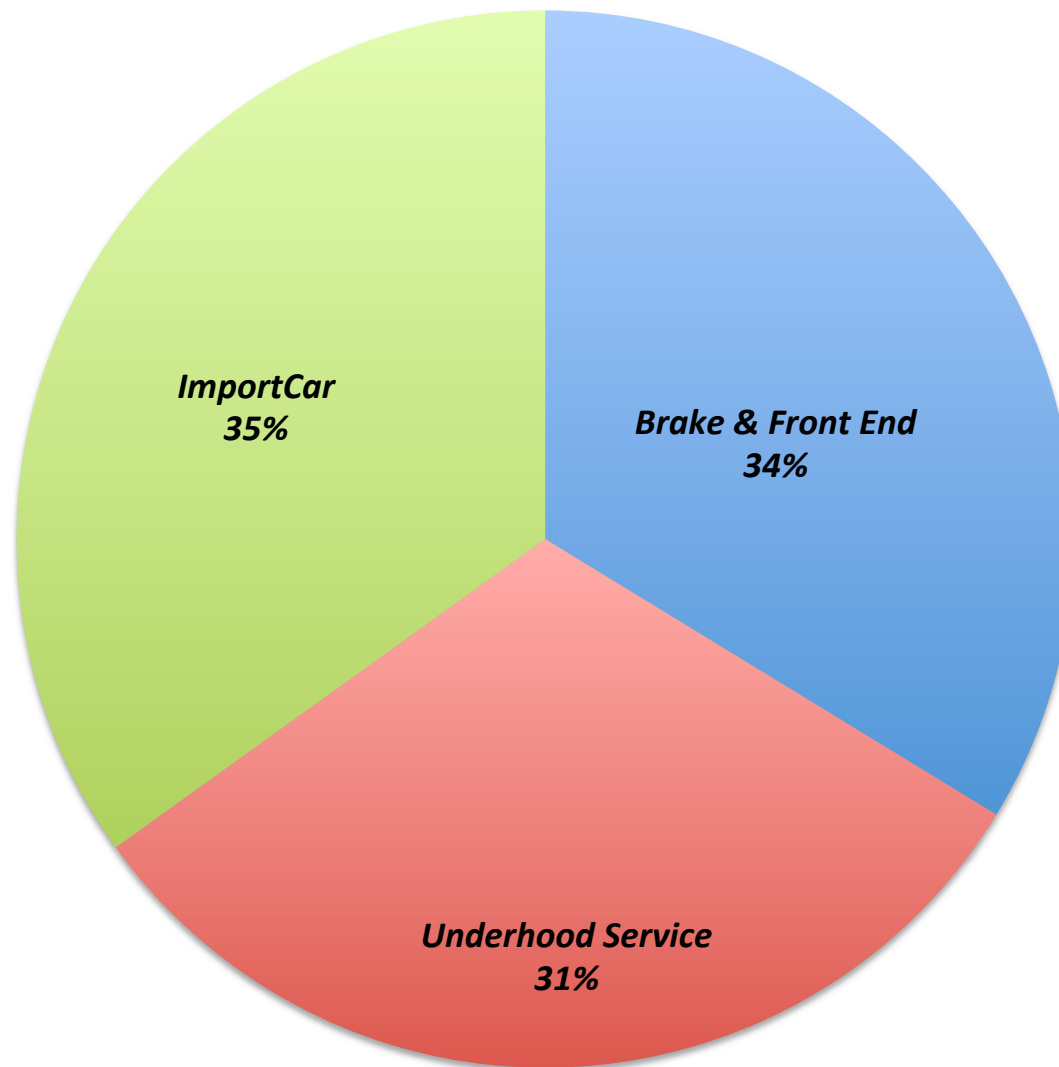
Does your shop service import nameplates?



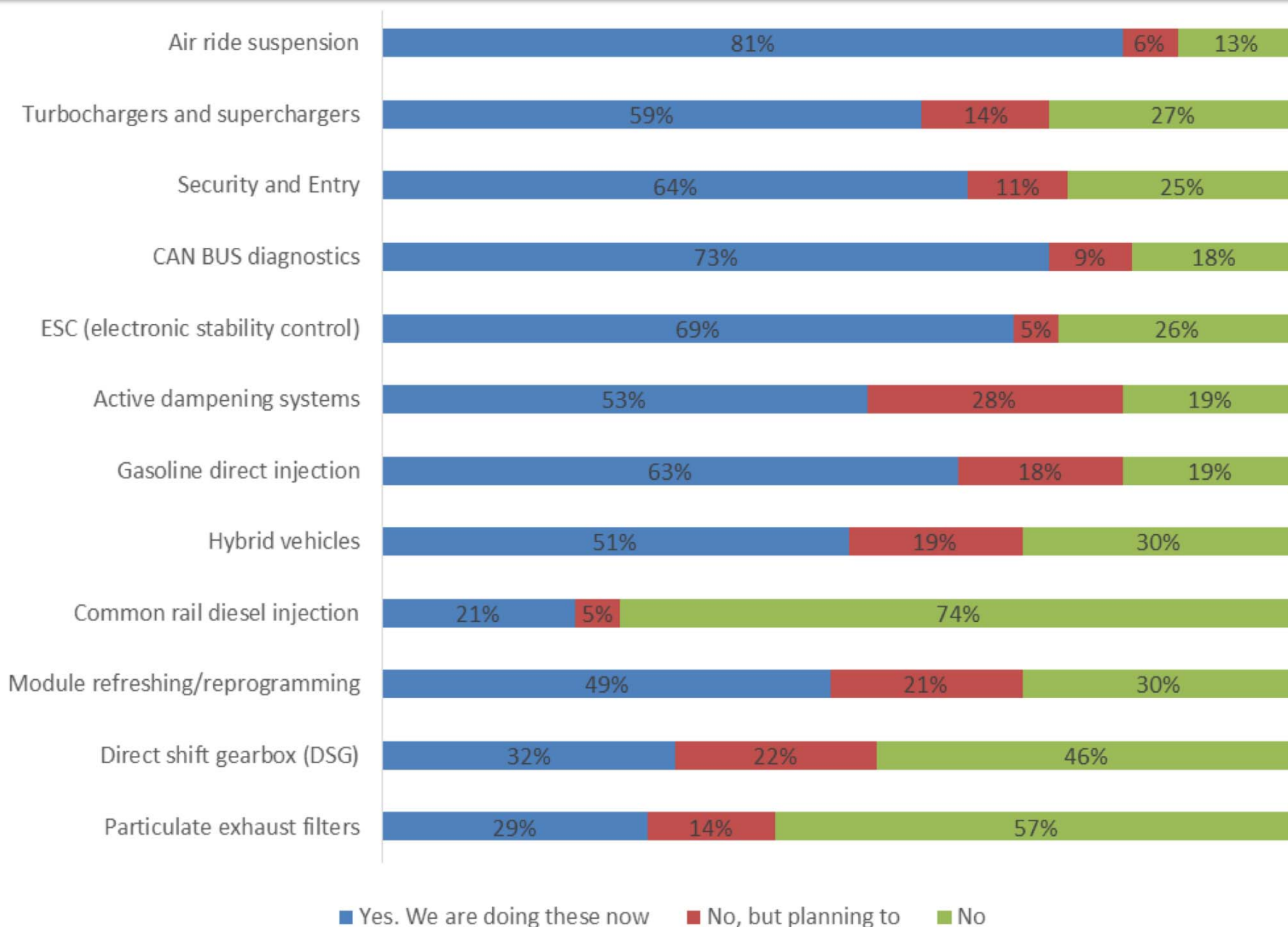
What is the percentage of vehicles worked on in your shop?



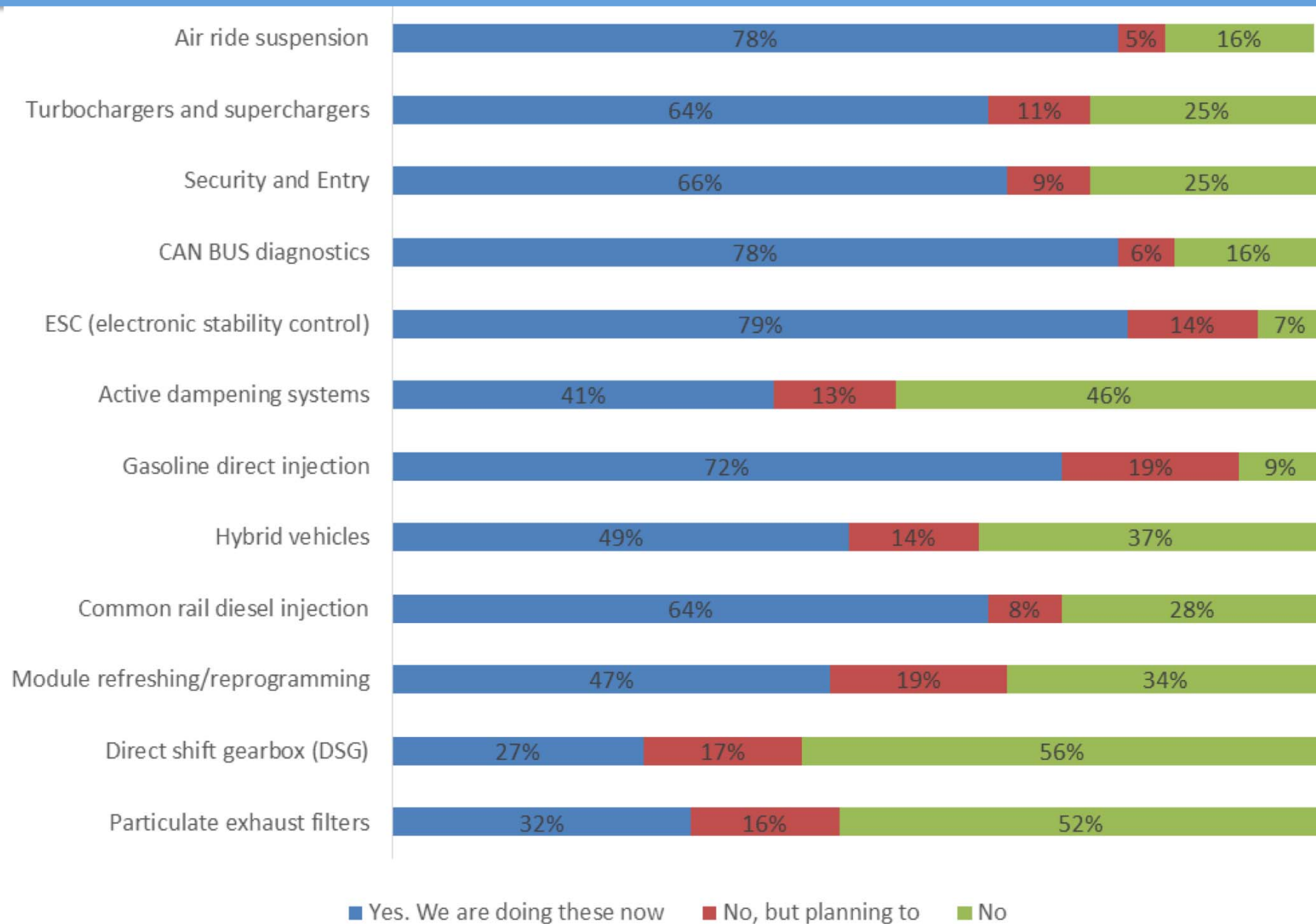
Percentage with a designated service writer/sales person/front counter help



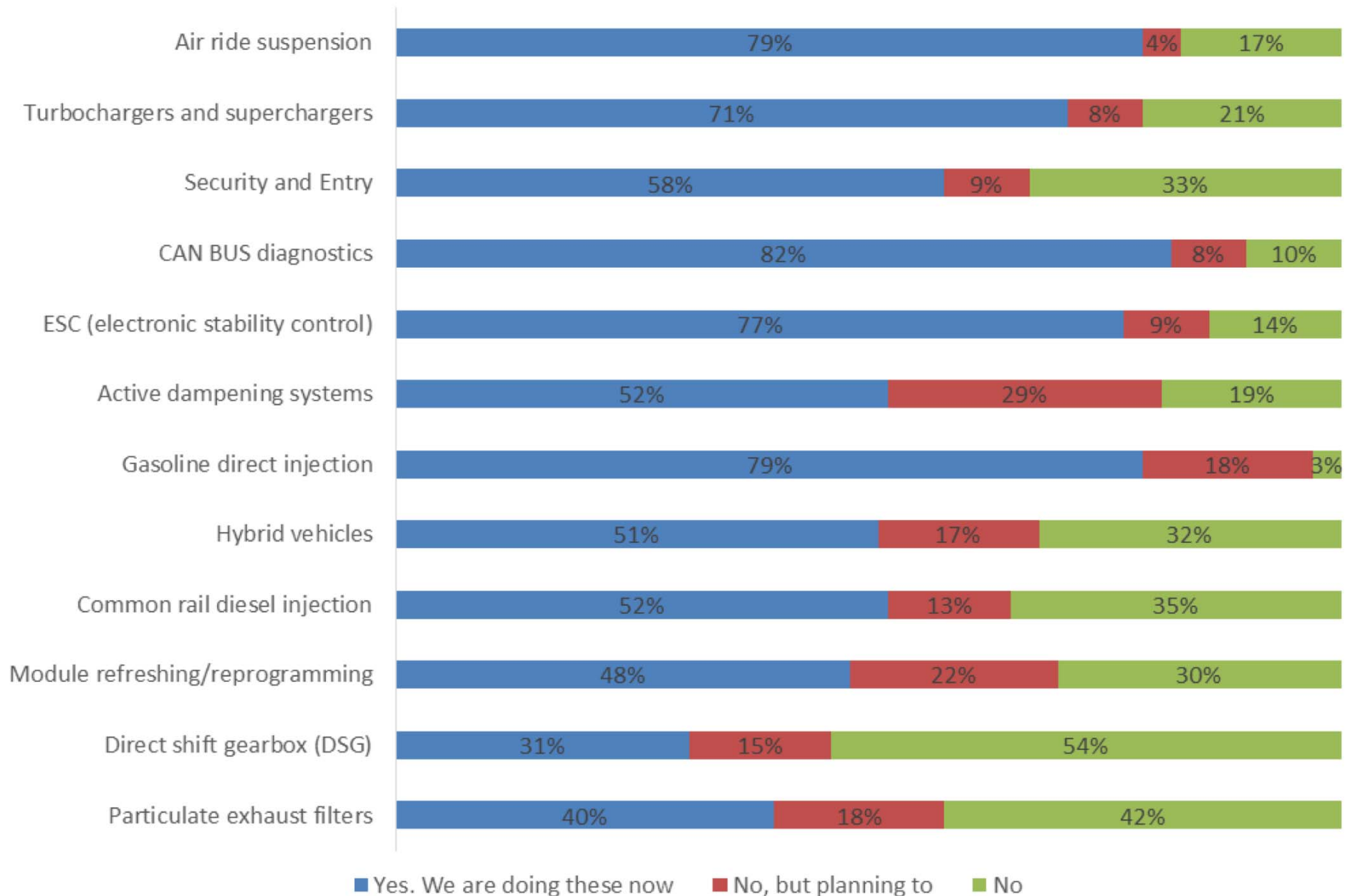
Do you work on this? – Brake & Front End Magazine



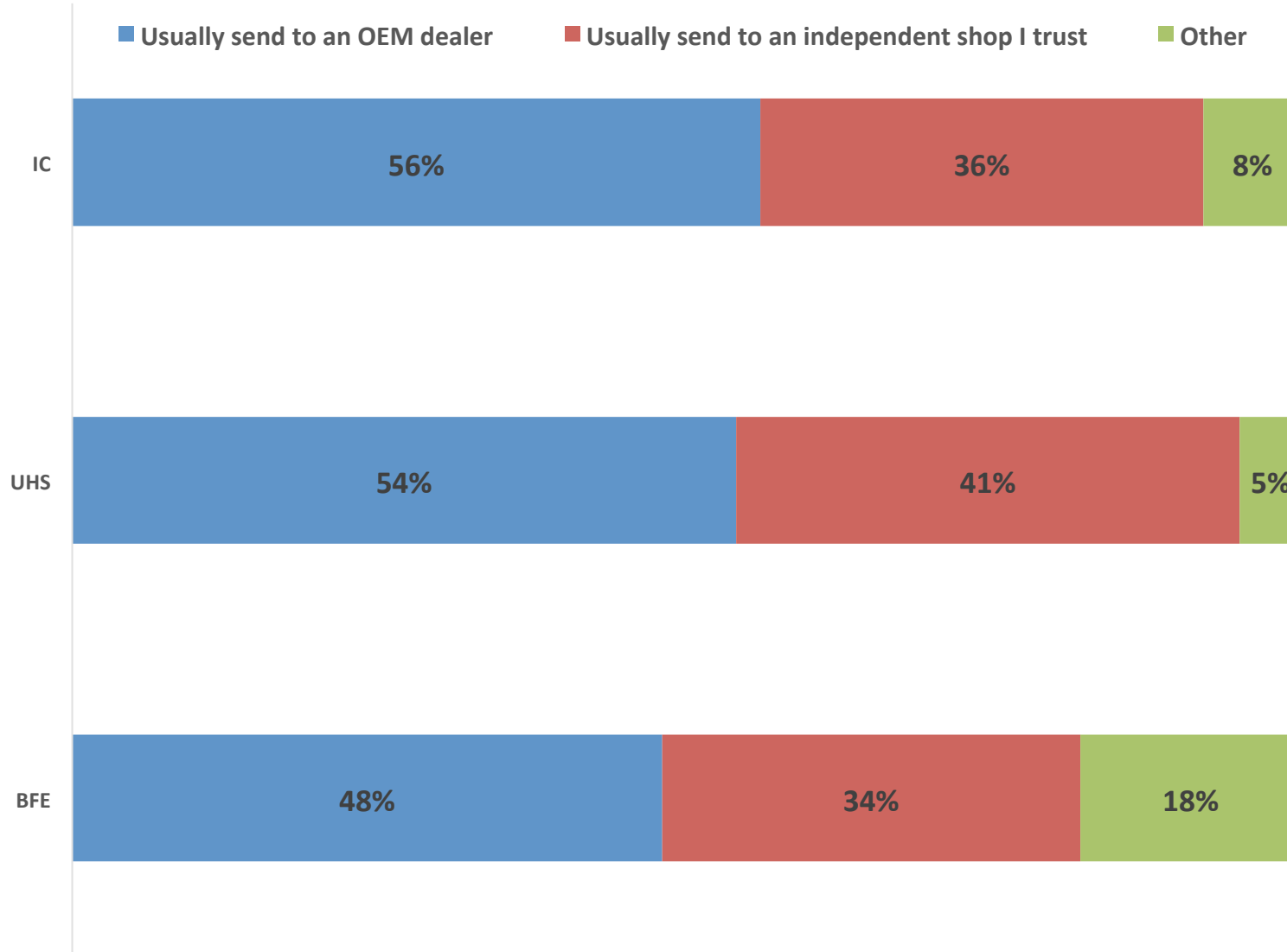
Do you work on this? – Underhood Service Magazine



Do you work on this? – ImportCar Magazine



If you do NOT service some or all of the emerging technologies, how do you deal with customers needing those repairs?



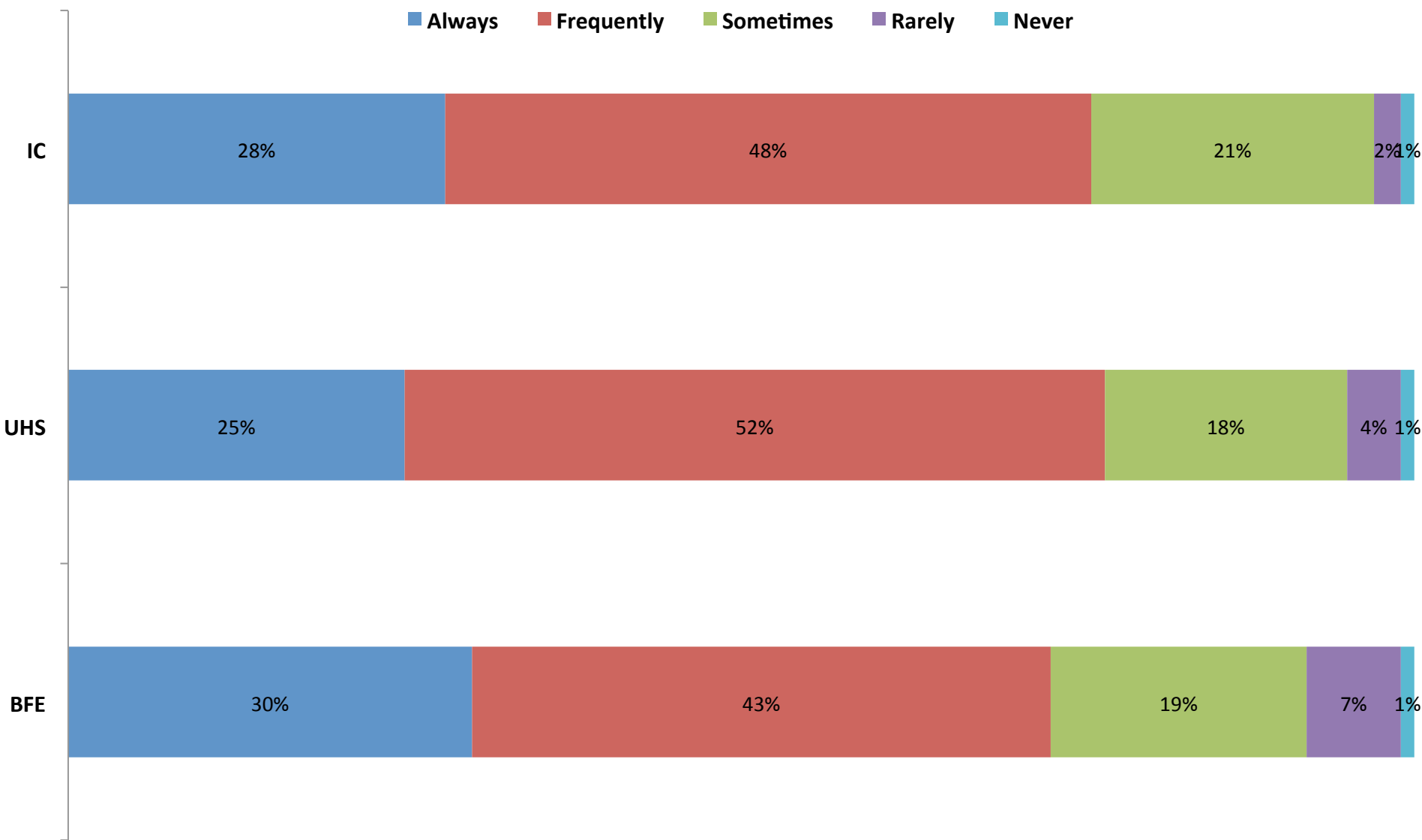
Other

Usually facilitate repairs with another facility/sublet
my customers do not own hybrids, and the cars today have many security features.
I figure it out.
Educate myself
We do most things
Combination of both, depends on the repair required.
learn-research
do research then do ourselves
Do research
We have dealer techs that moonlight for us
we do them, go to school a lot

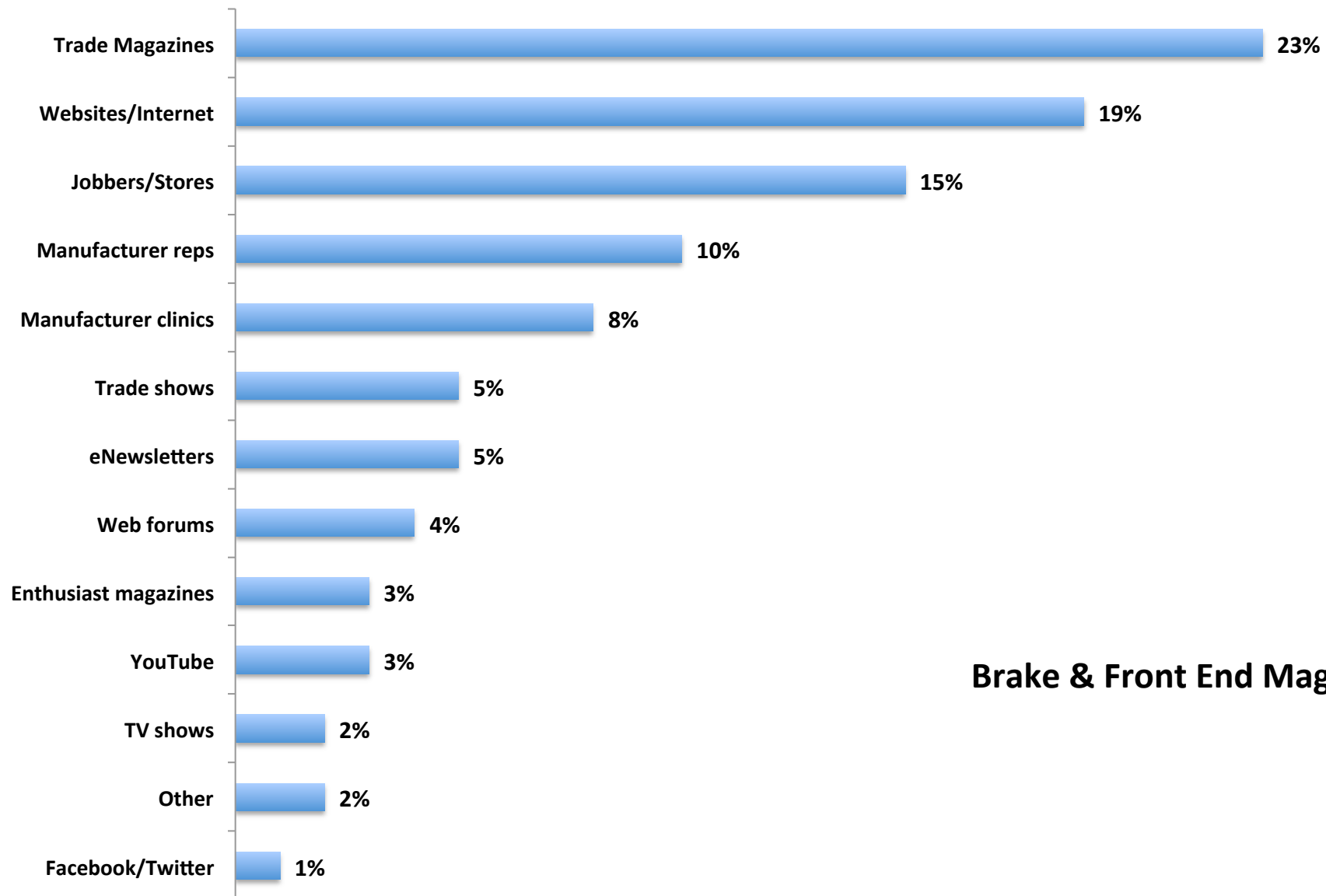
How often do your customers specify a particular brand of replacement part for their vehicle?



How often do you specify a particular brand of replacement part for their vehicle?

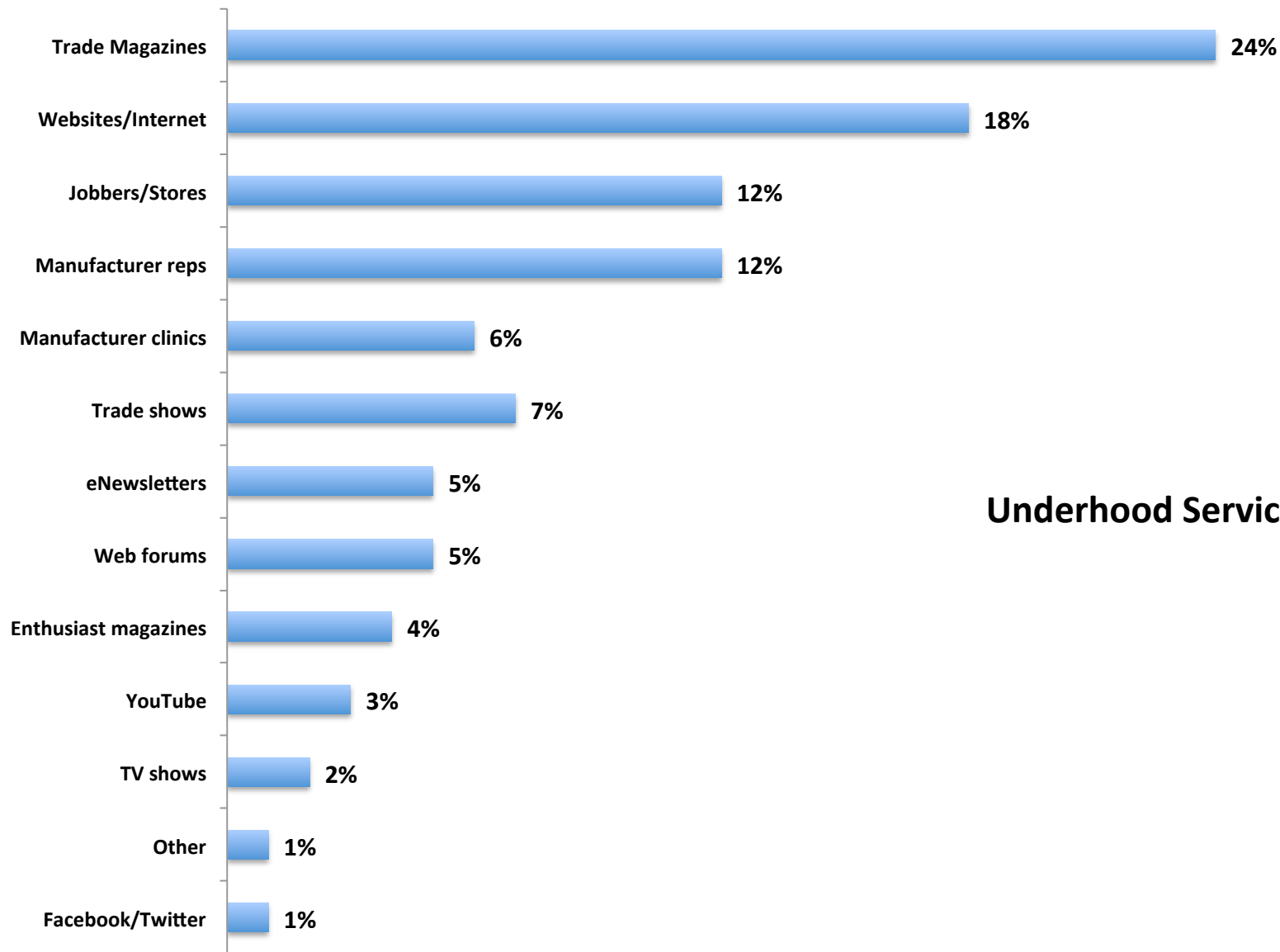


From the list of sources below, which do you rely on to get the most information on new products?



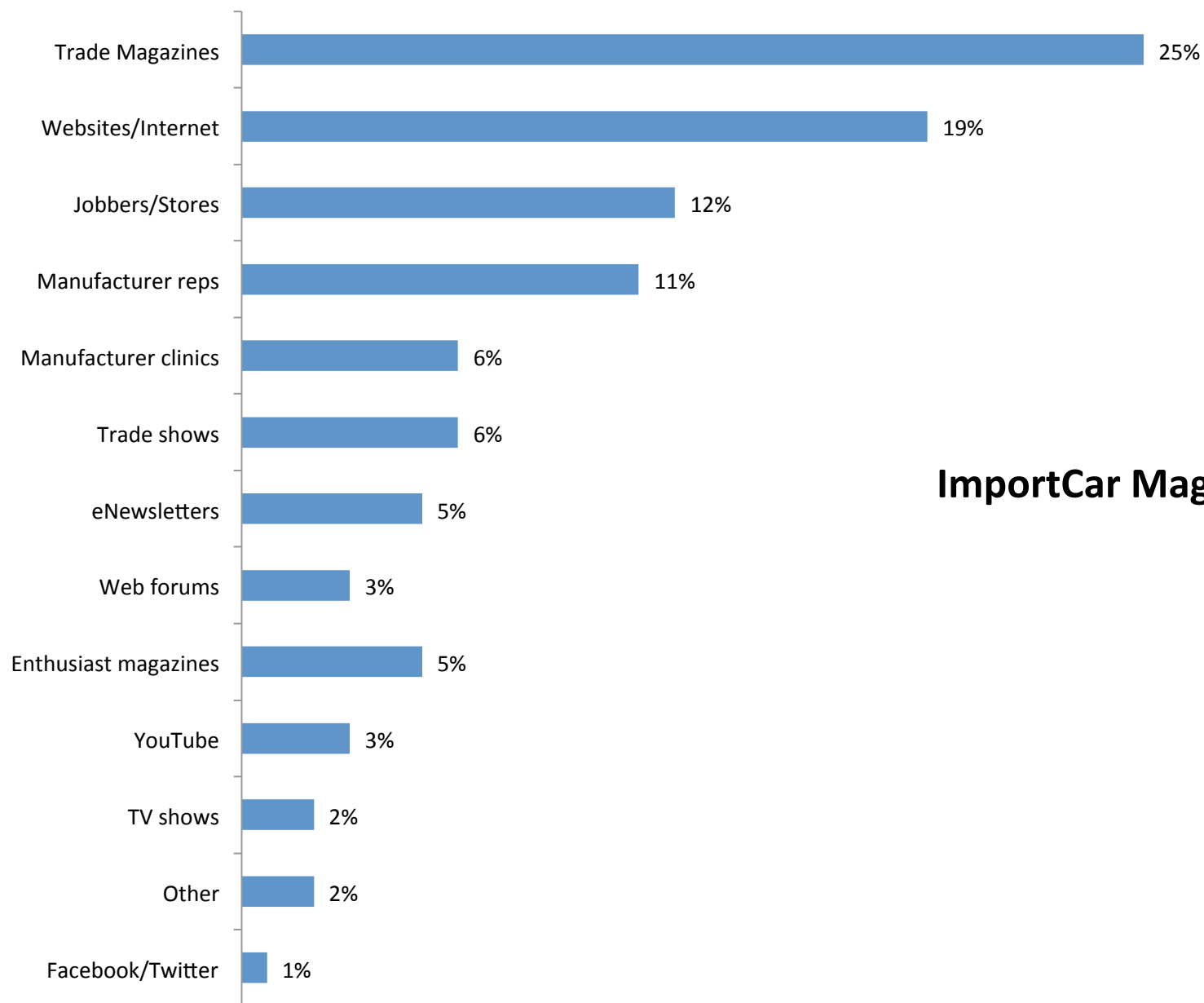
Brake & Front End Magazine

From the list of sources below, which do you rely on to get the most information on new products?



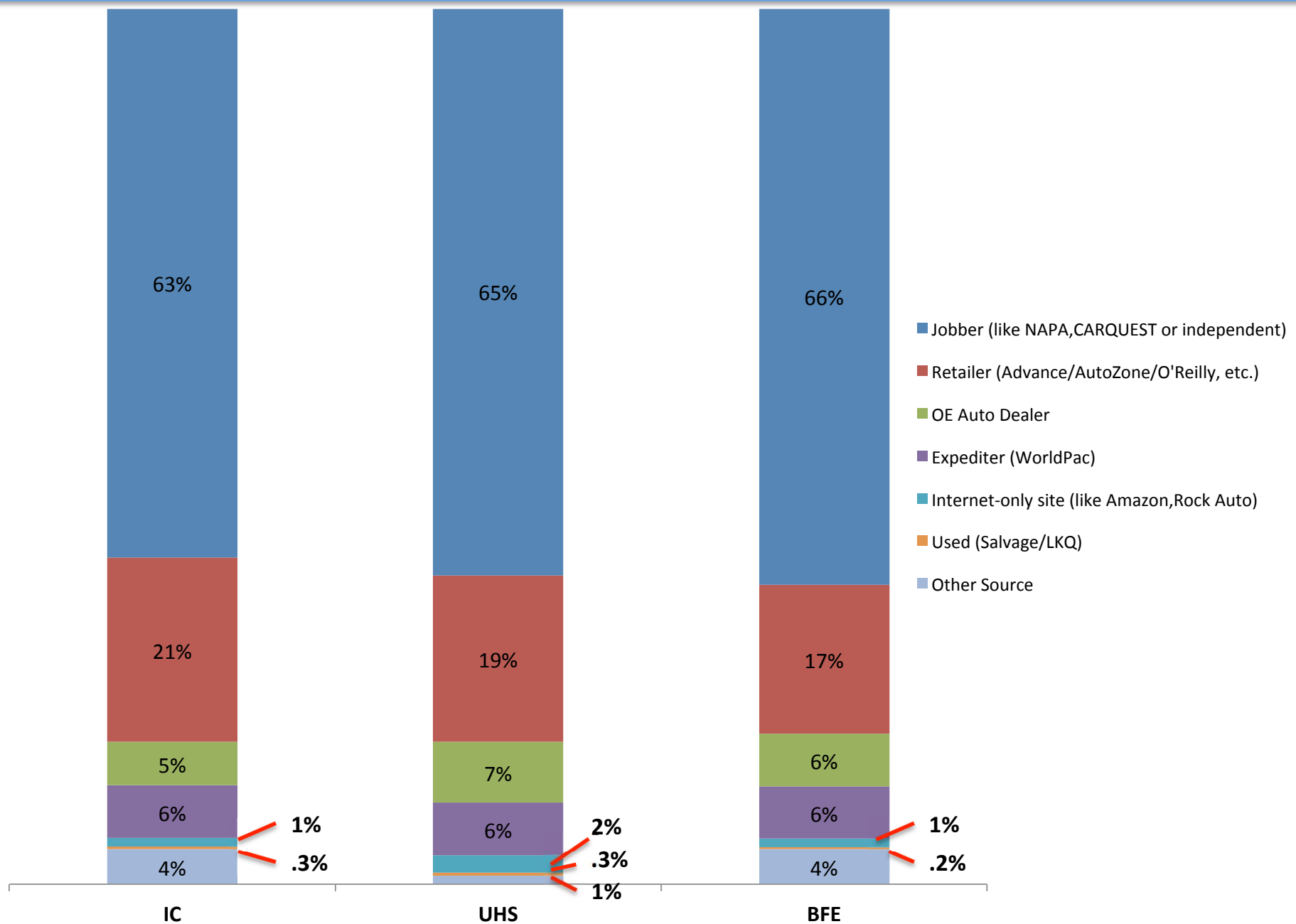
Underhood Service Magazine

From the list of sources below, which do you rely on to get the most information on new products?

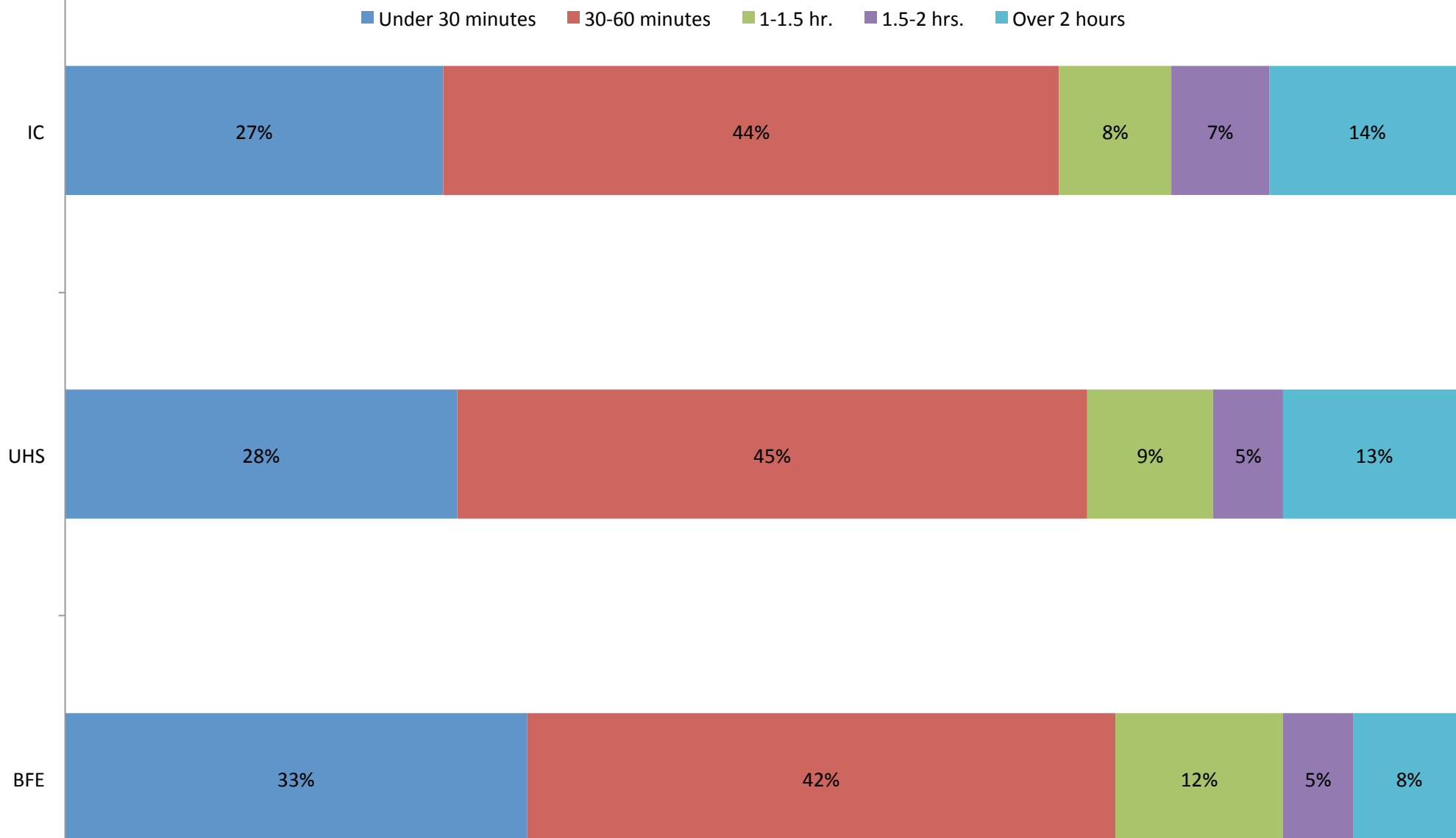


ImportCar Magazine

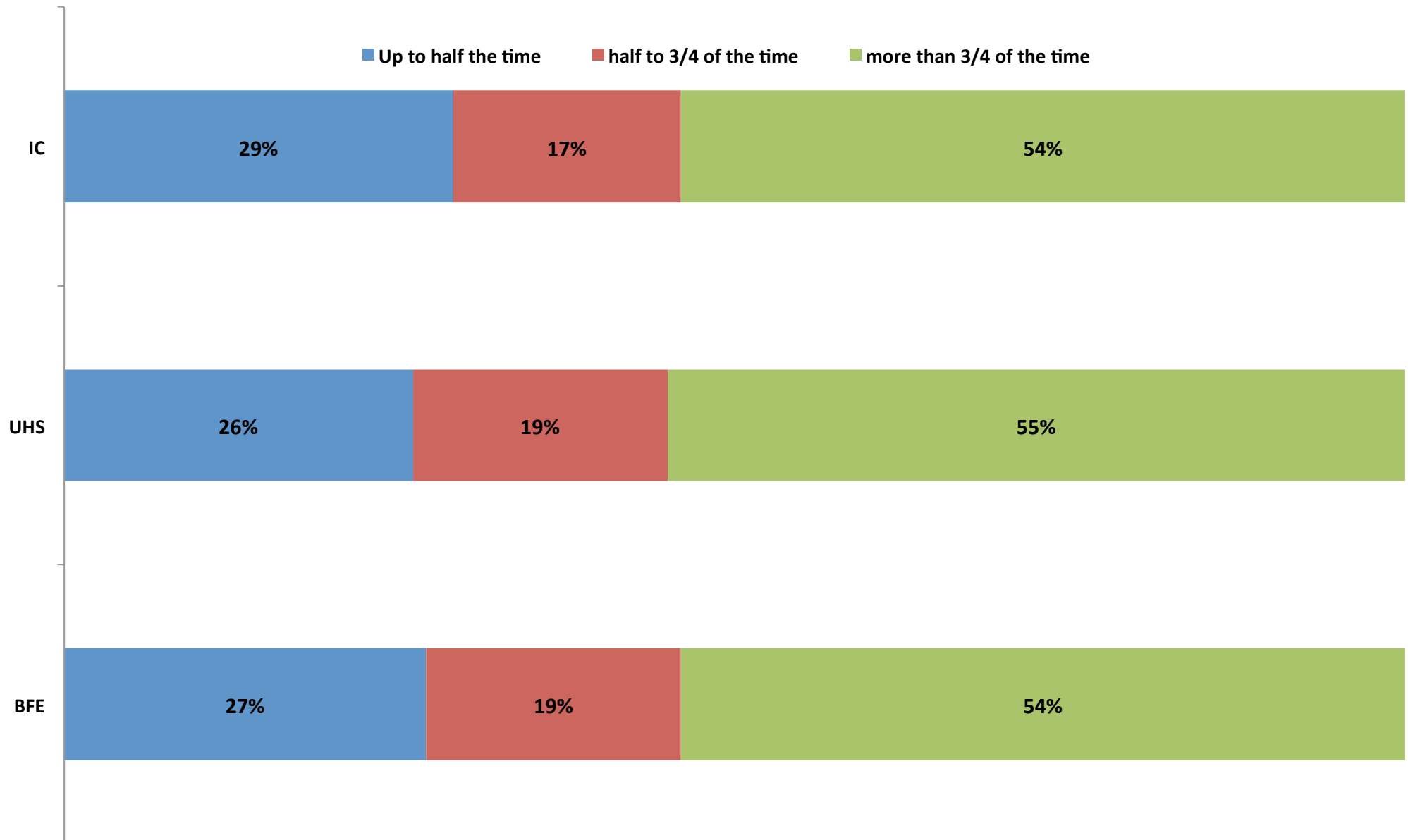
Which is your primary source for parts?



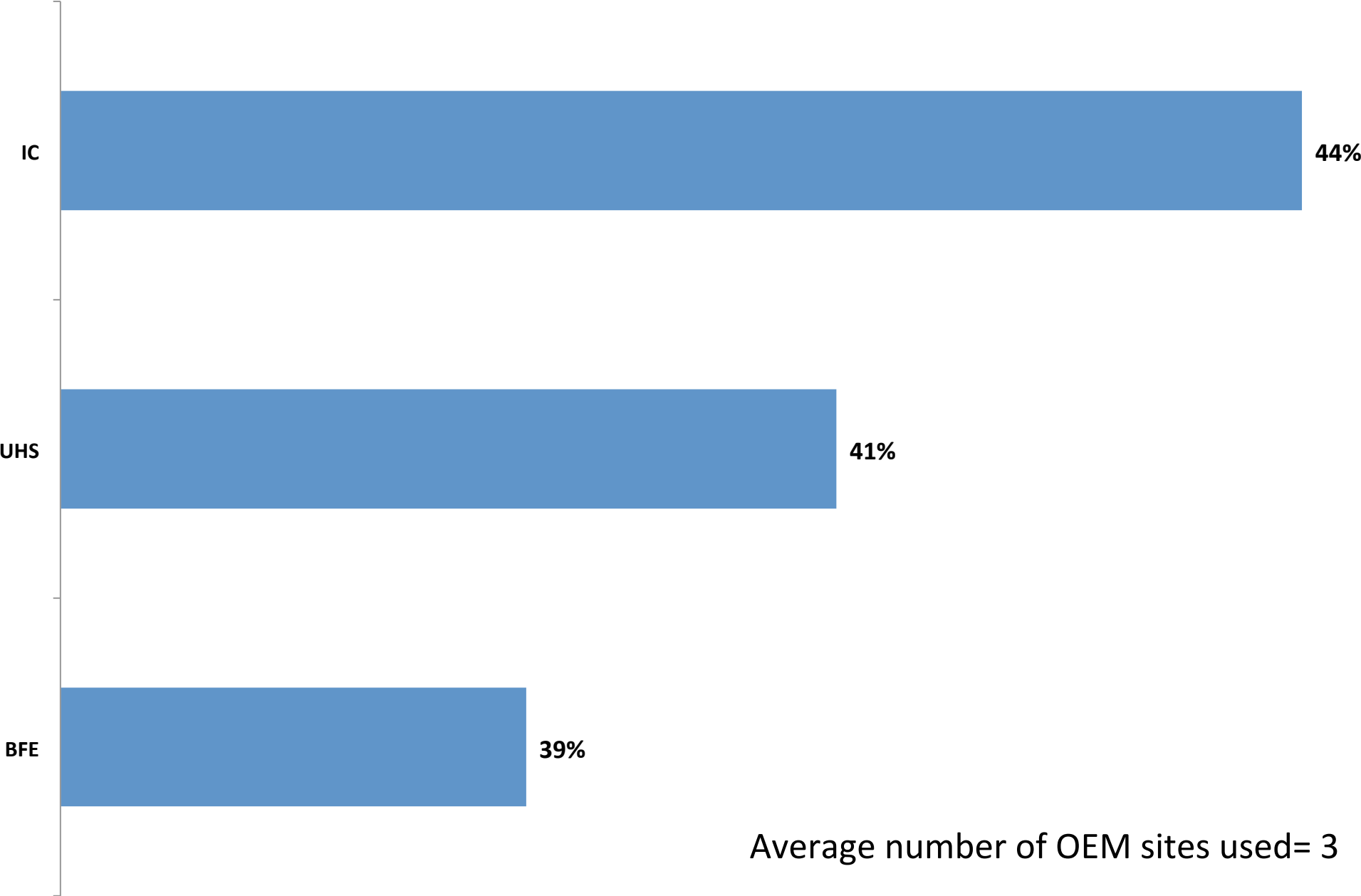
When you don't have the part in stock, how long does it take for your local parts source to deliver it?



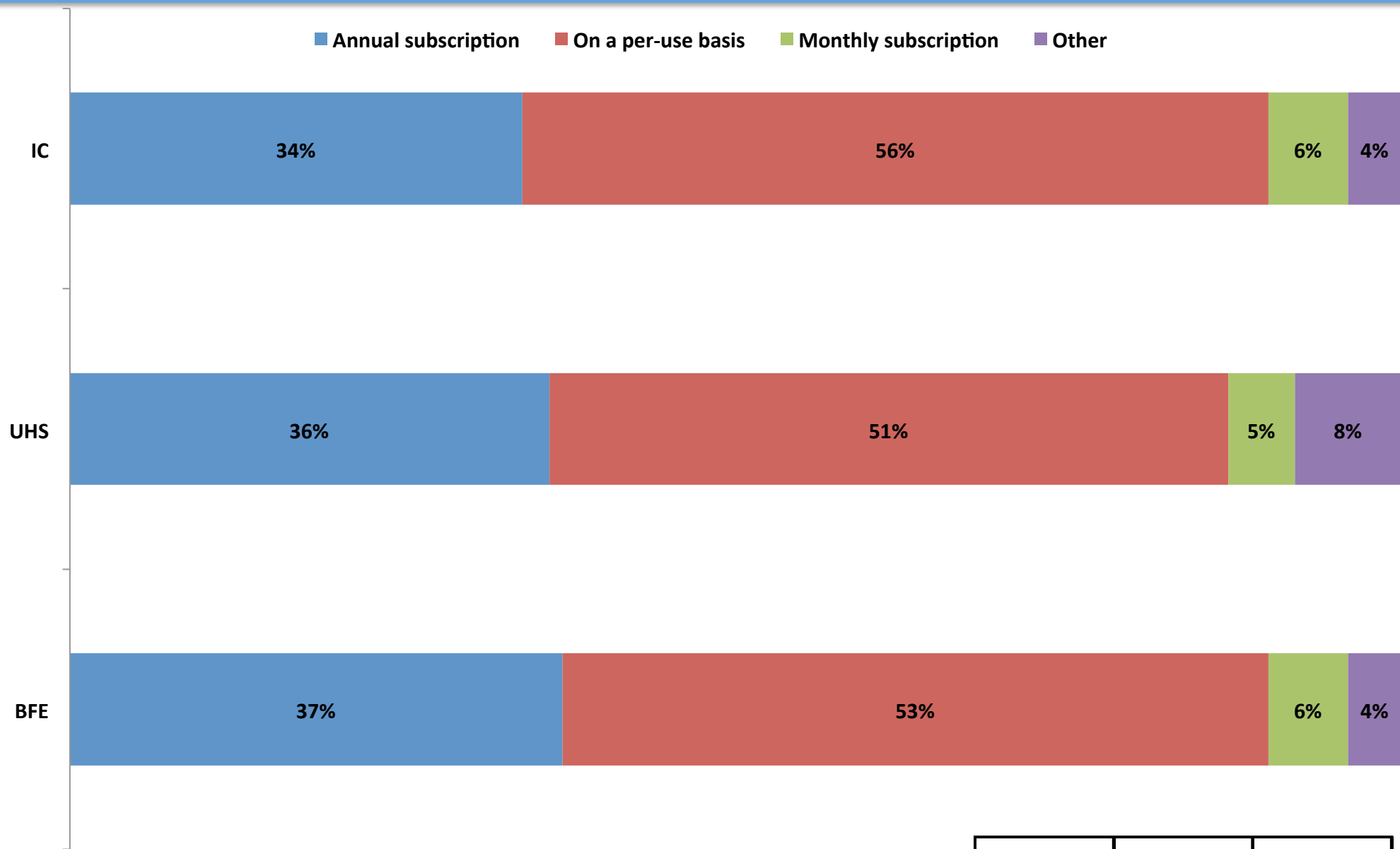
Average percentage of the time spent to perform a full inspection to identify potential maintenance/repair items



Percentage who purchase/subscribe to OEM based websites for repair information

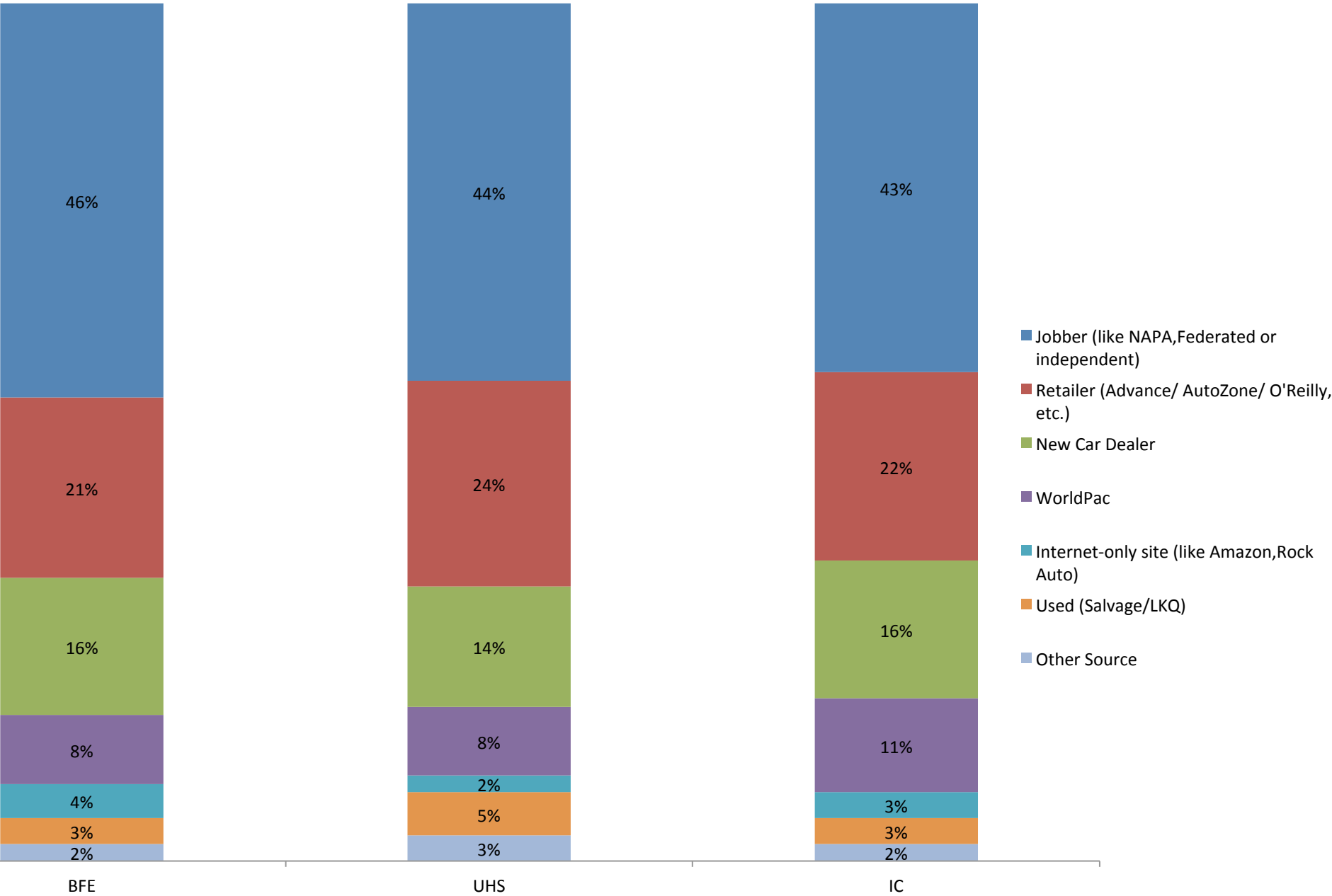


If you are using OEM service websites, how do you purchase the information?

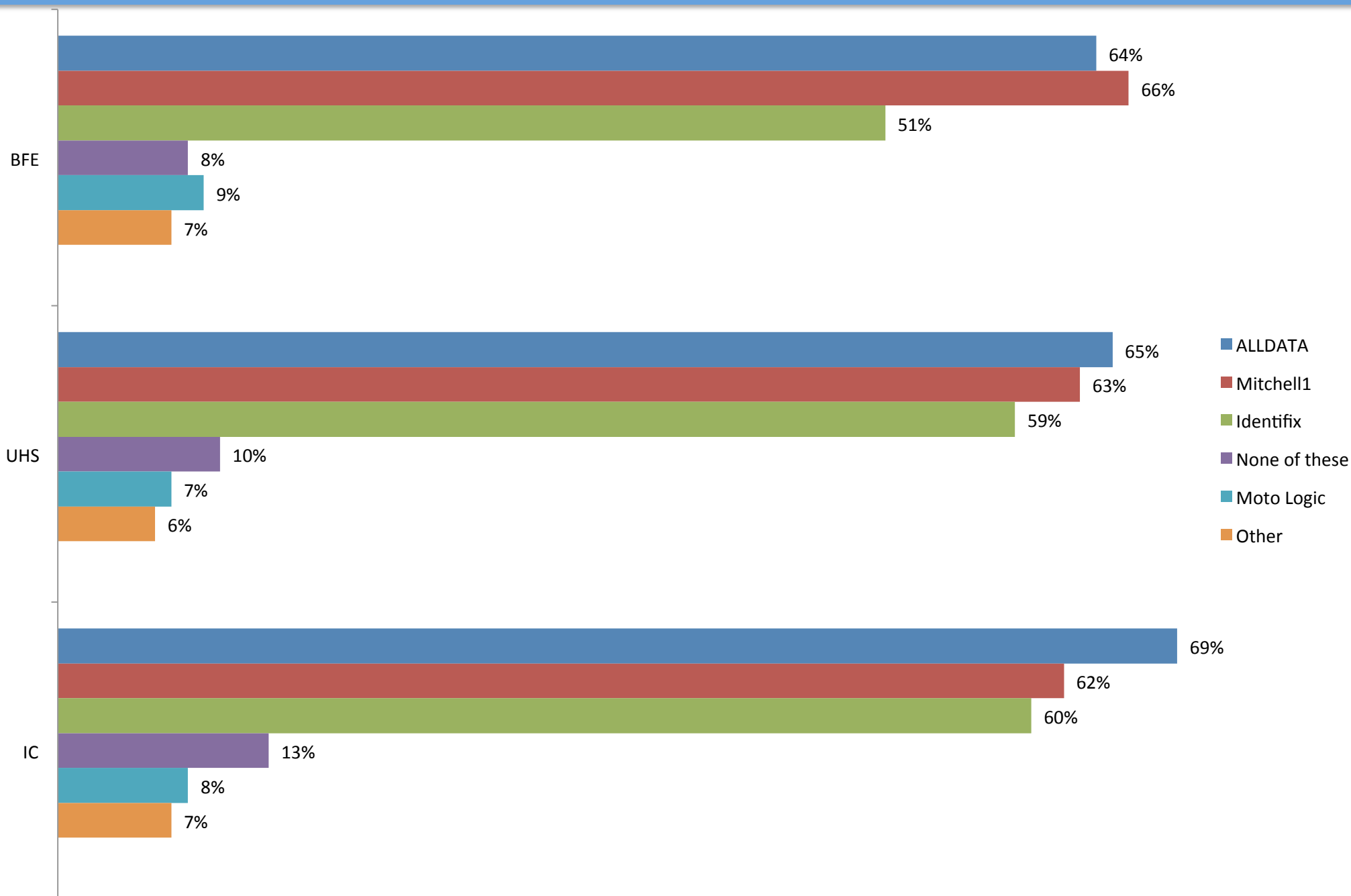


Average amount spent per month on all the OEM sites used	BFE	UHS	IC
	\$ 309	\$ 214	\$ 287

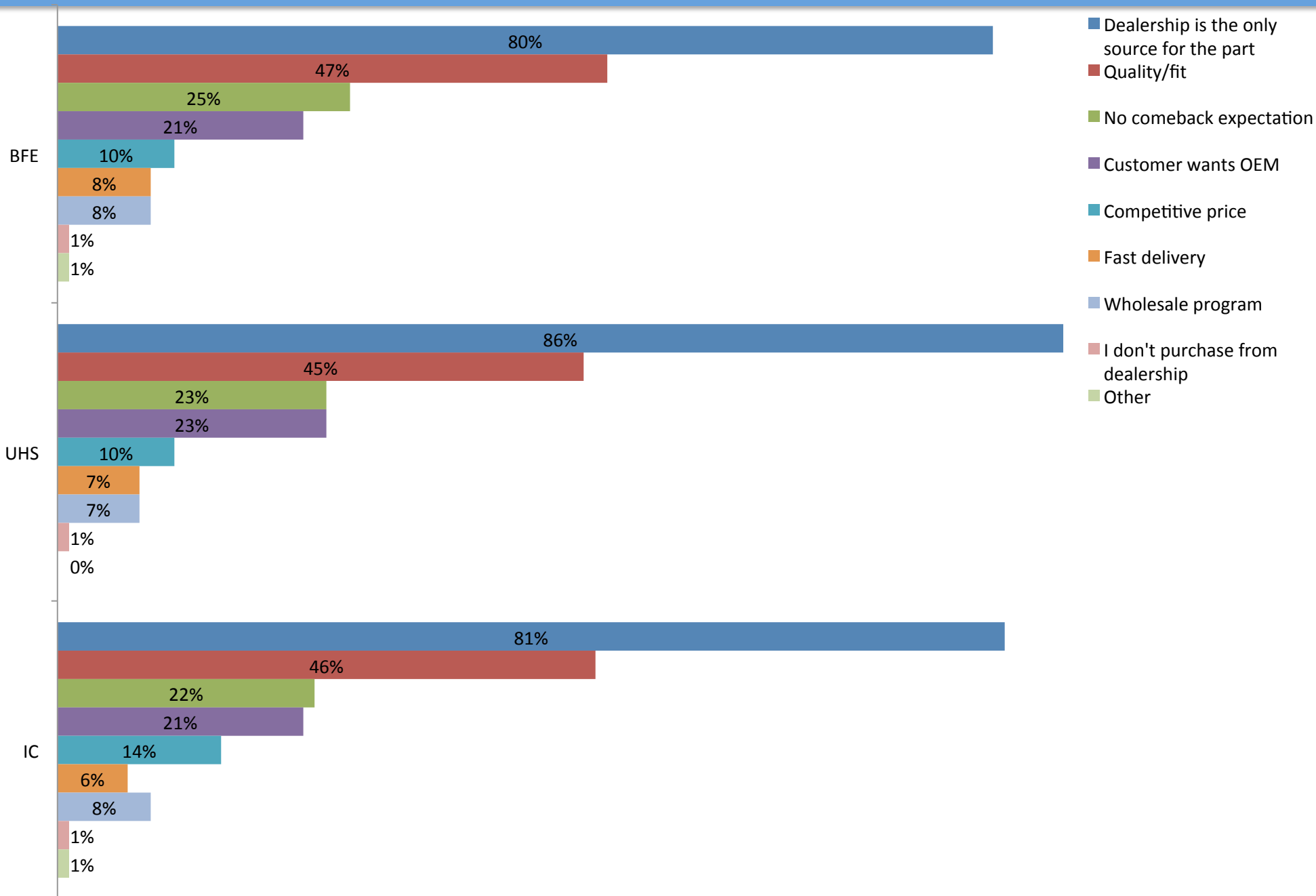
Please think about all the replacement parts you order in a given month. How much do you estimate you are getting from each of the following sources?



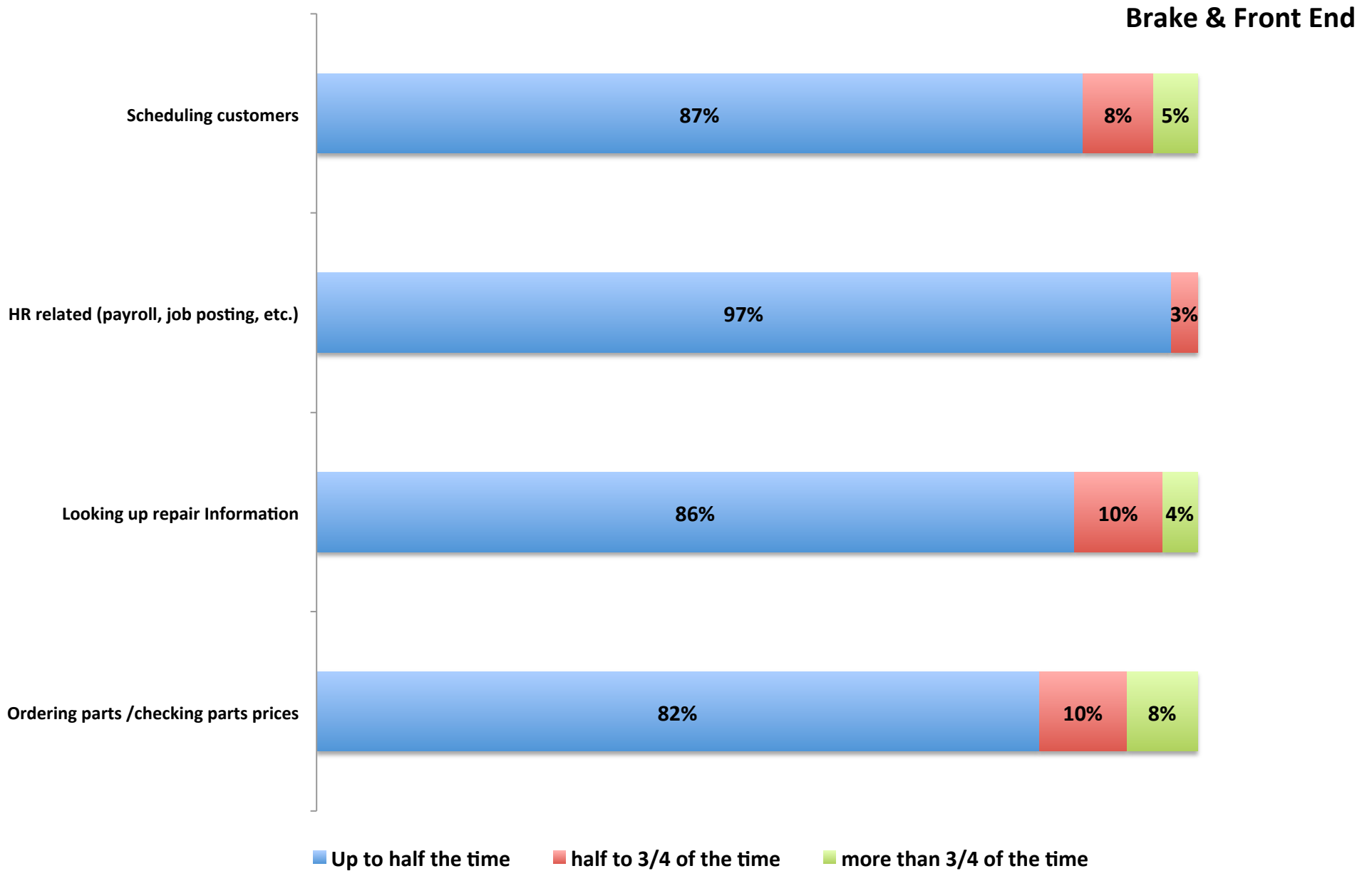
Which of the following do you or your technicians use or subscribe to?



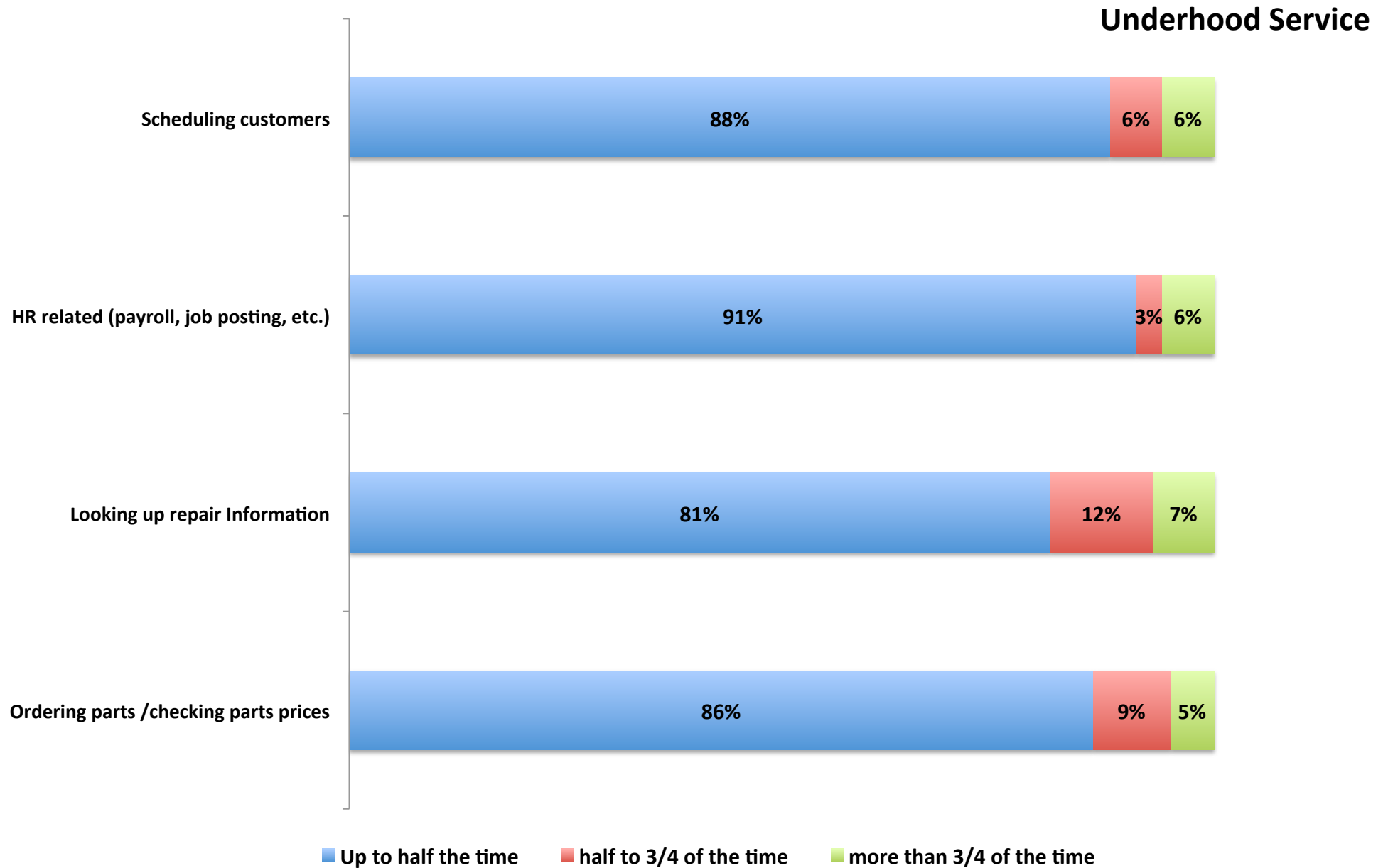
When you purchase a part from a new car dealership, what factors influence your decision to buy that part instead of an aftermarket part?



In a typical full day at work, how much time (percentage) do you spend on the computer:

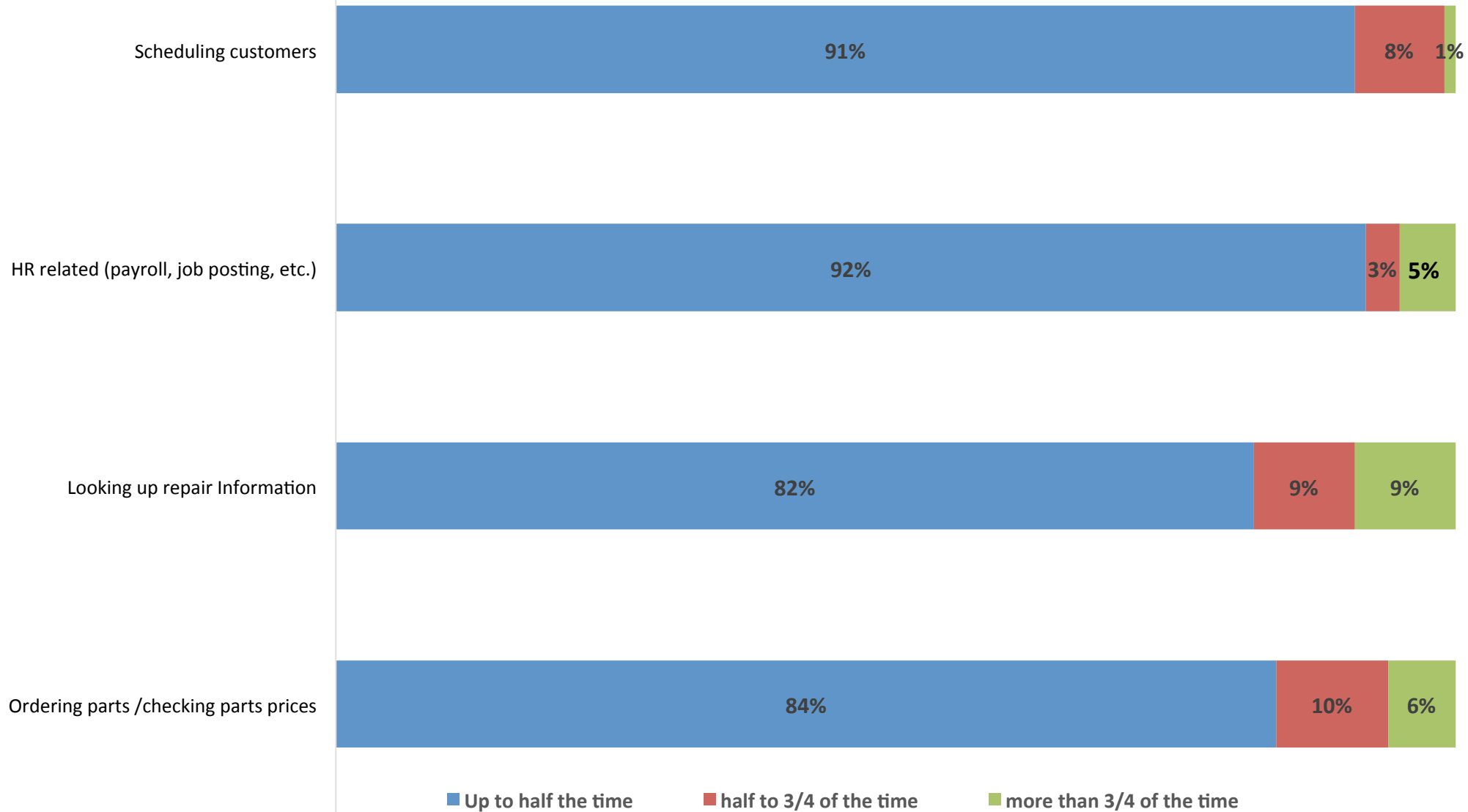


In a typical full day at work, how much time (percentage) do you spend on the computer:

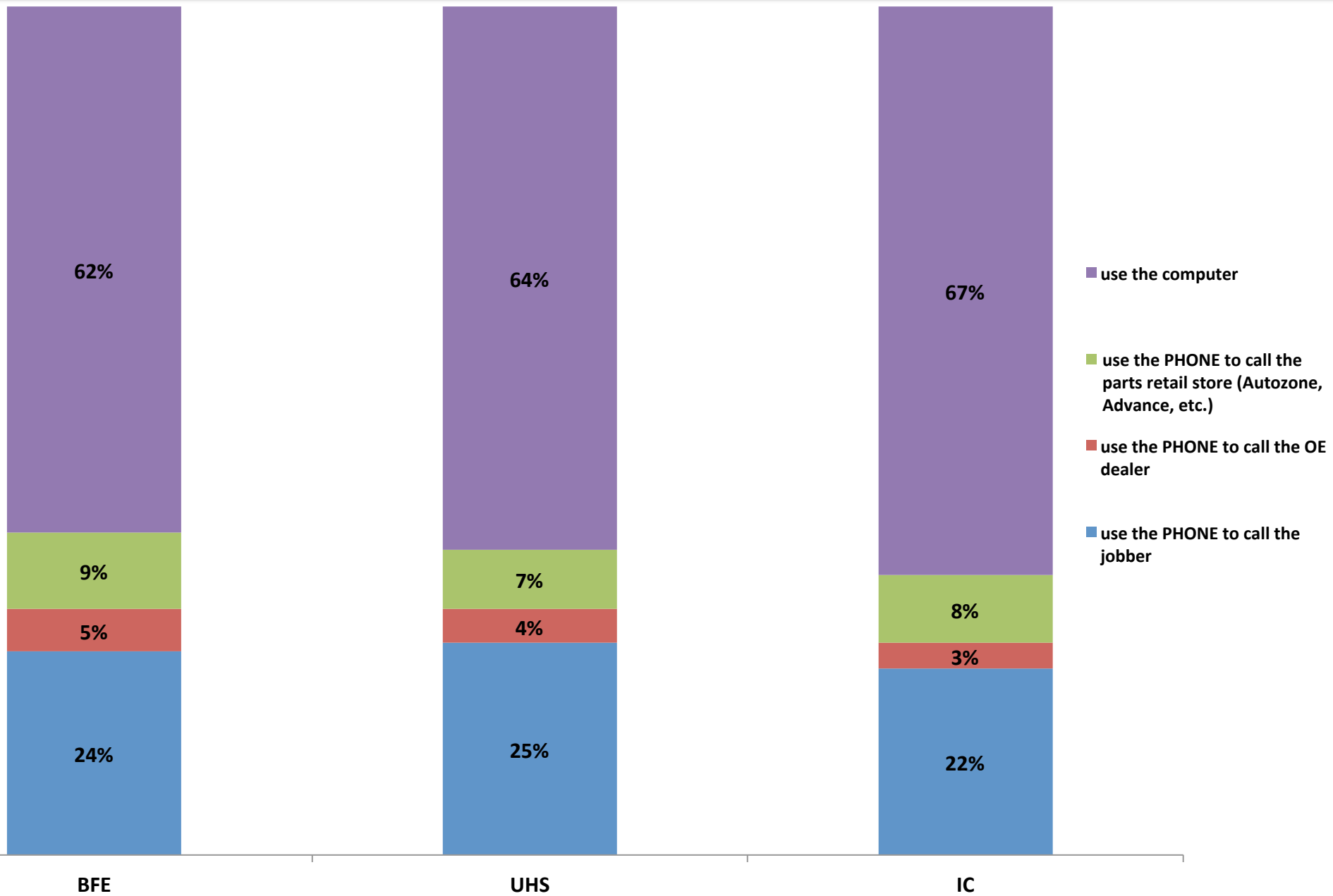


In a typical full day at work, how much time (percentage) do you spend on the computer:

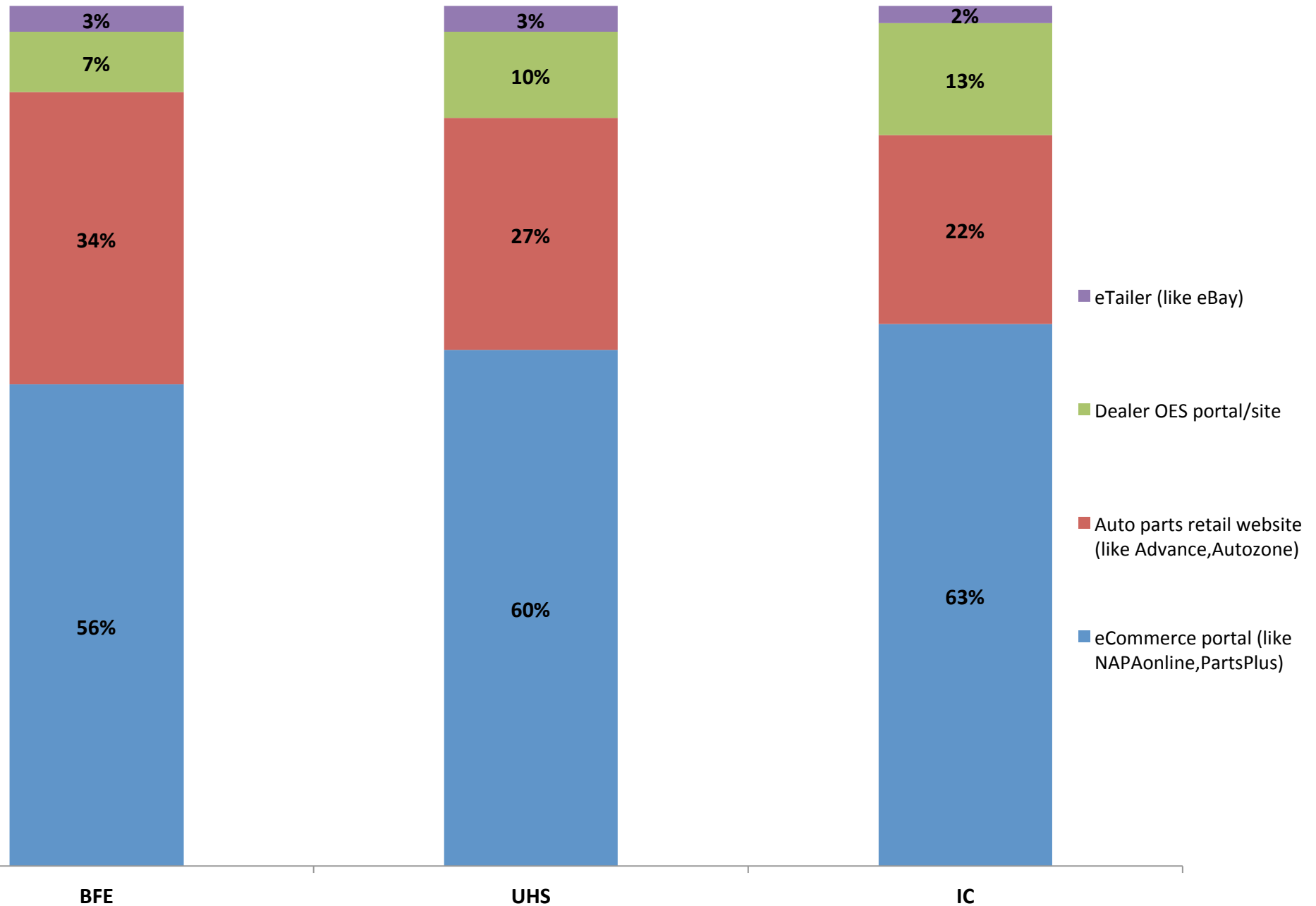
ImportCar



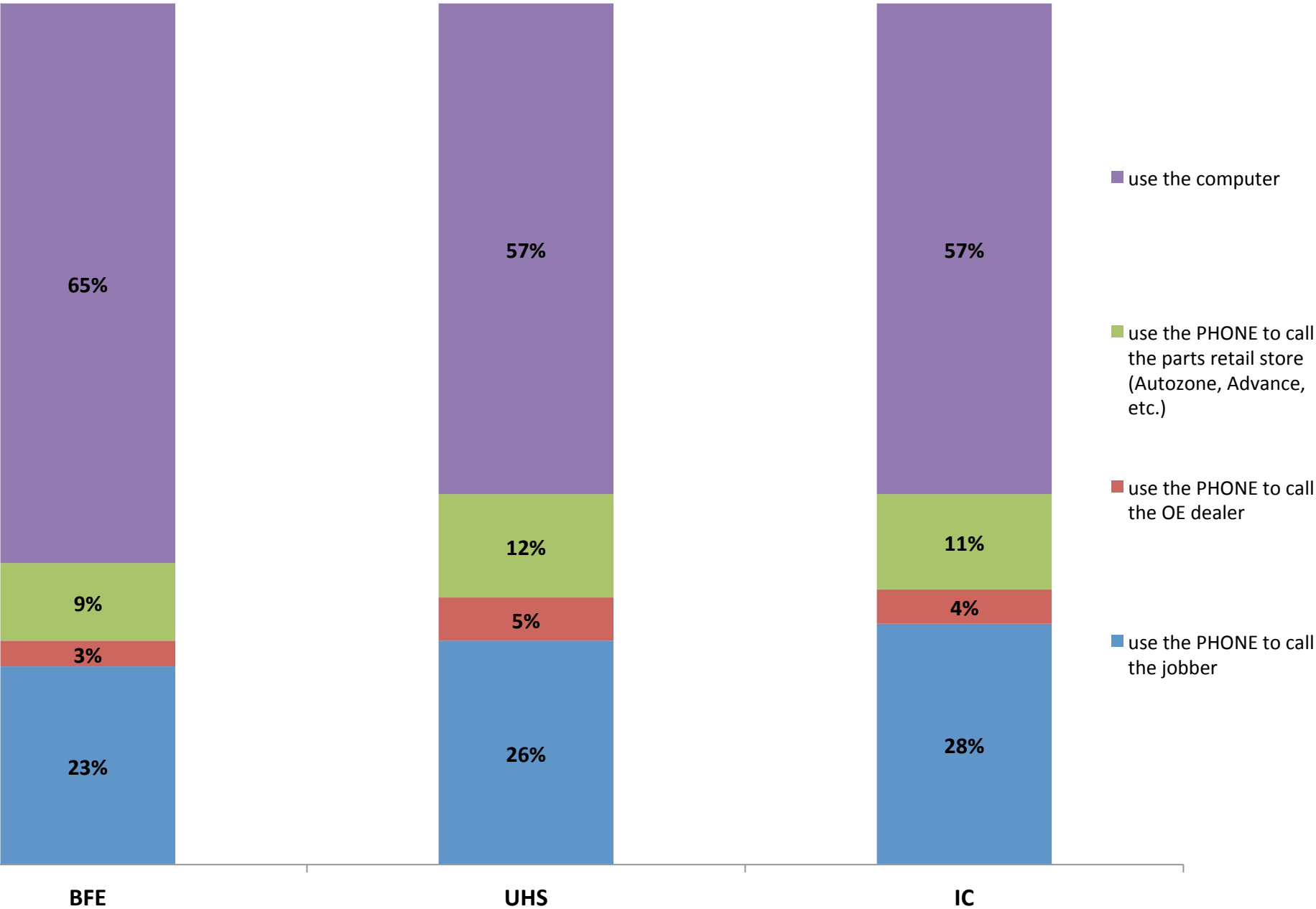
When checking the availability and/or pricing of parts, I typically:



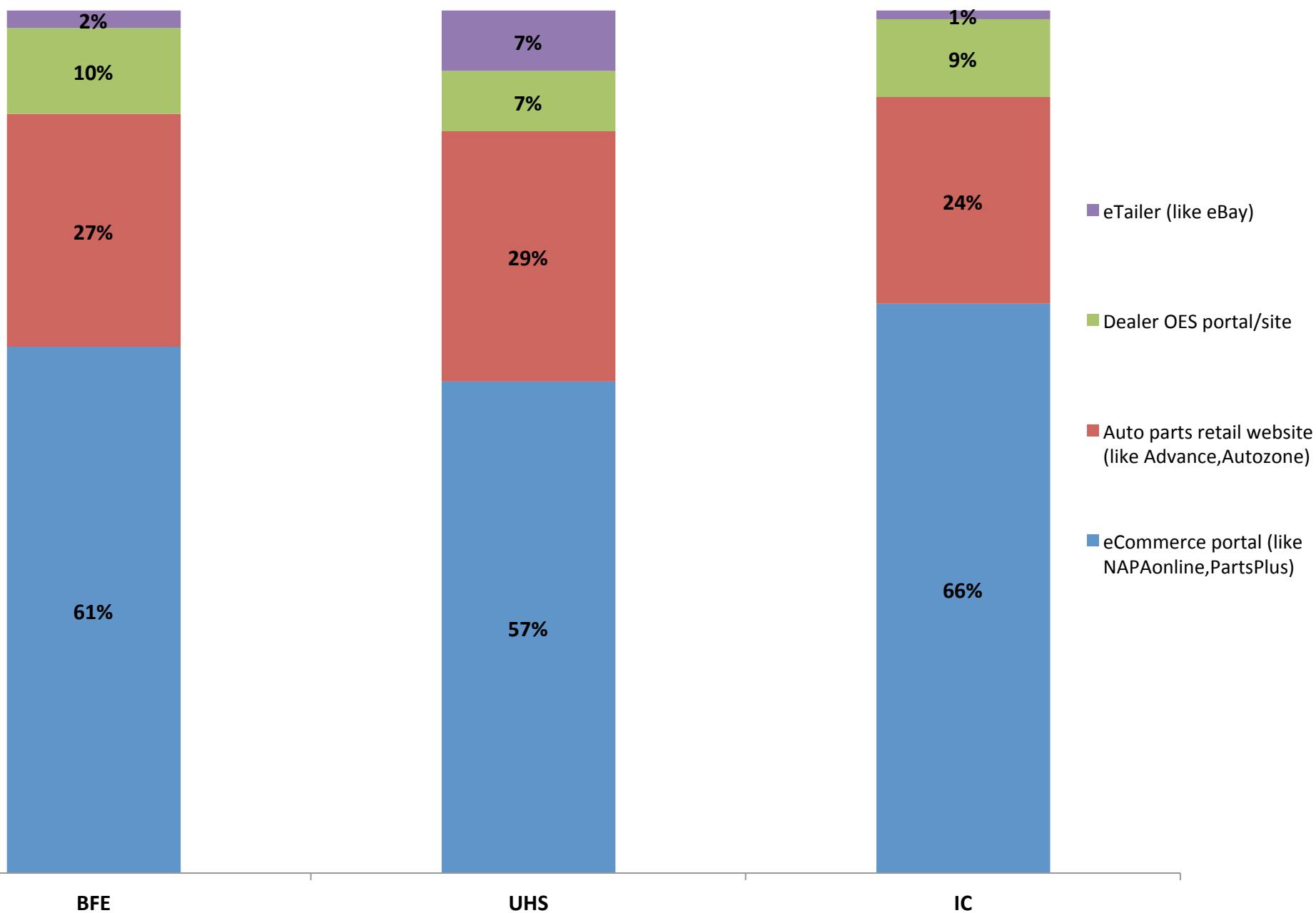
When you check the availability and/or pricing of parts using the computer, about what percentage of the time do you usually go to?



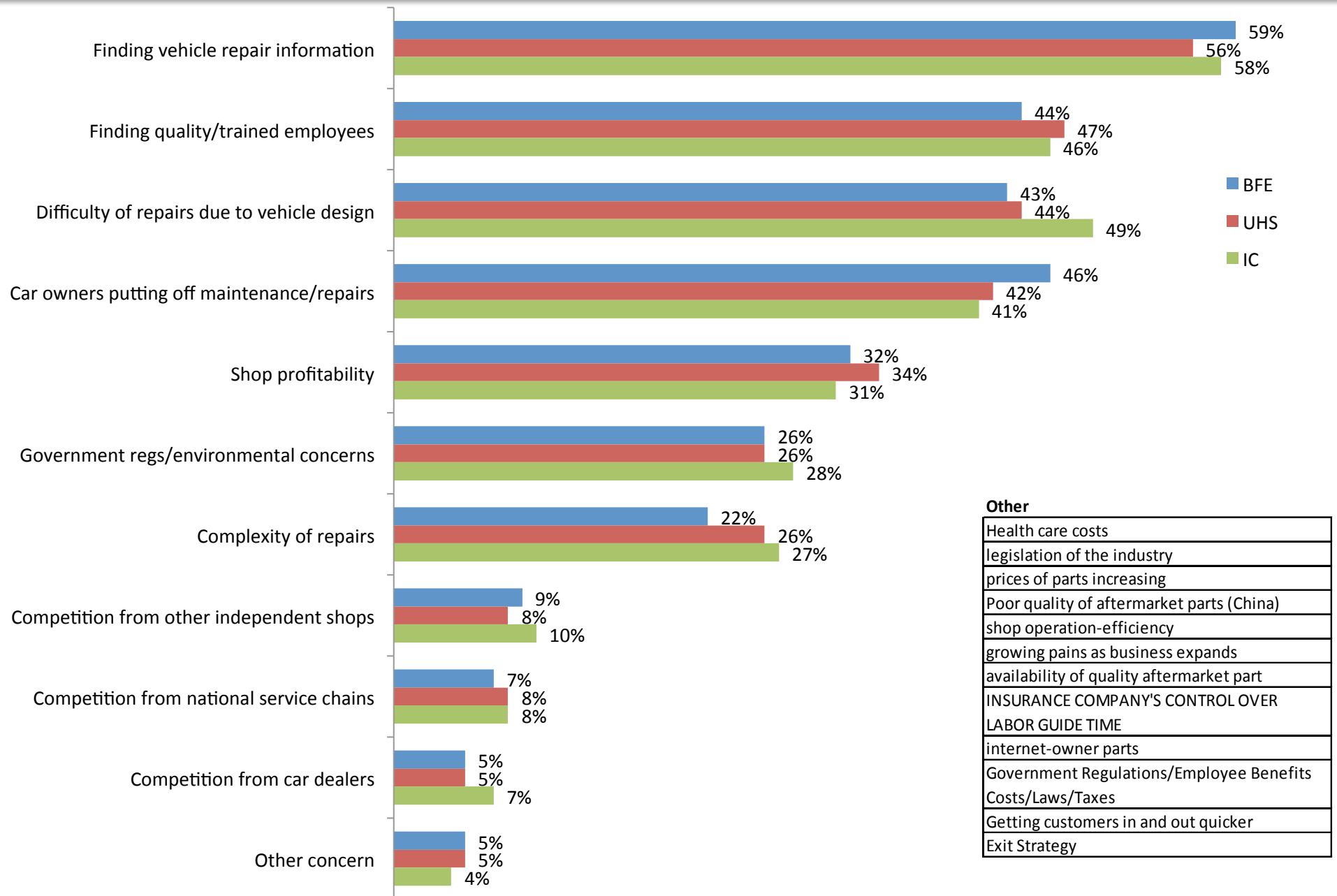
When ordering parts, I typically



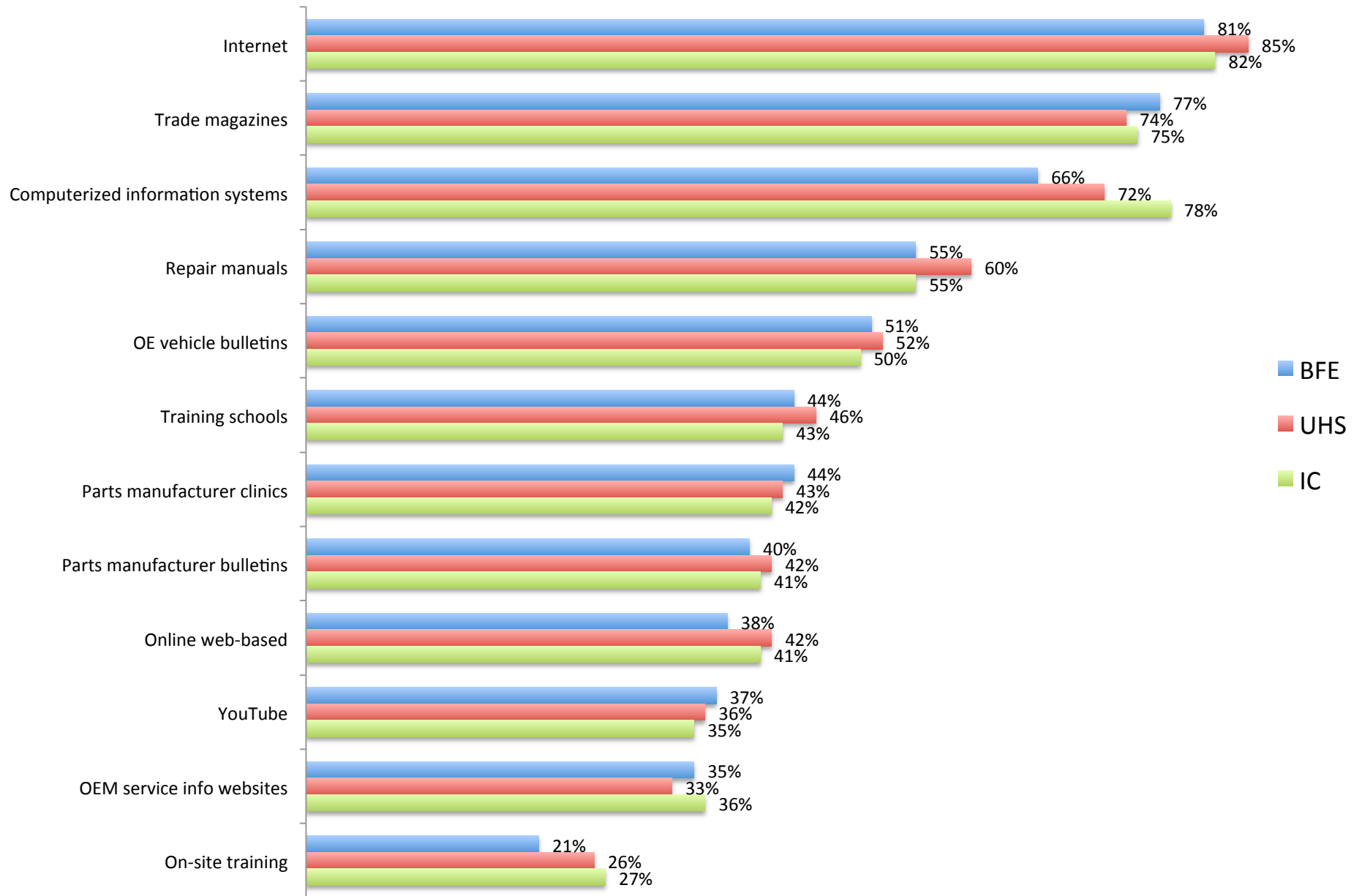
When you order parts using the computer, about what percentage of the time do you usually go to?



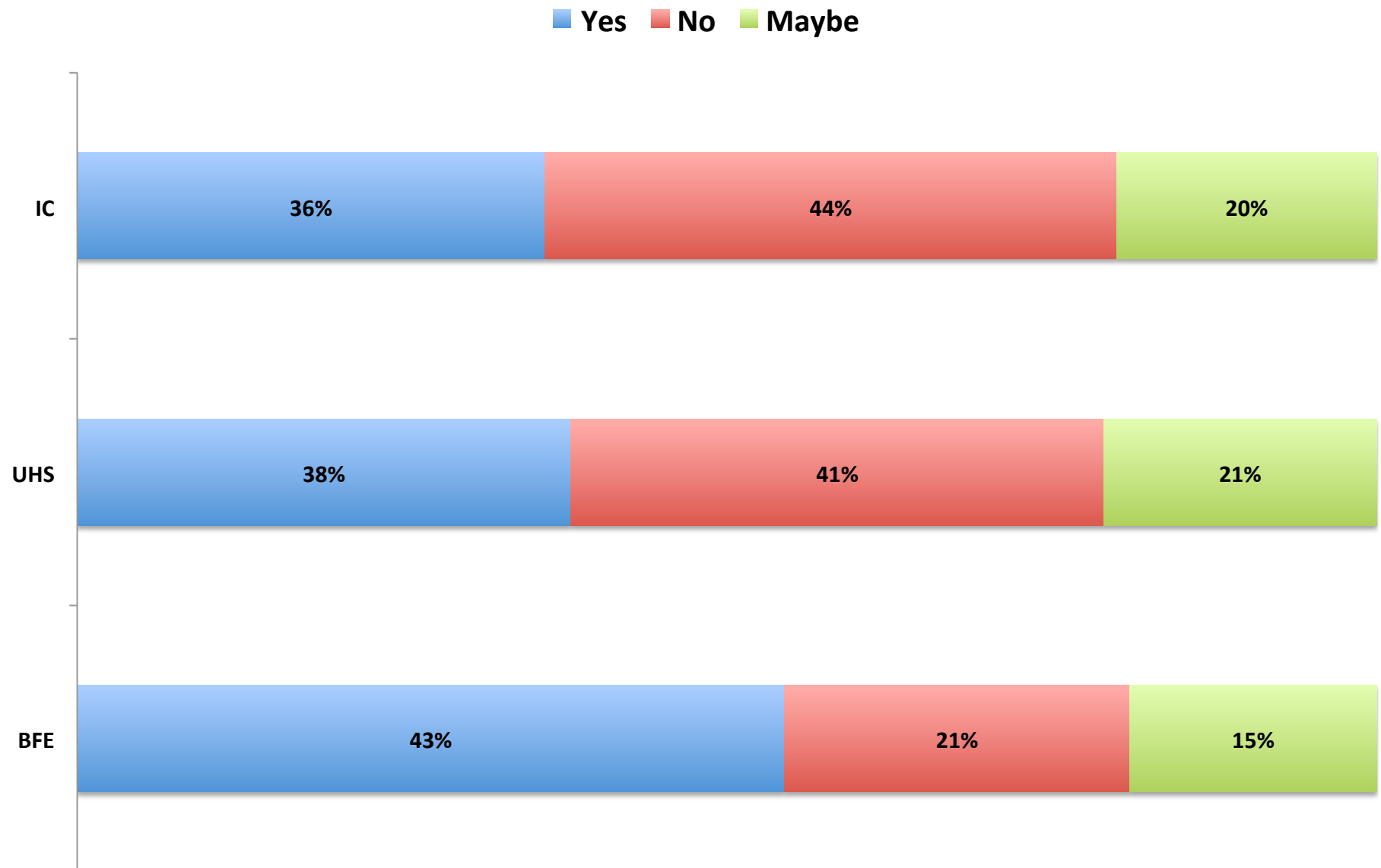
Please mark your top 3 concerns regarding your business over the next year:



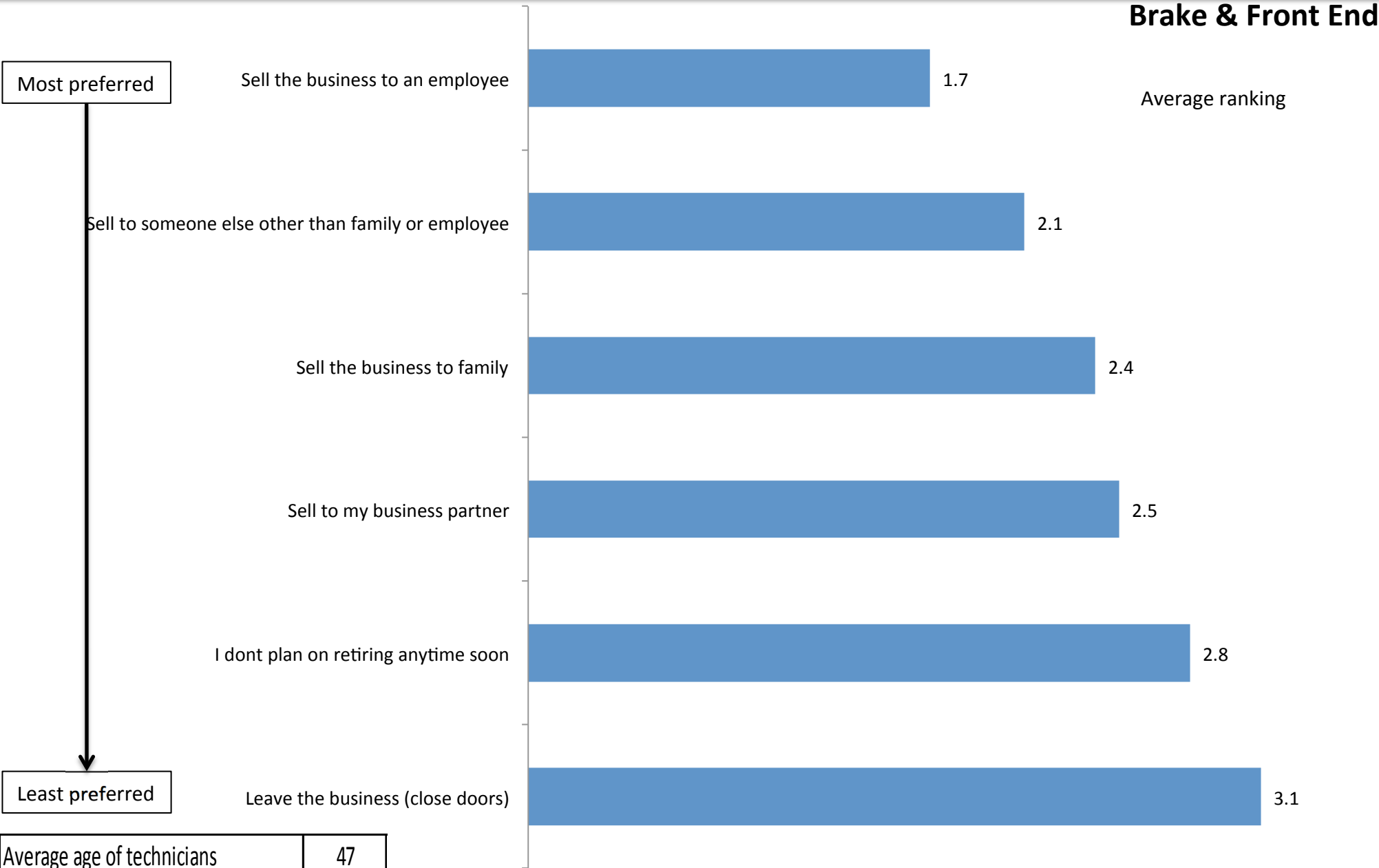
Where do your technicians, including yourself, receive technical information?



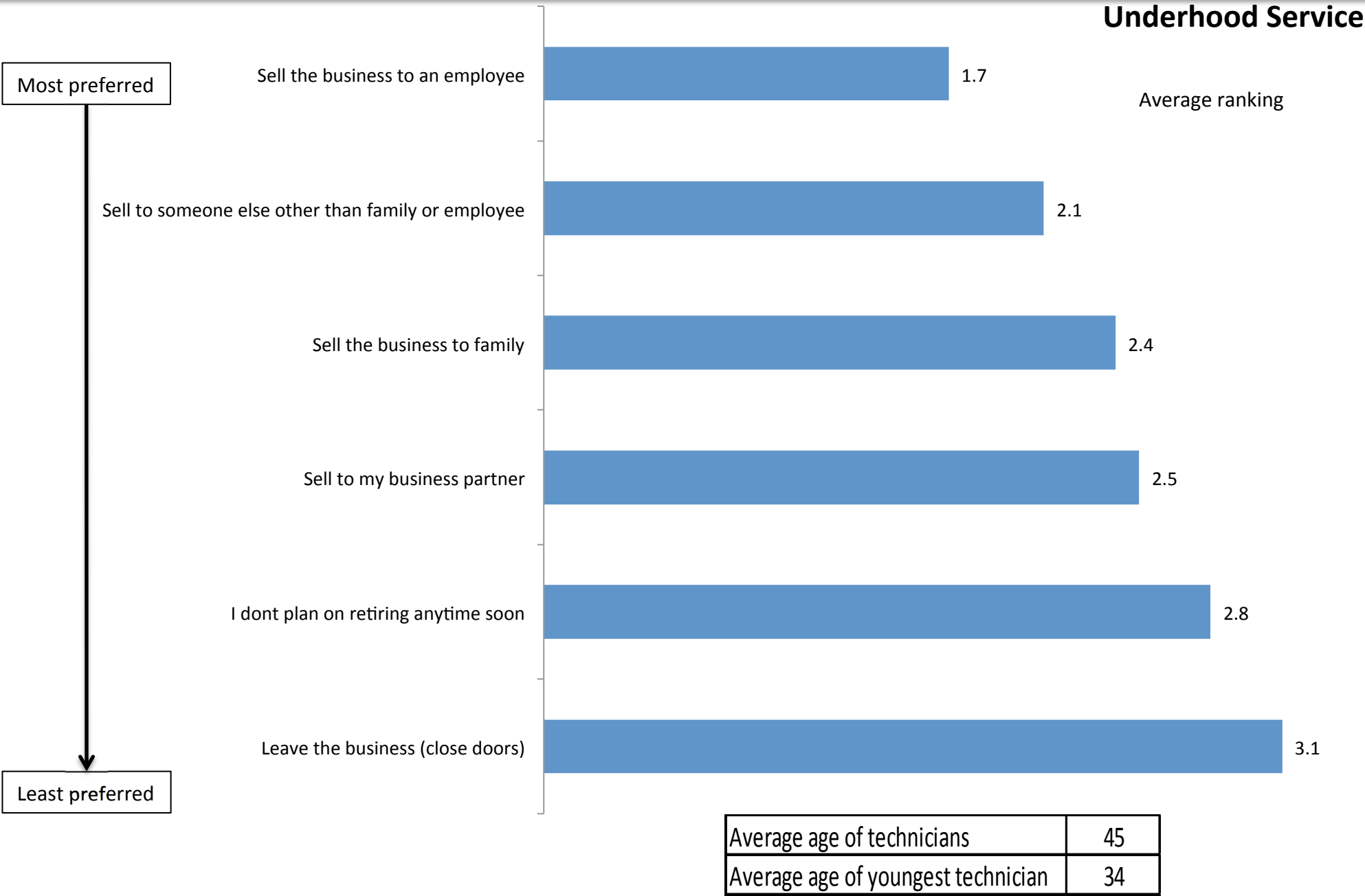
Are you planning on retiring in the next 5 to 10 years?



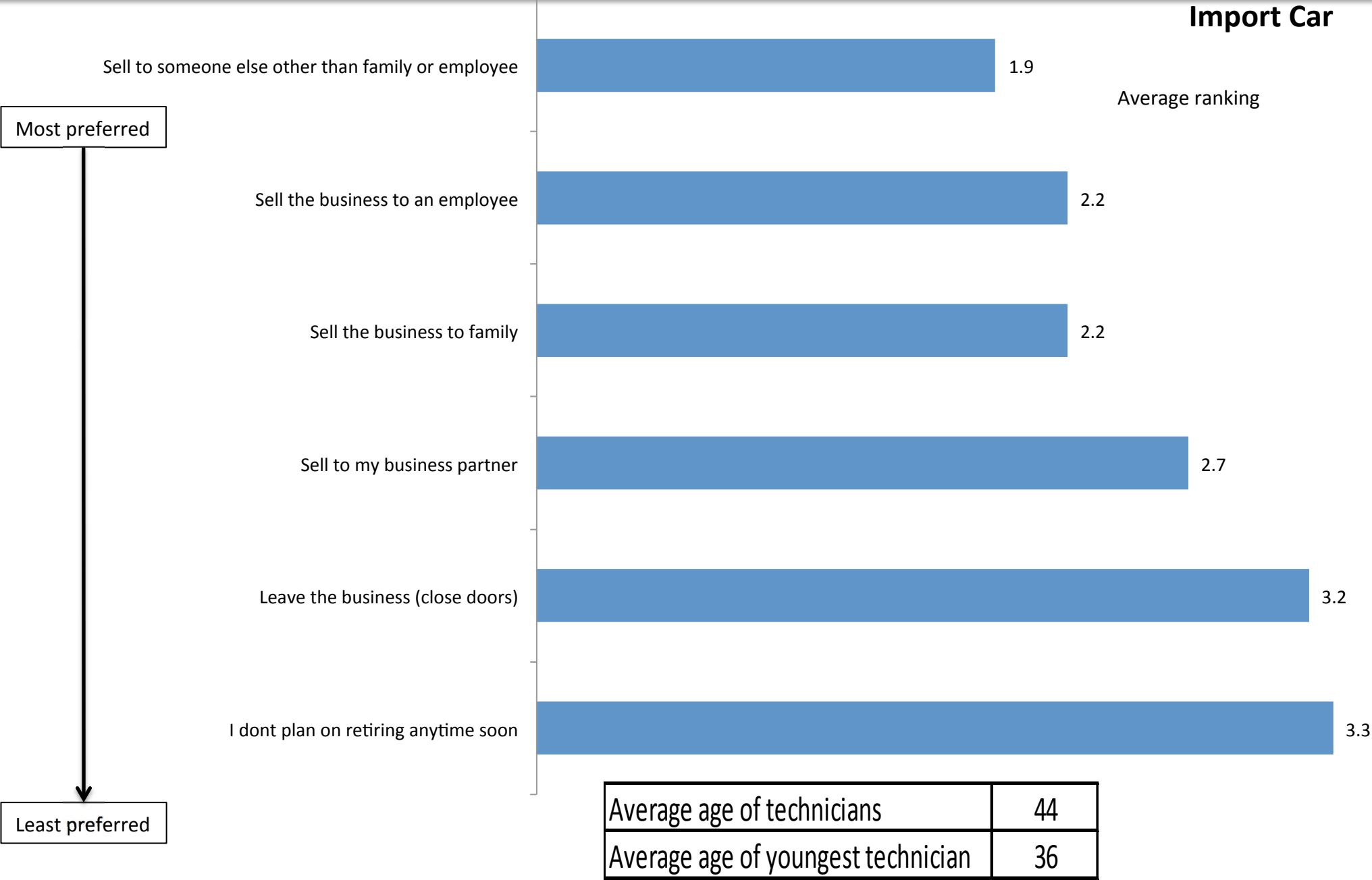
Business Continuity: If you are planning on retiring soon -maybe in the next 5 to 10 years, do you plan to: Please rank (1-6) with #1 most preferred to #6, least preferred:



Business Continuity: If you are planning on retiring soon -maybe in the next 5 to 10 years, do you plan to: Please rank (1-6) with #1 most preferred to #6, least preferred:

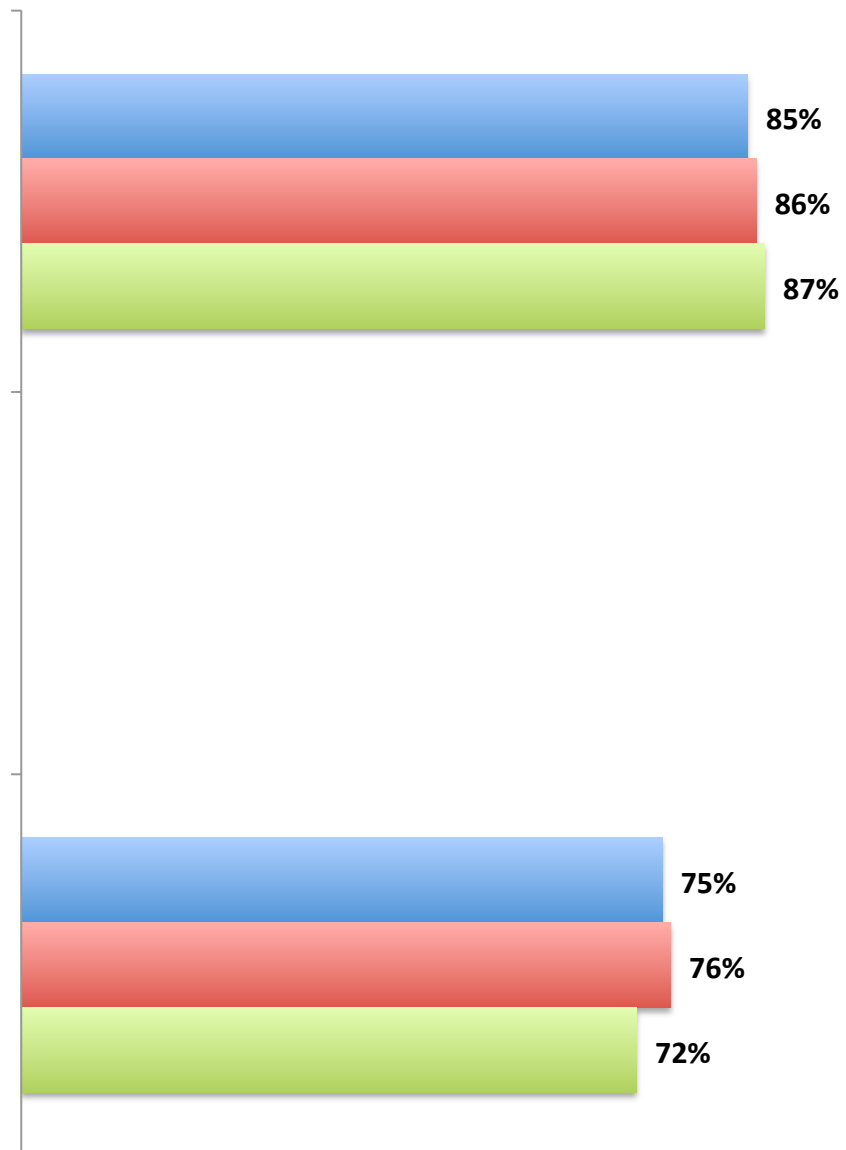


Business Continuity: If you are planning on retiring soon -maybe in the next 5 to 10 years, do you plan to:
Please rank (1-6) with #1 most preferred to #6, least preferred:

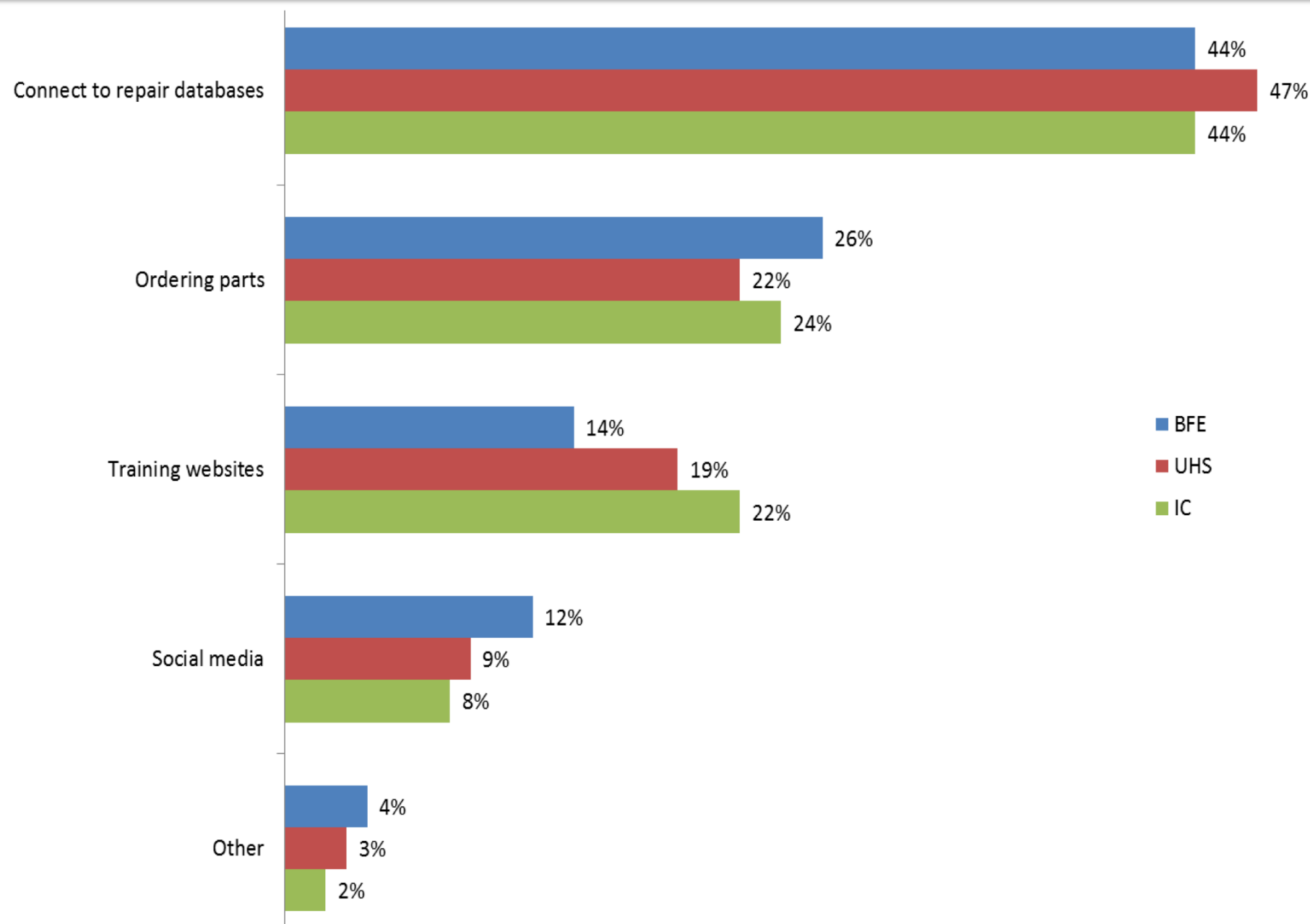


Percentage with wireless Wi-Fi Internet access in the shop?

■ IC ■ UHS ■ BFE



The most common ways technicians are using the internet access in the service bays



The following section deals with types of replacement parts available in several levels of quality and price according to the age of the vehicle serviced.

How does your sourcing of parts differ when purchasing parts for a vehicle under 7 years old versus vehicles older than 7 years old?

Here are some definitions:

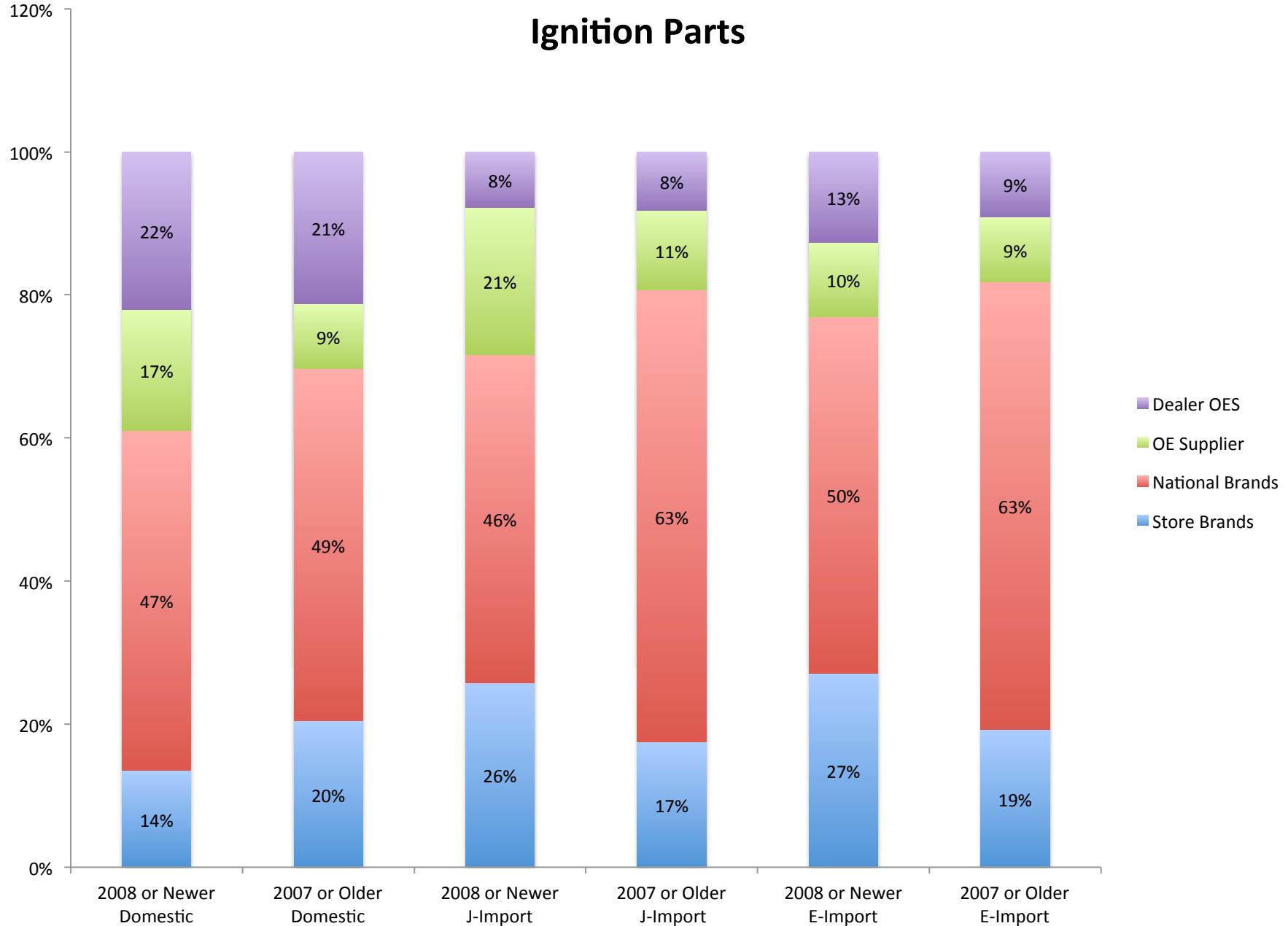
National Brands: Parts that are available throughout the country at various retail, jobber and WD locations (Fel-Pro, Wix, ACDelco).

Store Brands: Parts which are exclusive to a parts retailer or jobber chain (Duralast, Wearever, Parts Master).

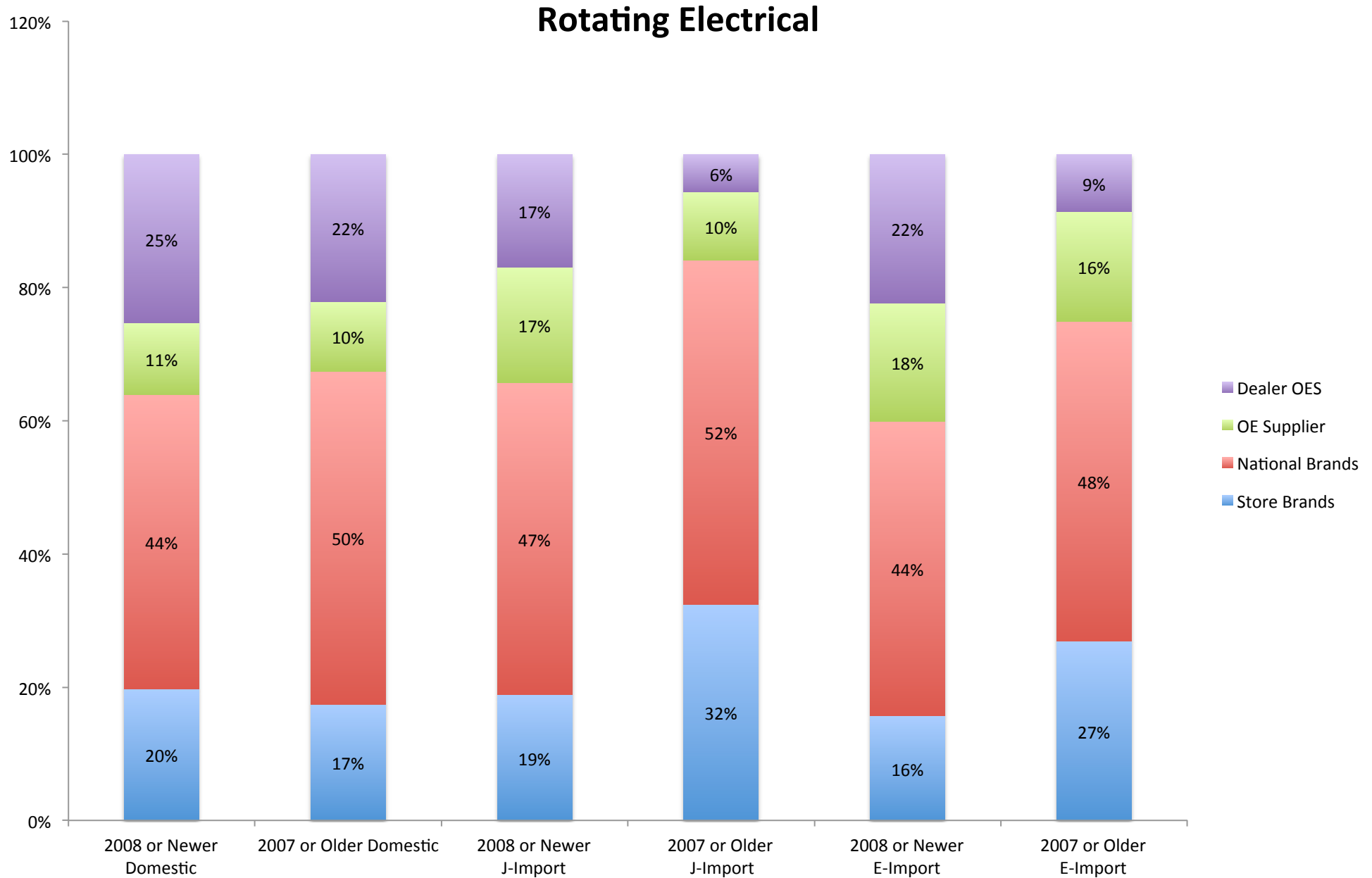
OE Supplier: Parts that are from manufacturers who supply parts to OEM's and the aftermarket: (Bosch, Denso, Aisin)

Dealer OE: Parts that are available only through new car dealers (GM, Ford, Toyota).

How does your sourcing of parts differ when purchasing parts for a vehicle under 7 years old versus vehicles older than 7 years old? **Underhood Service and Brake & Front End Magazine**

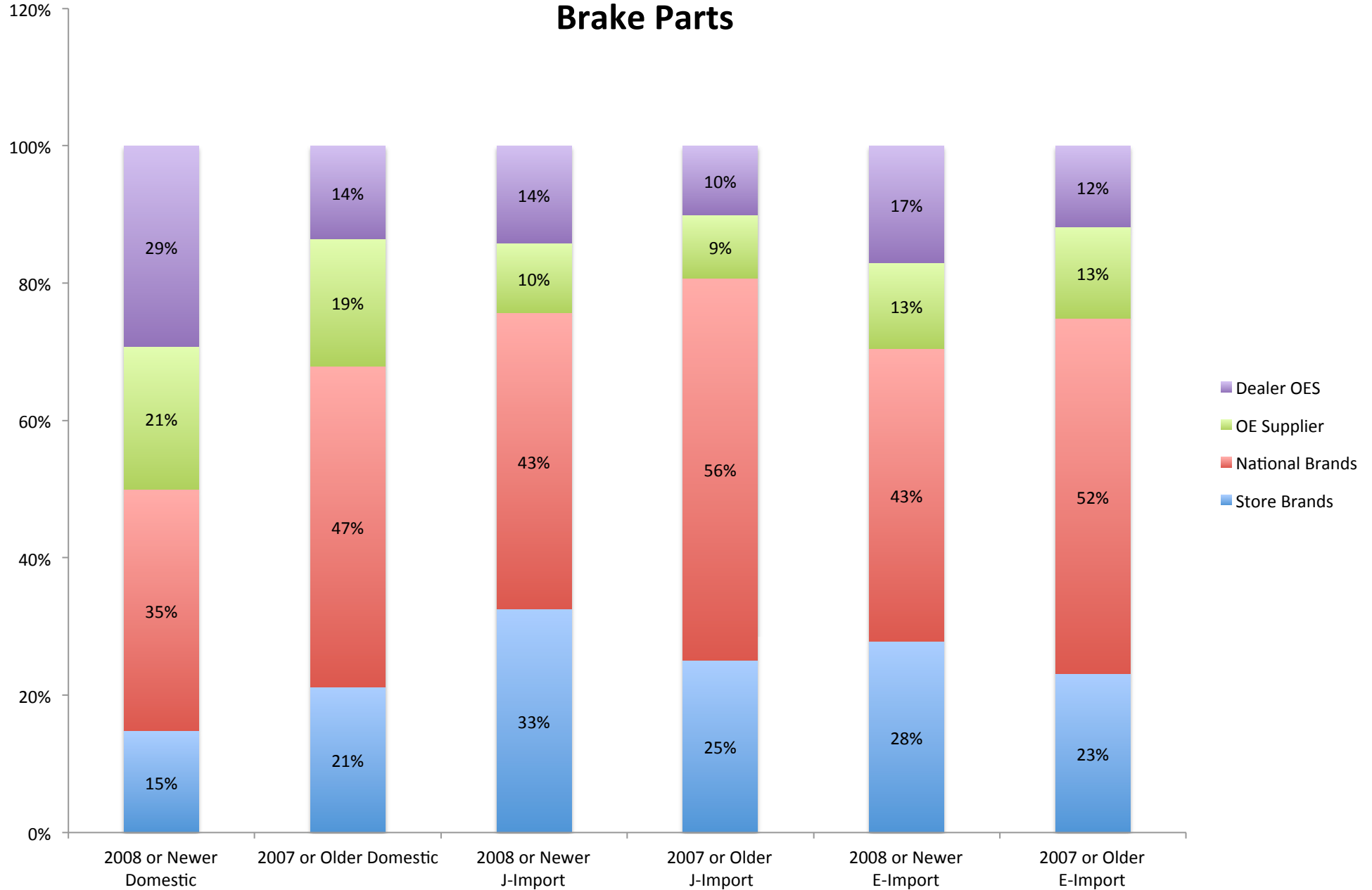


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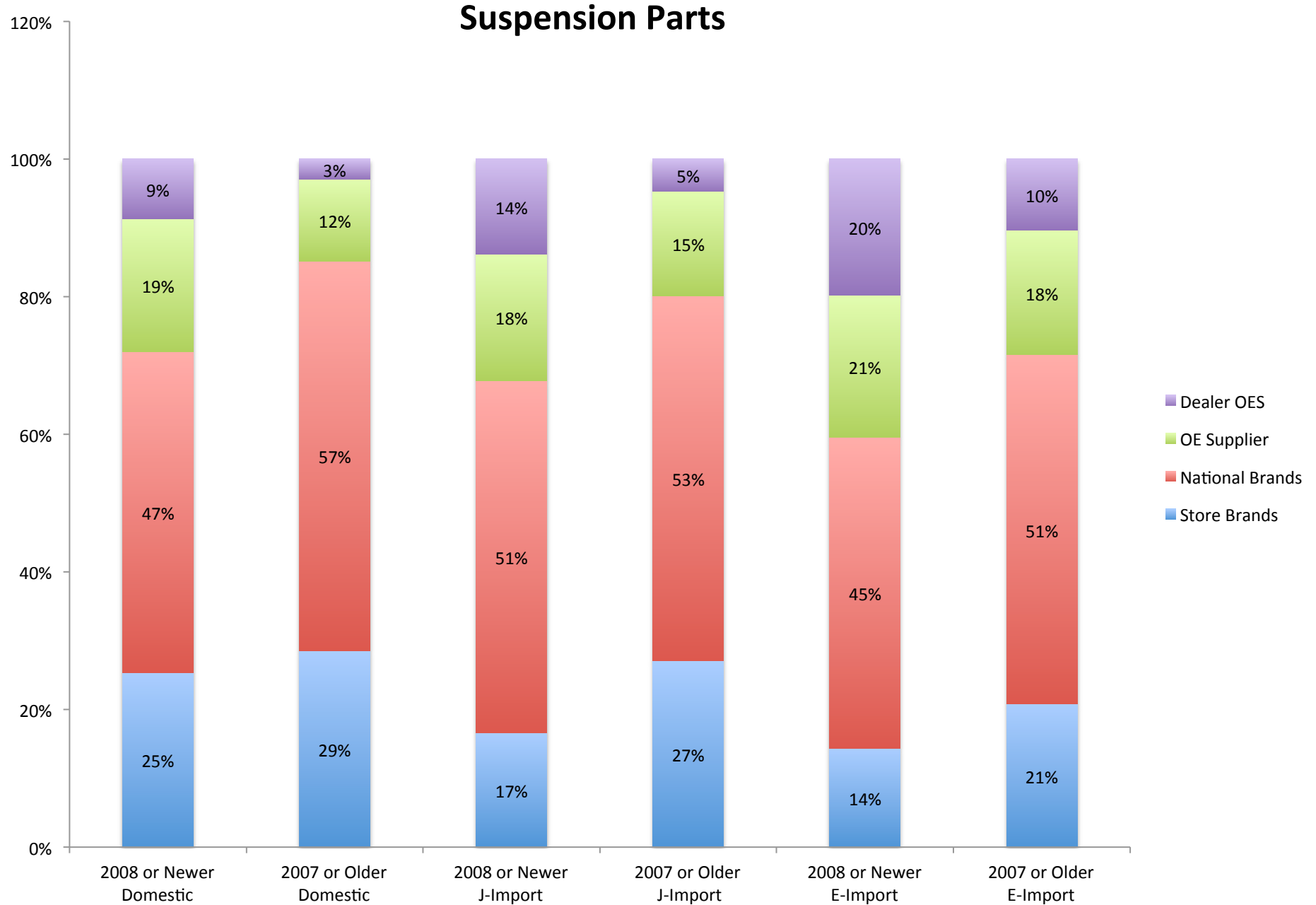


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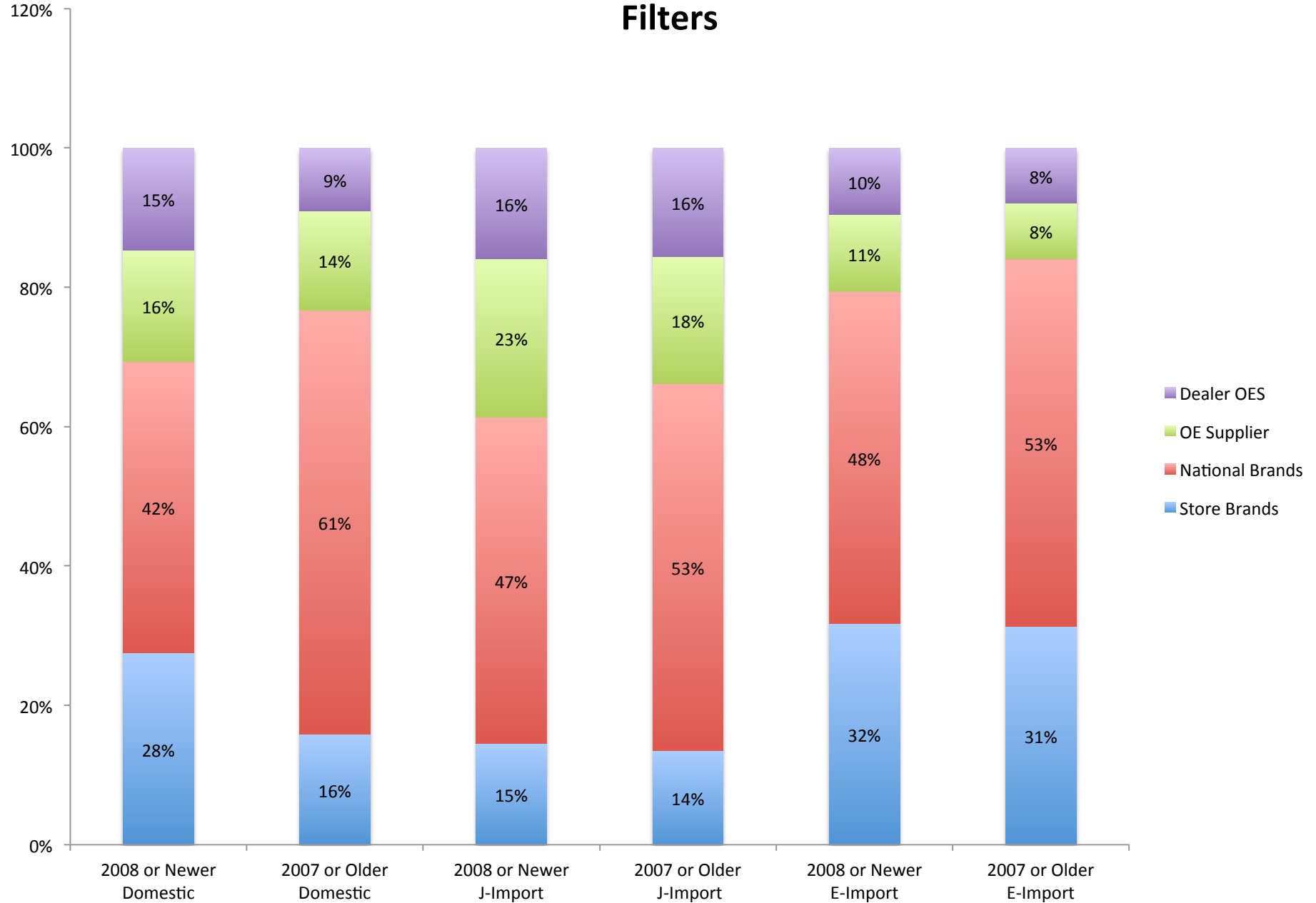
Brake Parts



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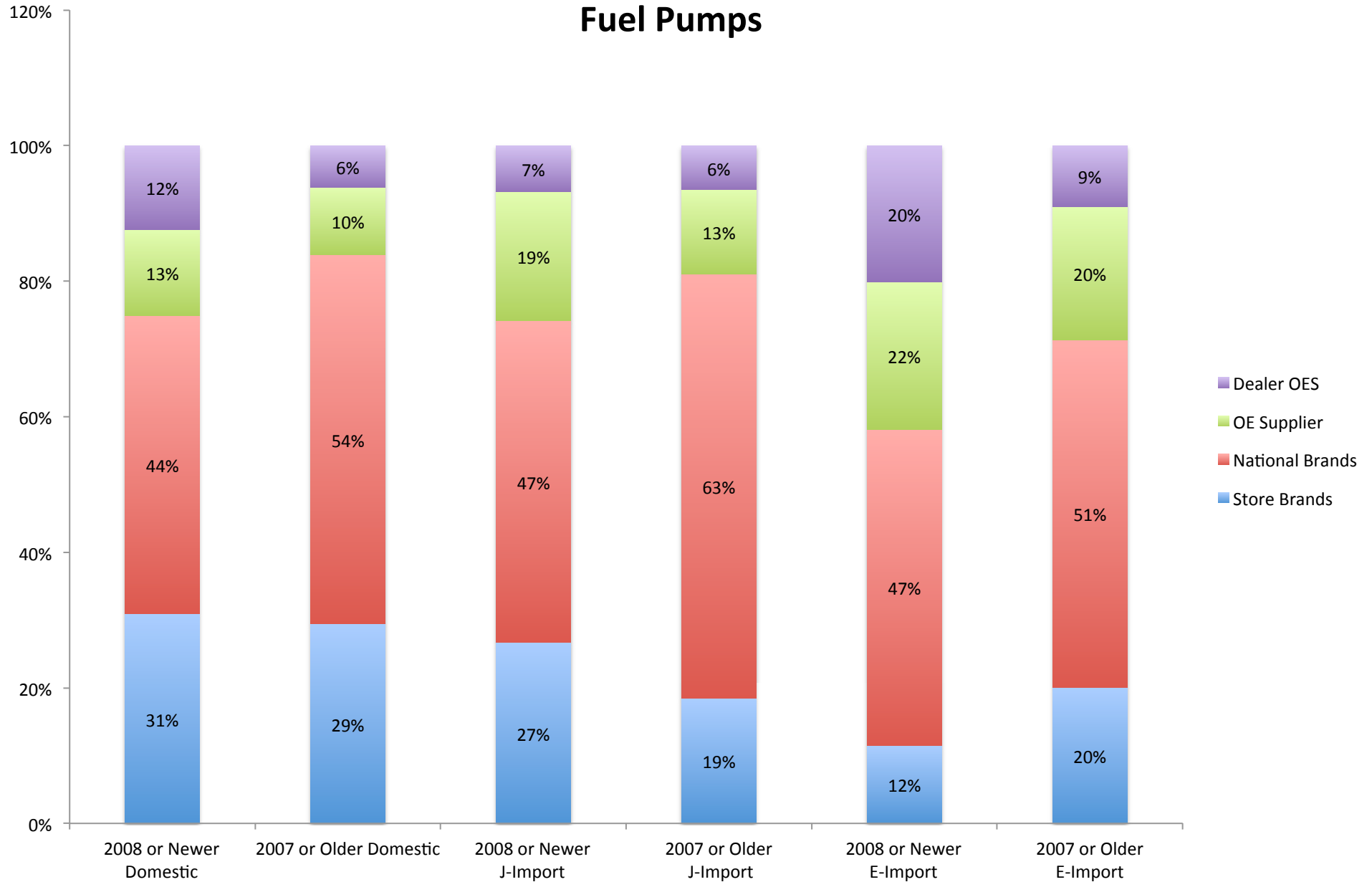


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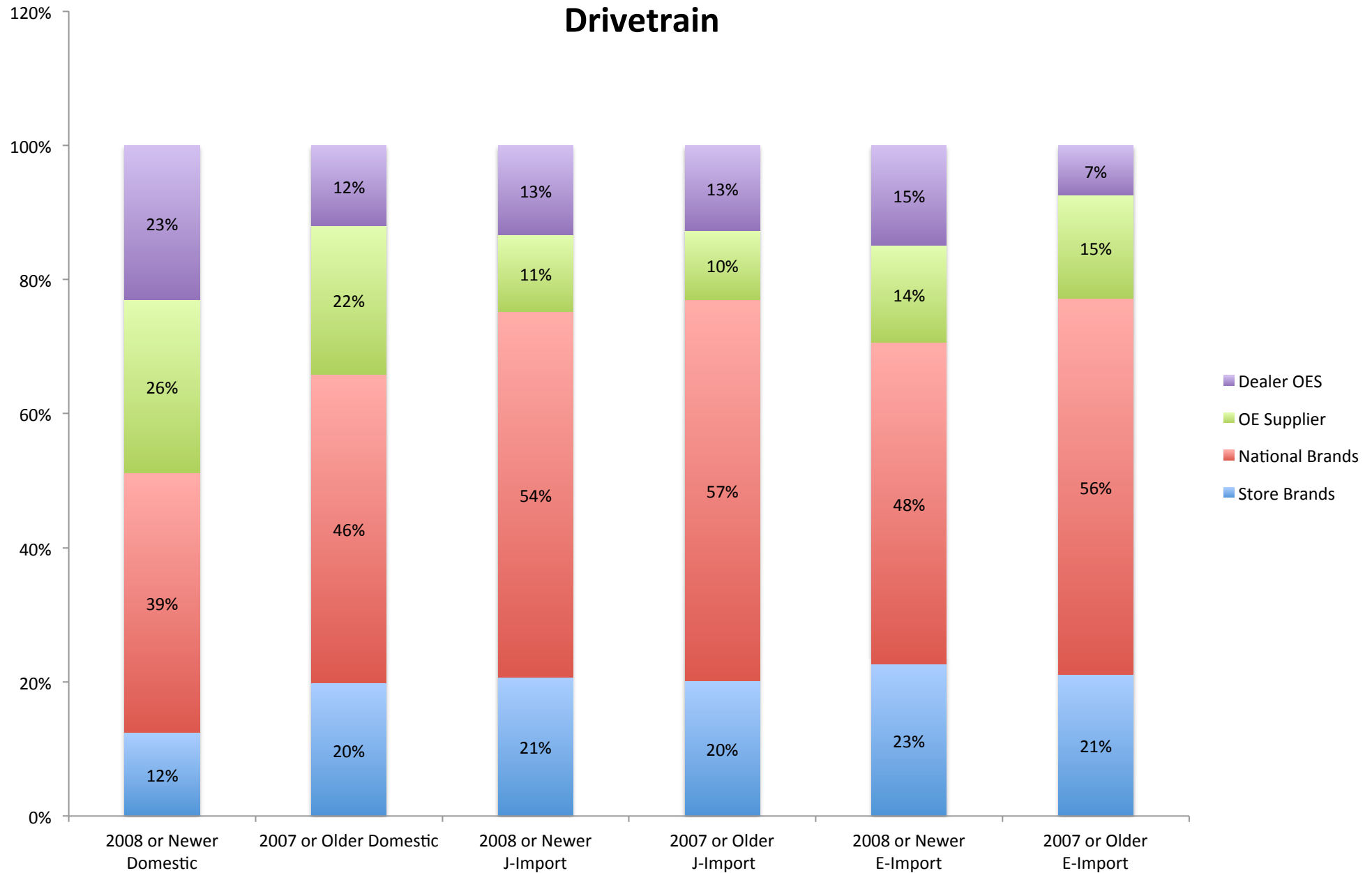


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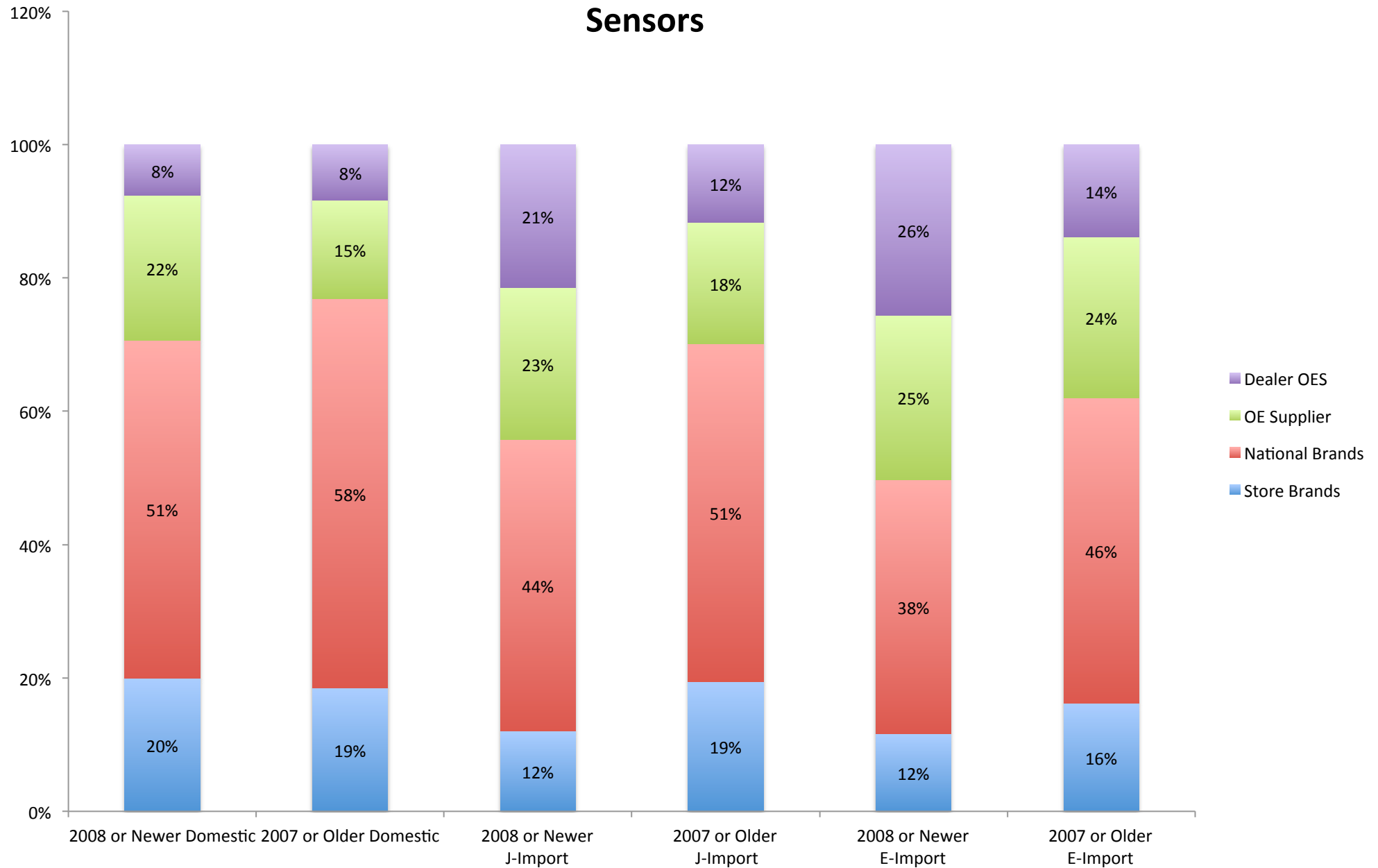
Fuel Pumps



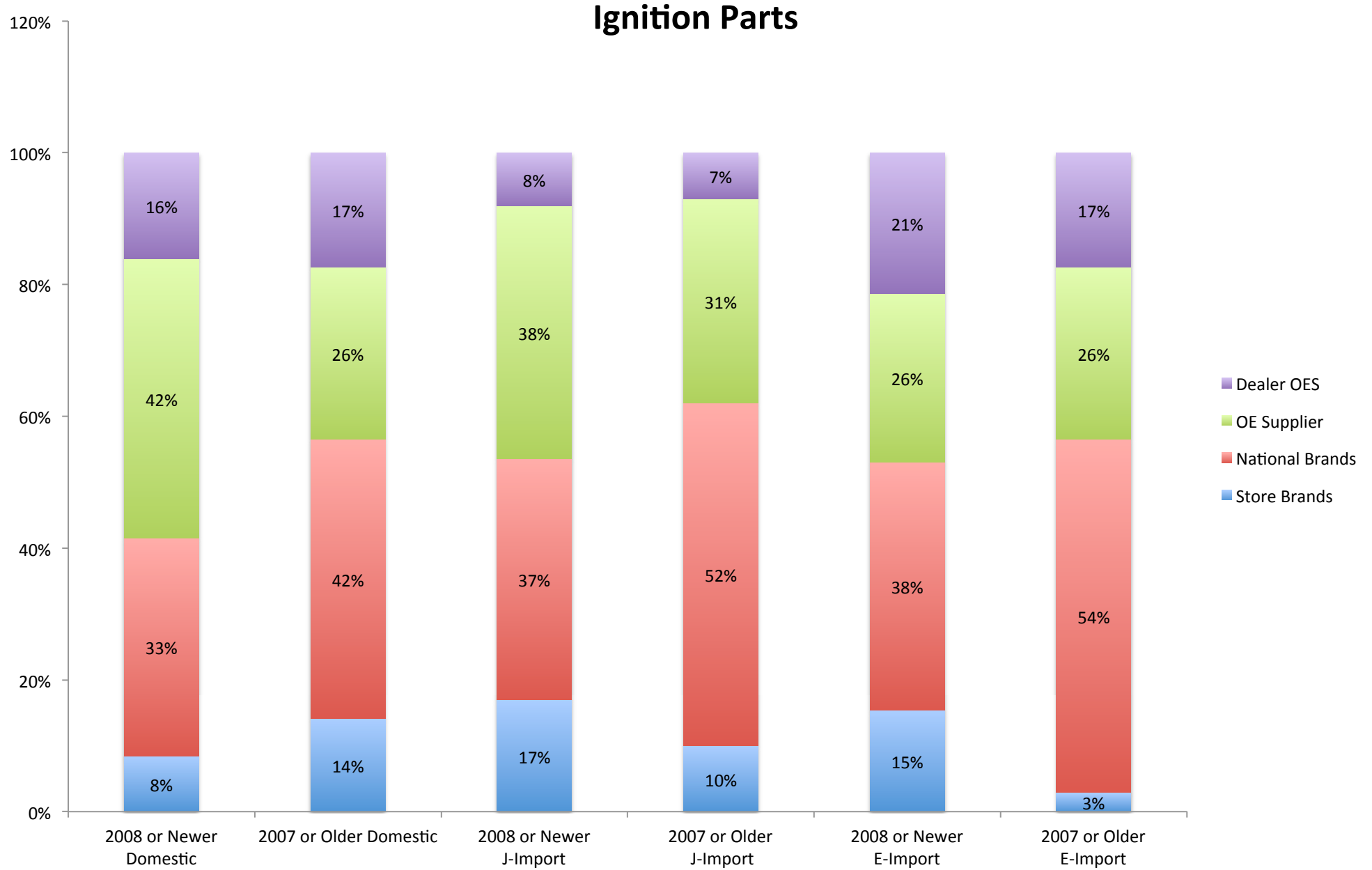
How does your sourcing of parts differ when purchasing parts for a vehicle under 7 years old versus vehicles older than 7 years old? **Underhood Service and Brake & Front End Magazine**



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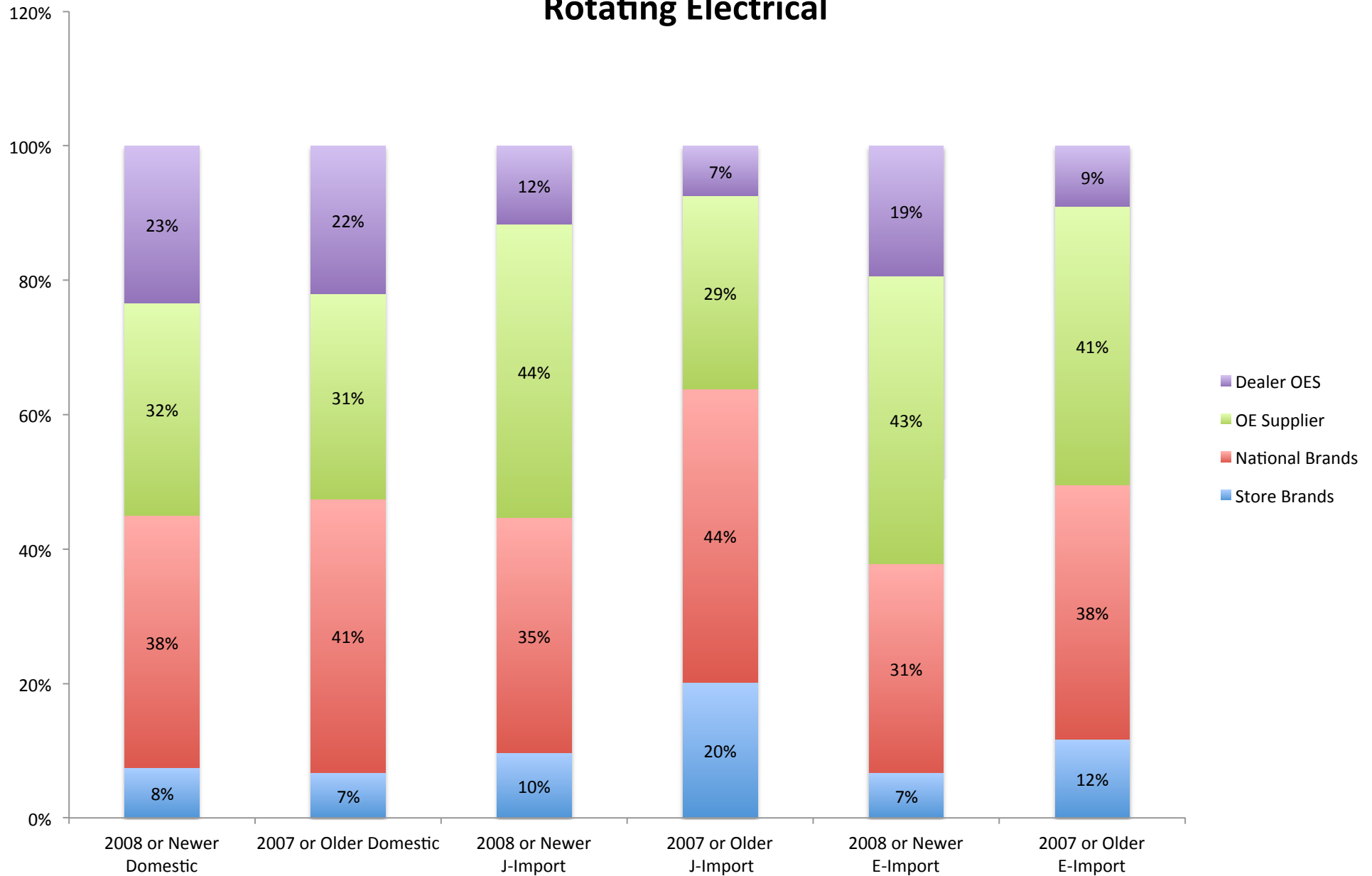


How does your sourcing of parts differ when purchasing parts for a vehicle under 7 years old versus vehicles older than 7 years old? **ImportCar Magazine only**

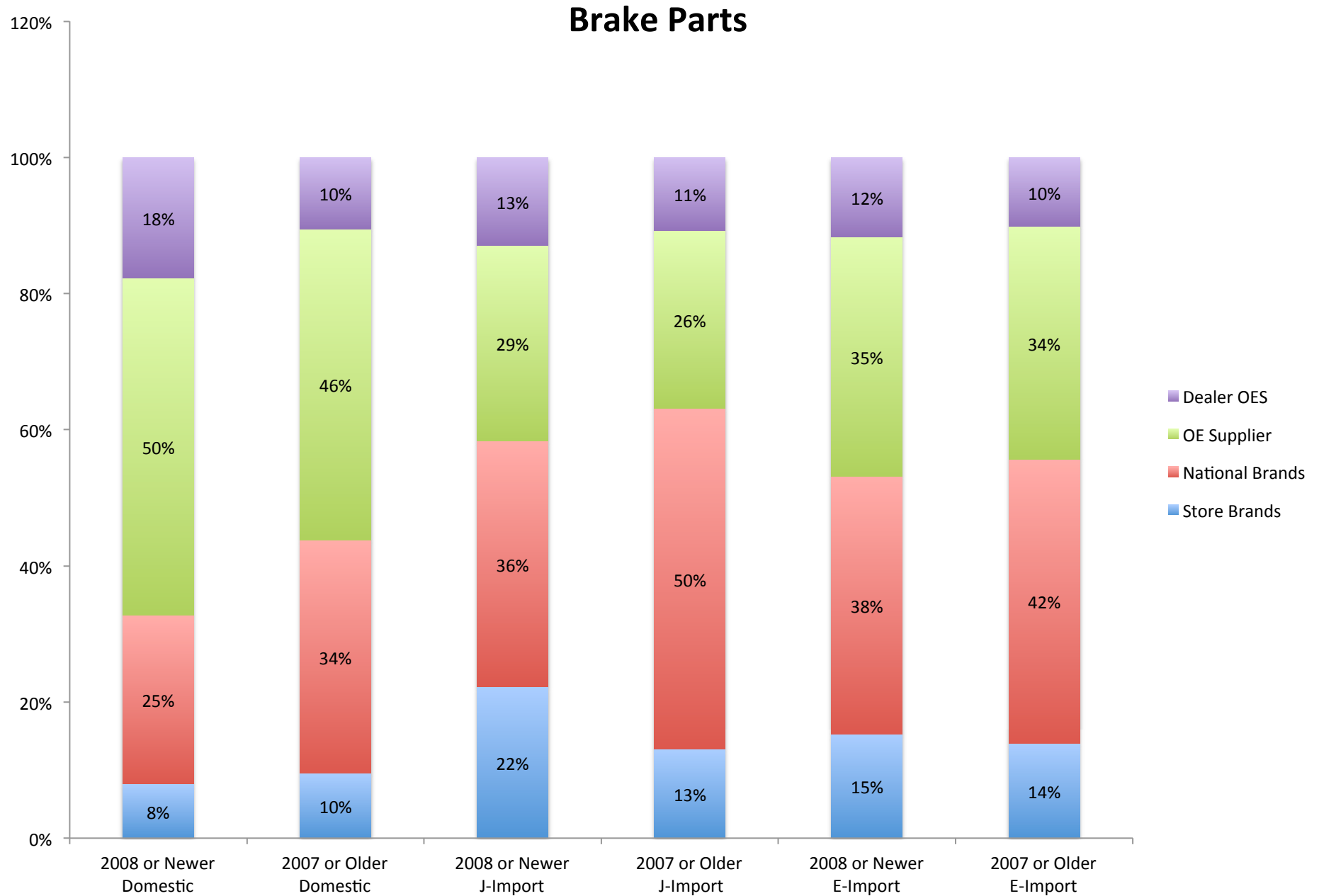


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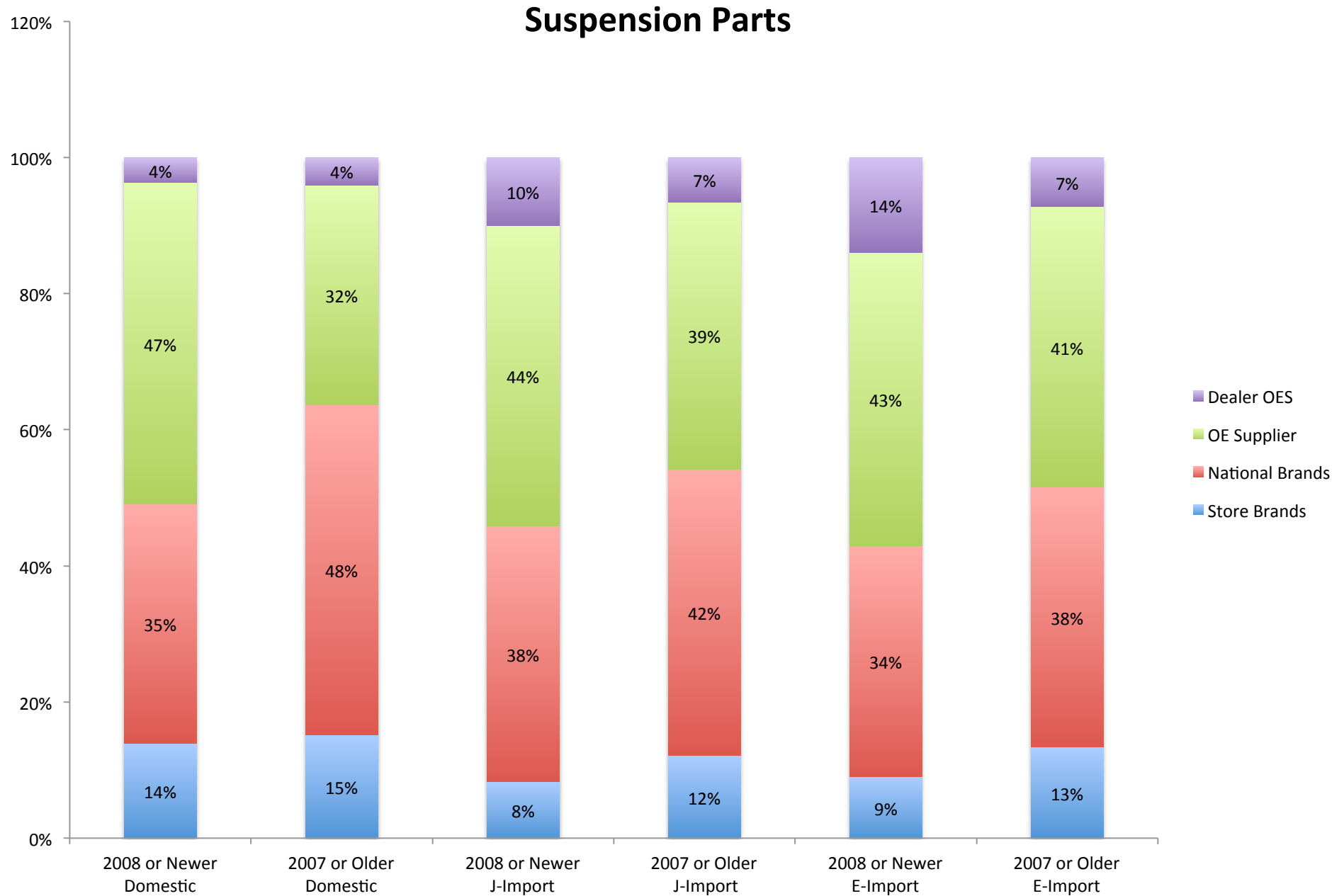
Rotating Electrical



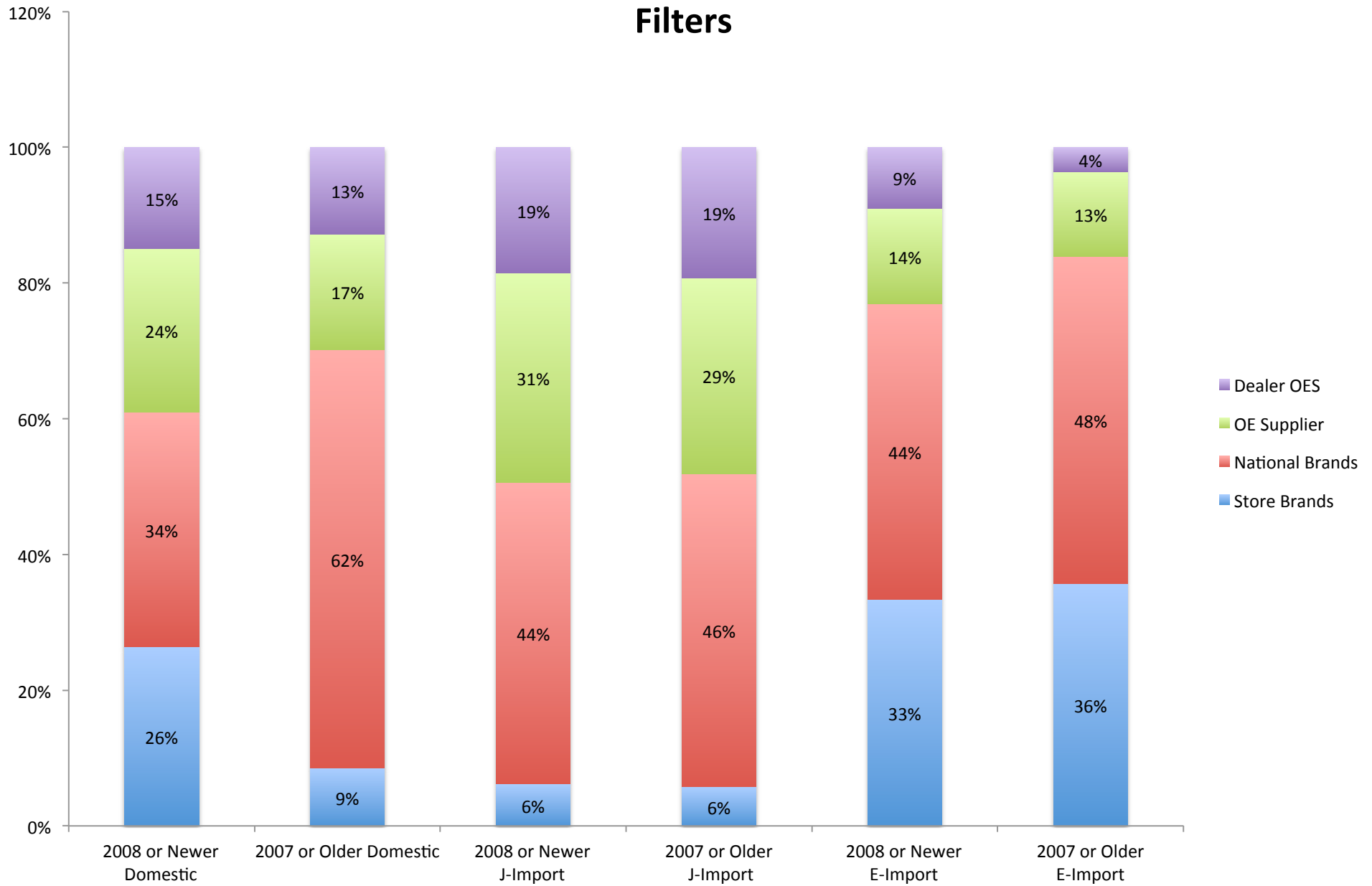
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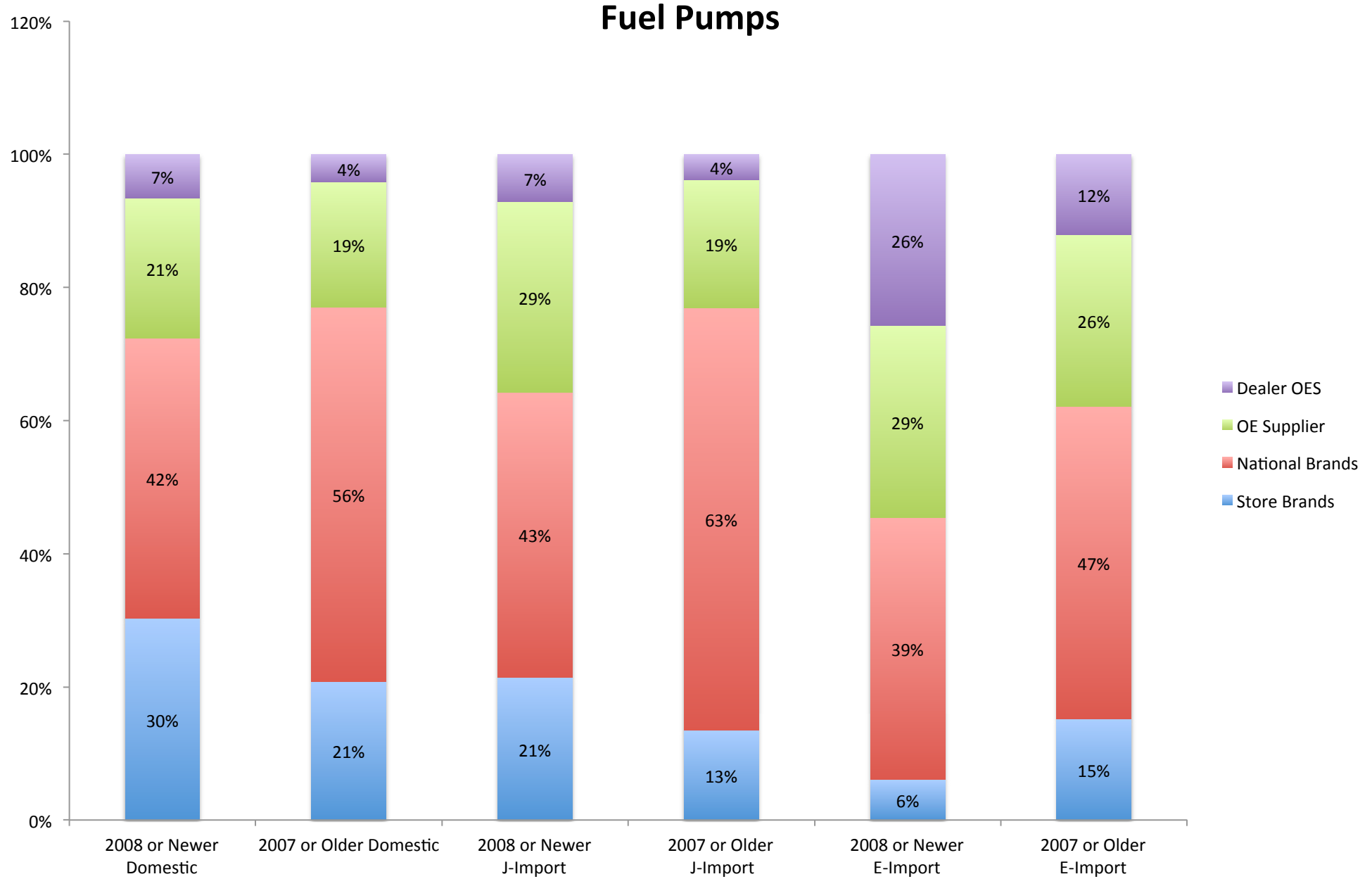
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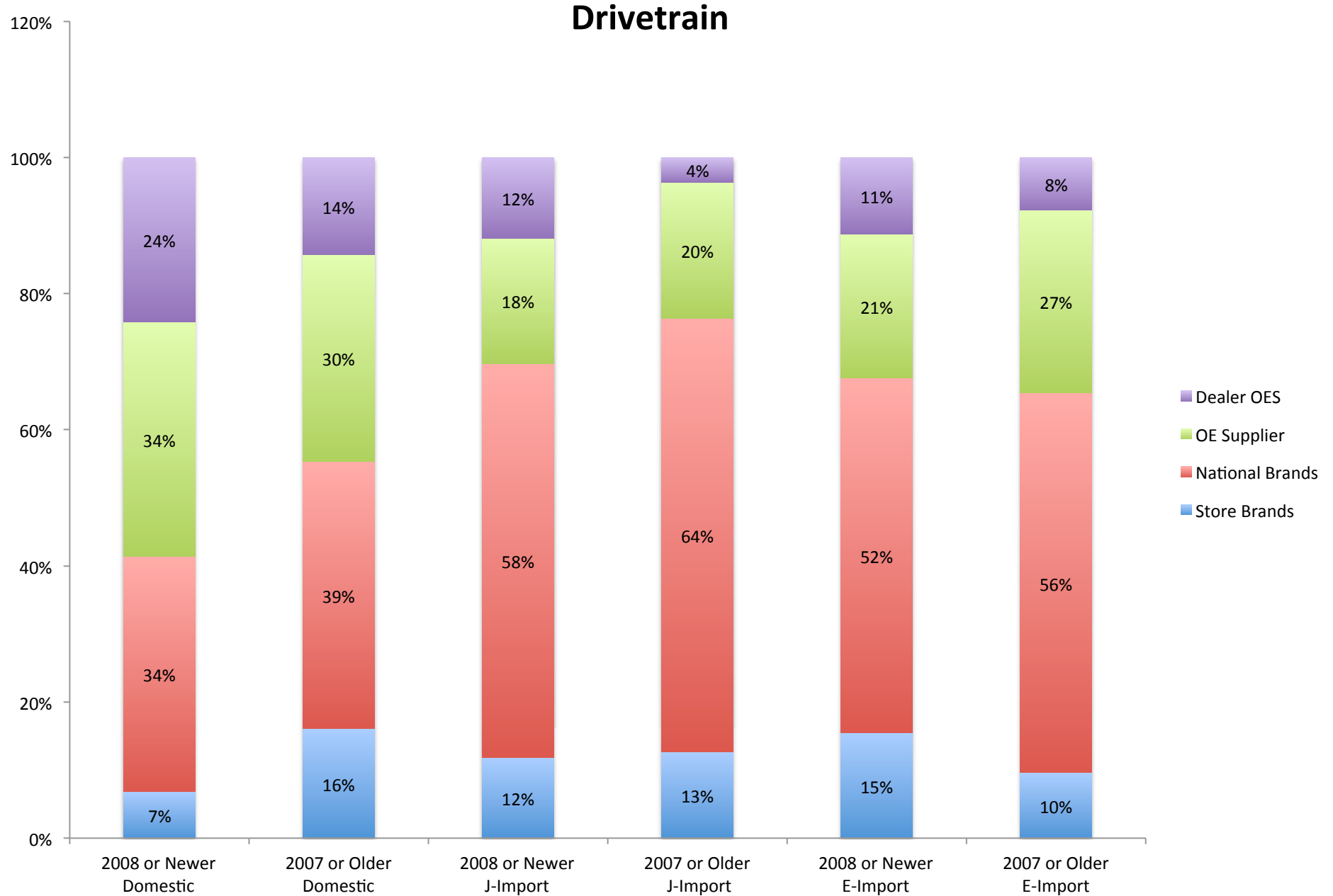
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Sensors

