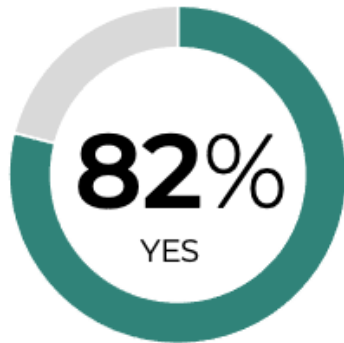


Vehicle Ease of Purchase Scorecard

September 2022

Easy to Purchase



VS.

79%
AUGUST 2022

PURCHASE PROCESS

Easy or Difficult?

Finding the Vehicle You Hoped to Purchase



Discussing and Agreeing To a Final Price



Agreeing on Trade-In Value



● Easy ● Neutral ● Difficult ● Does Not Apply

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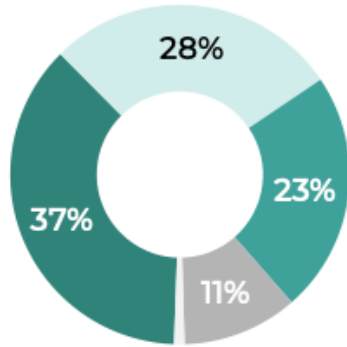
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Vehicle Ease of Purchase Scorecard

September 2022

Vehicle Availability



September 2022

↓ 10%

In Stock



↑ 8%

In Transit



↑ 10%

Factory Order



↓ 8%

Alternate in Stock



↑ 0%

Other



Vs. August 2022

Time Spent at Dealer

September 2022



Vs. August 2022

↓ 16%

Less Than Expected



↓ 13%

What I Expected



↑ 25%

More Than Expected



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