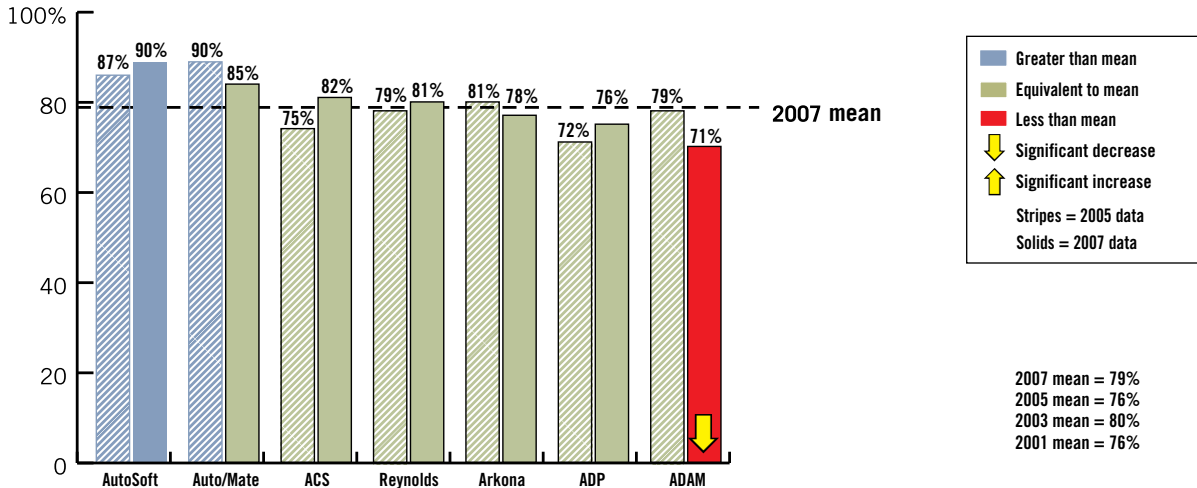


## NADA DEALER SYSTEM PROVIDER (DSP) VENDOR SURVEY

### How satisfied are you overall with your DSP vendor's customer service department?



Note: Percentages represent "very satisfied" and "somewhat satisfied" ratings. All dealership positions surveyed. There is a 7 percent margin of error. Source: NADA Information Technology

## Average dealership profile

### Light-duty vehicle sales

In millions

	June YTD 2008	% chg.	Full year 2007
Domestic cars	2.6	-4.0%	5.3
Import cars	1.3	3.9%	2.4
Total cars	3.9	-1.6%	7.6
Light-duty trucks	3.5	-18.0%	8.5
Total light-duty vehicles	7.4	-10.1%	16.1

### Balance sheet ratios (May 2008)

Net debt to equity (Total liabilities less floor plan to total equity)	1.57
Current ratio (Current assets to current liabilities)	2.00
Service and parts absorption (Service and parts gross profits divided by total fixed overhead expense)	54.7%
Return on equity	19.9%

Source: NADA Industry Analysis Division

	May YTD 2008	May YTD 2007	Percent change
<b>Total sales</b>	\$13,054,439	\$13,771,821	-5.2%
<b>Total gross</b>	\$1,849,938	\$1,905,653	-2.9%
As % of total sales	14.2%	13.8%	
<b>Total expense</b>	\$1,657,870	\$1,656,467	0.1%
As % of total sales	12.7%	12.0%	
<b>Net profit before taxes</b>	\$192,068	\$249,186	-22.9%
As % of total sales	1.5%	1.8%	
<b>New-vehicle sales</b>	\$7,454,200	\$8,019,903	-7.1%
As % of total sales	57.1%	58.2%	
<b>Used-vehicle sales</b>	\$3,844,295	\$4,103,978	-6.3%
As % of total sales	29.4%	29.8%	
<b>Service and parts</b>	\$1,755,945	\$1,647,940	6.6%
As % of total sales	13.5%	12.0%	
<b>Advertising expense</b>	\$144,205	\$150,406	-4.1%
As % of total sales	1.10%	1.09%	
Per new vehicle retailed	\$616	\$585	5.3%
<b>Rent and equivalent</b>	\$153,454	\$143,256	7.1%
As % of total sales	1.18%	1.04%	
Per new vehicle retailed	\$655	\$557	17.7%
<b>New-vehicle floor-plan interest</b>	\$24,020	\$47,679	-49.6%
As % of total sales	0.18%	0.35%	
Per new vehicle retailed	\$103	\$185	-44.7%
<b>Average new-vehicle selling price (retail)</b>	\$28,270	\$28,526	-0.9%
Gross as % of selling price	4.50%	5.16%	
Average gross profit	\$1,271	\$1,472	-13.6%
<b>Average used-vehicle selling price (retail)</b>	\$15,494	\$15,375	0.8%
Gross as % of selling price	11.09%	11.69%	
Average gross profit	\$1,719	\$1,797	-4.4%