

### Franchise Dealer Labor Rate Survey

Dealer	Labor Rate		Flat Rate Time Standard
	Single	Variable	
Your Dealership  CARTER GM NORTHSORE		C <u>\$179 (CP DOOR RATE)</u> W <u>\$161.80 (WARRANTY)</u> M <u>\$120 (ON AVERAGE)</u> R <u>\$179 (HIGHEST RATE)</u> EV <u>\$179 (EV)</u> I <u>\$179 (INTERNAL)</u> A <u>\$125.61 (AMBULANCE CONTRACT)</u>	<input checked="" type="checkbox"/> Factory (WARRANTY) <input type="checkbox"/> Chilton <input checked="" type="checkbox"/> Computer (PBS) <input checked="" type="checkbox"/> Motors (AMBULANCE) <input checked="" type="checkbox"/> Mitchell <input type="checkbox"/> Other
CARTER GM BURNABY SM: JAYSON LYNCH		C <u>\$179</u> W <u>\$168.73</u> M <u>\$130 AVG</u> R <u>\$179</u>	<input checked="" type="checkbox"/> Factory <input type="checkbox"/> Chilton <input checked="" type="checkbox"/> Computer <input checked="" type="checkbox"/> Motors <input checked="" type="checkbox"/> Mitchell <input type="checkbox"/> Other
MURRAY GM ABBOTSFORD SM: BOB WARD		C <u>\$185</u> W <u>152.35</u> M <u>150 AVG</u> R <u>\$200 (EV/DIESEL)</u>	<input checked="" type="checkbox"/> Factory <input type="checkbox"/> Chilton <input checked="" type="checkbox"/> Computer <input type="checkbox"/> Motors <input checked="" type="checkbox"/> Mitchell <input type="checkbox"/> Other
GO NORTH SURREY GM SM: EVAN		C <u>\$175</u> W <u>\$133.8</u> M <u>\$145 AVG</u> R <u>\$175</u>	<input checked="" type="checkbox"/> Factory <input type="checkbox"/> Chilton <input type="checkbox"/> Computer <input type="checkbox"/> Motors <input type="checkbox"/> Mitchell <input checked="" type="checkbox"/> Other ALL DATA
DUECK GM DOWNTOWN SM: TONY		C <u>\$170</u> W <u>\$145.50</u> M <u>ALL OVER</u> R <u>\$180 EV</u>	<input checked="" type="checkbox"/> Factory <input type="checkbox"/> Chilton <input checked="" type="checkbox"/> Computer <input type="checkbox"/> Motors <input checked="" type="checkbox"/> Mitchell <input type="checkbox"/> Other
<b>Variable Rate Code(s):</b> C=Lowest, Most Competitive (ie., L.O.F., etc.)      W=Warranty      EV = Repair Rate M=Maintenance Rate (Normal Factory Maintenance)      R =Highest, Repair Rate      I = Internal			

## Non-Dealer (Independent) Competitive & Maintenance Pricing Survey

Competitor Information	Lube, Oil & Filter	Cabin Filter	Balance Tires	Align Front End	Service A/C	Replace Front Disc Pads
Store: CANADIAN TIRE NV Date: 02/29/2024 Time: 11:21 AM Consultant: RICHARD	\$100	\$75	\$120	\$140	\$310	\$410
Store: KAL TIRE NV Date: 02/29/2024 Time: 8:55 AM Consultant: MARCUS	\$135	\$110	\$135	\$135	DON'T DO AC	\$570
Store: OK TIRE NV Date: 02/29/2024 Time: 11:11 AM Consultant: BLAIR	\$140	\$105	\$110	\$170	\$270	\$450
Store: MIDAS NV Date: 02/29/2024 Time: 10:00 AM Consultant: SUE	\$130	\$60 (NO LABOUR)	\$120	\$130	\$380	\$450
Store: MR LUBE NV Date: 02/29/2024 Time: 2:30 PM Consultant: ARSH	\$135	\$60 (NO LABOUR)	\$80	DON'T DO ALIGNMENTS	DON'T DO AC	\$340
Store: JPS NV Date: 02/29/2024 Time: 11:50 AM Consultant: STEVE	\$140	\$90	\$80	DON'T DO ALIGNMENTS	\$180	\$550
Store: A PLUS AUTO NV Date: 02/29/2024 Time: 12:06 PM Consultant: MOHAMMED	\$150	\$70	\$120	\$145	\$240	\$510
<b>Competitor Averages</b>	\$132	\$81	\$109	\$144	\$276	\$468
<b>My Dealership</b>	\$99.95	\$110.81	\$99.95	\$149.95	\$300 R134A	\$433.95

ERIC MITCHELL – CARTER GM NORTHSORE – N438 (USED A 2018 EQUINOX WITH 75,000 KMS FOR EXAMPLE VEHICLE)