



# Repair Order Analysis *and Summary*

10/13/2024

Winner Volkswagen LLC  
**Dealership**

Giancarlos Sherwood  
**Student**

N450  
**Class #**

Tech #	Tech Pay Per FRH
480	28.00
186	38.00
407	22.00
501	18.00
454	25.00

## Repair Order Analysis Input Sheet

	RO Number	Year	Model	Mileage	Competitive Labor					Labor Sales
					Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	
1	3635756	2016	GOLF	56,720	219.00	2.30	480	28.00	64.40	22.00
2	3636315	2014	JETTA	77,109	22.00	0.20	186	38.00	7.60	
3	3636464	2013	PASSAT	143,025						
4	3636626	2019	JETTA	87,110	284.76	3.50	407	22.00	77.00	
5	3636655	2014	TIGUAN	67,726						
6	3636663	2015	PASSAT	130,835	330.45	1.80	480	28.00	50.40	
7	3636705	2019	JETTA	45,548	90.00	1.10	186	38.00	41.80	
8	3636710	2017	GOLF	52,864	195.00	2.30	480	28.00	64.40	
9	3636714	2019	BEETLE	44,169	30.97	0.30	454	25.00	7.50	
10	3636766	2019	JETTA	63,082	407.00	4.30	480	28.00	120.40	
11	3636772	2020	TIGUAN	30,299	635.30	4.80	480	28.00	134.40	
12	3636779	2021	ATLAS	89,401	782.64	10.60	454	25.00	265.00	
13	3636816	2018	BEETLE	139,146	129.95	1.50	186	38.00	57.00	
14	3636822	2022	TAOS	34,510	169.95	2.00	407	22.00	44.00	
15	3636823	2015	TOUREG	97,774						
16	3636829	2022	ATLAS	18,185	129.95	1.50	407	22.00	33.00	352.60
17	3636811	2019	ATLAS	90,965	30.97	0.30	454	25.00	7.50	
18	3636830	2014	BEETLE	45,482						
19	3636832	2016	JETTA	131,808	226.90	2.90	407	22.00	63.80	
20	3636833	2023	ATLAS	62,832	67.00	1.00	454	25.00	25.00	
21	3636834	2018	TIGUAN	58,592	733.00	7.10	480	28.00	198.80	
22	3636838	2019	ATLAS	82,254	500.00	5.10	454	25.00	127.50	
23	3636841	2022	ATLAS	28,998	205.15	2.10	407	22.00	46.20	
24	3636848	2011	TOUREG	142,565	48.00	0.60	407	22.00	13.20	
25	3636851	2017	GOLF	109,192	107.35	0.40	454	25.00	10.00	
26	3636855	2018	PASSAT	83,894						
27	3636858	2013	PASSAT	61,435						
28	3636859	2019	TIGUAN	76,647	27.00	0.40	454	25.00	10.00	
29	3636863	2020	TIGUAN	48,138	1,123.40	10.70	186	38.00	406.60	
30	3636869	2019	GOLF	40,468	229.95	2.80	480	28.00	78.40	
31	3636885	2019	TIGUAN	55,352	383.45	3.20	186	38.00	121.60	
32	3636892	2019	TIGUAN	5,695	49.00	0.20	454	25.00	5.00	
33	3636894	2020	ATLAS	66,688	16.92	0.10	186	38.00	3.80	
34	3636896	2022	ATLAS	48,243	581.95	5.10	407	22.00	112.20	
35	3636897	2019	ATLAS	76,230	27.00	0.40	186	38.00	15.20	
36	3636907	2021	TIGUAN	48,207	53.00	0.70	480	28.00	19.60	
37	3636908	2020	JETTA	102,994	27.00	0.40	454	25.00	10.00	
38	3636912	2019	ATLAS	73,729						
39	3636914	2022	TIGUAN	24,363	76.60	0.80	480	28.00	22.40	
40	3636918	2019	JETTA	49,144	138.00	1.40	407	22.00	30.80	
41	3636930	2010	EOS	75,636						
42	3636934	2017	BEETLE	47,149						459.66
43	3636939	2018	ATLAS	111,216						321.85
44	3636947	2023	ATLAS	13,998						
45	3636951	2016	GOLF	49,135						384.12
46	3636954	2021	ATLAS	61,491	27.00	0.40	407	22.00	8.80	
47	3636959	2015	BEETLE	113,941						
48	3636971	2019	ATLAS	96,421						75.00
49	3636978	2014	BEETLE	40,818	27.00	0.40	407	22.00	8.80	
50	3636981	2019	ATLAS	63,603	27.00	0.40	454	25.00	10.00	
51	3636982	2019	ATLAS	83,750						50.00
52	3636985	2022	CROSS SPORT	32,227	27.00	0.40	407	22.00	8.80	
53	3636986	2019	ATLAS	136,543	27.00	0.40	407	22.00	8.80	
54	3636989	2019	ATLAS	54,036	56.95	0.80	454	25.00	20.00	
55	3636995	2019	JETTA	79,865	765.00	7.20	407	22.00	158.40	
56	3636996	2007	JETTA	133,726						

57	3637001	2016	TIGUAN	43,609	75.00	1.00	454	25.00	25.00	
58	3637004	2016	JETTA	94,916	459.90	5.20	480	28.00	145.60	
59	3637008	2020	JETTA	82,554						
60	3637009	2006	JETTA	258,489	686.40	6.20	407	22.00	136.40	
61	3637010	2021	JETTA	59,202	27.00	0.40	407	22.00	8.80	
62	3637018	2008	BEETLE	105,317						
63	3637024	2020	CROSS SPORT	61,375						156.95
64	3637027	2022	CROSS SPORT	21,295	143.26	1.40	480	28.00	39.20	
65	3637028	2020	PASSAT	61,333	27.00	0.40	480	28.00	11.20	
66	3637030	2019	TIGUAN	62,728						98.49
67	3637033	2021	ATLAS	51,440						295.00
68	3637036	2022	TAOS	17,839	111.85	1.20	186	38.00	45.60	
69	3637048	2019	JETTA	56,260	27.00	0.40	186	38.00	15.20	
70	3637053	2019	ATLAS	21,514	96.95	1.20	480	28.00	33.60	
71	3637054	2019	JETTA	53,667						
72	3637059	2015	PASSAT	108,529	27.00	0.40	501	18.00	7.20	
73	3637062	2018	PASSAT	60,022						
74	3637065	2016	TIGUAN	147,391	27.00	0.40	501	18.00	7.20	
75	3637066	2016	GOLF	90,517						
76	3637072	2014	PASSAT	37,229						494.15
77	3637086	2023	JETTA	8,516	225.90	2.90	186	38.00	110.20	
78	3637091	2016	GOLF	49,238						
79	3637106	2013	EOS	44,022	156.95	1.90	480	28.00	53.20	
80	3637107	2020	JETTA	40,720	56.95	0.80	501	18.00	14.40	
81	3637112	2023	ID.4	43,864						484.90
82	3637116	2023	ID.4	20,011						199.90
83	3637122	2018	PASSAT	72,675						
84	3637127	2019	ATLAS	96,802						50.00
85	3637129	2004	JETTA	122,955						
86	3637131	2022	ATLAS	11,289	155.95	1.80	480	28.00	50.40	
87	3637133	2020	TIGUAN	71,026	334.00	2.80	480	28.00	78.40	
88	3637145	2019	TIGUAN	175,635	96.95	1.20	186	38.00	45.60	
89	3637148	2019	TIGUAN	69,392						
90	3637167	2015	PASSAT	106,873						
91	3637187	2019	TIGUAN	52,005						402.00
92	3637203	2019	ATLAS	56,646	345.95	4.10	480	28.00	114.80	
93	3637206	2020	TIGUAN	111,906	56.95	0.80	501	18.00	14.40	
94	3637216	2016	BEETLE	63,535						
95	3637224	2020	ATLAS	61,961	96.95	1.20	186	38.00	45.60	
96	3637237	2019	JETTA	37,725	336.12	3.90	454	25.00	97.50	
97	3637243	2018	TIGUAN	50,165						
98	3637262	2019	ATLAS	73,272	56.95	0.80	407	22.00	17.60	
99	3637266	2020	ATLAS	53,501	274.90	3.30	186	38.00	125.40	
100	3637270	2019	TIGUAN	26,764	409.12	4.40	454	25.00	110.00	

<b>Totals</b>				<b>Totals</b>	13,347.56	140.00			3870.60	3,846.62
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Number of RO's in Sample				Competative Labor					
				Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales

Maintenance Labor				Repair Labor					Total Cost of Labor	One Item Repair Order
Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost	Labor Sales	Flat Rate Hours	Technican Number	Pay Per FRH	Labor Cost		
0.20	186	38.00	7.60	1,947.00	11.00	480	28.00	308.00	380.00	
				169.00	1.00	186	38.00	38.00	45.60	
				338.00	2.00	186	38.00	76.00	76.00	
				169.00	1.00	480	28.00	28.00	105.00	1
				338.00	2.00	186	38.00	76.00	76.00	
				681.18	4.50	480	28.00	126.00	176.40	
									41.80	
				338.00	2.00	480	28.00	56.00	120.40	
									7.50	
									120.40	
									134.40	
									265.00	
				169.00	1.00	186	38.00	38.00	95.00	
				169.00	1.00	407	22.00	22.00	66.00	
				169.00	1.00	454	25.00	25.00	25.00	1
2.00	407	22.00	44.00	352.60	2.00	407	22.00	44.00	121.00	
									7.50	1
				169.00	1.00	480	28.00	28.00	28.00	1
									63.80	
									25.00	1
									198.80	
									127.50	
									46.20	
				169.00	1.00	407	22.00	22.00	35.20	
				169.00	1.00	454	25.00	25.00	35.00	
				346.45	2.40	186	38.00	91.20	91.20	
				169.00	1.00	186	38.00	38.00	38.00	1
				169.00	1.00	480	28.00	28.00	38.00	1
									406.60	
									78.40	
				169.00	1.00	186	38.00	38.00	159.60	
									5.00	1
									3.80	1
									112.20	
									15.20	1
									19.60	1
									10.00	1
				253.50	1.60	407	22.00	35.20	35.20	
									22.40	1
									30.80	1
				1,232.08	7.10	407	22.00	156.20	156.20	
4.20	454	25.00	105.00						105.00	
3.80	454	25.00	95.00						95.00	
				169.00	1.00	480	28.00	28.00	28.00	1
4.30	480	28.00	120.40						120.40	
									8.80	1
				204.76	1.30	186	38.00	49.40	49.40	
0.90	186	38.00	34.20						34.20	1
									8.80	
									10.00	1
0.60	407	22.00	13.20						13.20	1
									8.80	1
									8.80	1
									20.00	1
				169.00	1.00	407	22.00	22.00	180.40	
				169.00	1.10	454	25.00	27.50	27.50	1

									25.00	1
				169.00	1.00	480	28.00	28.00	173.60	
				354.90	2.20	186	38.00	83.60	83.60	
				1,574.48	8.50	407	22.00	187.00	323.40	
									8.80	1
				849.75	5.60	480	28.00	156.80	156.80	
1.90	454	25.00	47.50						47.50	1
									39.20	
									11.20	1
1.1.	186	38.00							0.00	1
2.80	186	38.00	106.40						106.40	
									45.60	1
									15.20	1
									33.60	1
				300.00	3.10	186	38.00	117.80	117.80	
									7.20	1
				166.40	1.20	454	25.00	30.00	30.00	
									7.20	1
				169.00	1.00	480	28.00	28.00	28.00	1
5.60	454	25.00	140.00						140.00	
									110.20	
				169.00	1.00	480	28.00	28.00	28.00	1
									53.20	
									14.40	1
4.50	407	22.00	99.00						99.00	
2.60	186	38.00	98.80						98.80	
				199.00	1.40	407	22.00	30.80	30.80	1
0.60	186	38.00	22.80						22.80	1
				169.00	1.00	407	22.00	22.00	22.00	1
									50.40	1
				169.00	1.00	480	28.00	28.00	106.40	
									45.60	1
				338.00	3.60	480	28.00	100.80	100.80	
				735.45	6.70	186	38.00	254.60	254.60	
3.50	186	38.00	133.00						133.00	
									114.80	
									14.40	
				670.60	3.90	454	25.00	97.50	97.50	
									45.60	
									97.50	
				169.00	1.00	480	28.00	28.00	28.00	1
				169.00	1.00	407	22.00	22.00	39.60	
									125.40	
									110.00	
37.50			1066.90	14,769.15	93.20			2668.40	7605.90	42
<b>Maintenance Labor</b>				<b>Repair Labor</b>					<b>Total</b>	<b>One Item</b>
<b>Flat Rate</b>	<b>Technican</b>	<b>Pay Per</b>	<b>Labor</b>	<b>Labor</b>	<b>Flat Rate</b>	<b>Technican</b>	<b>Pay Per</b>	<b>Labor</b>	<b>Cost of</b>	<b>Repair</b>
<b>Hours</b>	<b>Number</b>	<b>FRH</b>	<b>Cost</b>	<b>Sales</b>	<b>Hours</b>	<b>Number</b>	<b>FRH</b>	<b>Cost</b>	<b>Labor</b>	<b>Order</b>



## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
3635756	2016	GOLF	56,720	219.00	2.30	22.00	0.20	1,947.00	11.00	380.00	0
3636315	2014	JETTA	77,109	22.00	0.20	0.00	0.00	169.00	1.00	45.60	0
3636464	2013	PASSAT	143,025	0.00	0.00	0.00	0.00	338.00	2.00	76.00	0
3636626	2019	JETTA	87,110	284.76	3.50	0.00	0.00	169.00	1.00	105.00	1
3636655	2014	TIGUAN	67,726	0.00	0.00	0.00	0.00	338.00	2.00	76.00	0
3636663	2015	PASSAT	130,835	330.45	1.80	0.00	0.00	681.18	4.50	176.40	0
3636705	2019	JETTA	45,548	90.00	1.10	0.00	0.00	0.00	0.00	41.80	0
3636710	2017	GOLF	52,864	195.00	2.30	0.00	0.00	338.00	2.00	120.40	0
3636714	2019	BEETLE	44,169	30.97	0.30	0.00	0.00	0.00	0.00	7.50	0
3636766	2019	JETTA	63,082	407.00	4.30	0.00	0.00	0.00	0.00	120.40	0
3636772	2020	TIGUAN	30,299	635.30	4.80	0.00	0.00	0.00	0.00	134.40	0
3636779	2021	ATLAS	89,401	782.64	10.60	0.00	0.00	0.00	0.00	265.00	0
3636816	2018	BEETLE	139,146	129.95	1.50	0.00	0.00	169.00	1.00	95.00	0
3636822	2022	TAOS	34,510	169.95	2.00	0.00	0.00	169.00	1.00	66.00	0
3636823	2015	TOUREG	97,774	0.00	0.00	0.00	0.00	169.00	1.00	25.00	1
3636829	2022	ATLAS	18,185	129.95	1.50	352.60	2.00	352.60	2.00	121.00	0
3636811	2019	ATLAS	90,965	30.97	0.30	0.00	0.00	0.00	0.00	7.50	1
3636830	2014	BEETLE	45,482	0.00	0.00	0.00	0.00	169.00	1.00	28.00	1
3636832	2016	JETTA	131,808	226.90	2.90	0.00	0.00	0.00	0.00	63.80	0
3636833	2023	ATLAS	62,832	67.00	1.00	0.00	0.00	0.00	0.00	25.00	1
3636834	2018	TIGUAN	58,592	733.00	7.10	0.00	0.00	0.00	0.00	198.80	0
3636838	2019	ATLAS	82,254	500.00	5.10	0.00	0.00	0.00	0.00	127.50	0
3636841	2022	ATLAS	28,998	205.15	2.10	0.00	0.00	0.00	0.00	46.20	0
3636848	2011	TOUREG	142,565	48.00	0.60	0.00	0.00	169.00	1.00	35.20	0
3636851	2017	GOLF	109,192	107.35	0.40	0.00	0.00	169.00	1.00	35.00	0
3636855	2018	PASSAT	83,894	0.00	0.00	0.00	0.00	346.45	2.40	91.20	0
3636858	2013	PASSAT	61,435	0.00	0.00	0.00	0.00	169.00	1.00	38.00	1
3636859	2019	TIGUAN	76,647	27.00	0.40	0.00	0.00	169.00	1.00	38.00	1
3636863	2020	TIGUAN	48,138	1,123.40	10.70	0.00	0.00	0.00	0.00	406.60	0
3636869	2019	GOLF	40,468	229.95	2.80	0.00	0.00	0.00	0.00	78.40	0
3636885	2019	TIGUAN	55,352	383.45	3.20	0.00	0.00	169.00	1.00	159.60	0
3636892	2019	TIGUAN	5,695	49.00	0.20	0.00	0.00	0.00	0.00	5.00	1
3636894	2020	ATLAS	66,688	16.92	0.10	0.00	0.00	0.00	0.00	3.80	1
3636896	2022	ATLAS	48,243	581.95	5.10	0.00	0.00	0.00	0.00	112.20	0
3636897	2019	ATLAS	76,230	27.00	0.40	0.00	0.00	0.00	0.00	15.20	1
3636907	2021	TIGUAN	48,207	53.00	0.70	0.00	0.00	0.00	0.00	19.60	1
3636908	2020	JETTA	102,994	27.00	0.40	0.00	0.00	0.00	0.00	10.00	1
3636912	2019	ATLAS	73,729	0.00	0.00	0.00	0.00	253.50	1.60	35.20	0
3636914	2022	TIGUAN	24,363	76.60	0.80	0.00	0.00	0.00	0.00	22.40	1
3636918	2019	JETTA	49,144	138.00	1.40	0.00	0.00	0.00	0.00	30.80	1
3636930	2010	EOS	75,636	0.00	0.00	0.00	0.00	1,232.08	7.10	156.20	0
3636934	2017	BEETLE	47,149	0.00	0.00	459.66	4.20	0.00	0.00	105.00	0
3636939	2018	ATLAS	111,216	0.00	0.00	321.85	3.80	0.00	0.00	95.00	0
3636947	2023	ATLAS	13,998	0.00	0.00	0.00	0.00	169.00	1.00	28.00	1
3636951	2016	GOLF	49,135	0.00	0.00	384.12	4.30	0.00	0.00	120.40	0
3636954	2021	ATLAS	2,021	27.00	0.40	0.00	0.00	0.00	0.00	8.80	1
3636959	2015	BEETLE	113941	0.00	0.00	0.00	0.00	204.76	1.30	49.40	0
3636971	2019	ATLAS	96421	0.00	0.00	75.00	0.90	0.00	0.00	34.20	1
3636978	2014	BEETLE	40818	27.00	0.40	0.00	0.00	0.00	0.00	8.80	0
3636981	2019	ATLAS	63603	27.00	0.40	0.00	0.00	0.00	0.00	10.00	1
<b>ROs 1-50 Totals</b>				<b>8,159.61</b>	<b>83.10</b>	<b>1,615.23</b>	<b>15.40</b>	<b>8,059.57</b>	<b>47.90</b>	<b>4,104.30</b>	<b>18</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>		



## Repair Order Analysis

Dealership				Competitive Labor		Maintenance Labor		Repair Labor		Total Cost of Labor	One Item Repair Order
				Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours		
RO Number	Year	Model	Mileage	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Labor Sales	Flat Rate Hours	Total Cost of Labor	One Item Repair Order
3636982	2019	ATLAS	83,750	0.00	0.00	50.00	0.60	0.00	0.00	13.20	1
3636985	2022	CROSS SH	32,227	27.00	0.40	0.00	0.00	0.00	0.00	8.80	1
3636986	2019	ATLAS	136,543	27.00	0.40	0.00	0.00	0.00	0.00	8.80	1
3636989	2019	ATLAS	54,036	56.95	0.80	0.00	0.00	0.00	0.00	20.00	1
3636995	2019	JETTA	79,865	765.00	7.20	0.00	0.00	169.00	1.00	180.40	0
3636996	2007	JETTA	133,726	0.00	0.00	0.00	0.00	169.00	1.10	27.50	1
3637001	2016	TIGUAN	43,609	75.00	1.00	0.00	0.00	0.00	0.00	25.00	1
3637004	2016	JETTA	94,916	459.90	5.20	0.00	0.00	169.00	1.00	173.60	0
3637008	2020	JETTA	82,554	0.00	0.00	0.00	0.00	354.90	2.20	83.60	0
3637009	2006	JETTA	258,489	686.40	6.20	0.00	0.00	1,574.48	8.50	323.40	0
3637010	2021	JETTA	59,202	27.00	0.40	0.00	0.00	0.00	0.00	8.80	1
3637018	2008	BEETLE	105,317	0.00	0.00	0.00	0.00	849.75	5.60	156.80	0
3637024	2020	CROSS SH	61,375	0.00	0.00	156.95	1.90	0.00	0.00	47.50	1
3637027	2022	CROSS SH	21,295	143.26	1.40	0.00	0.00	0.00	0.00	39.20	0
3637028	2020	PASSAT	61,333	27.00	0.40	0.00	0.00	0.00	0.00	11.20	1
3637030	2019	TIGUAN	62,728	0.00	0.00	98.49	1.10	0.00	0.00	0.00	1
3637033	2021	ATLAS	51,440	0.00	0.00	295.00	2.80	0.00	0.00	106.40	0
3637036	2022	TAOS	17,839	111.85	1.20	0.00	0.00	0.00	0.00	45.60	1
3637048	2019	JETTA	56,260	27.00	0.40	0.00	0.00	0.00	0.00	15.20	1
3637053	2019	ATLAS	21,514	96.95	1.20	0.00	0.00	0.00	0.00	33.60	1
3637054	2019	JETTA	53,667	0.00	0.00	0.00	0.00	300.00	3.10	117.80	0
3637059	2015	PASSAT	108,529	27.00	0.40	0.00	0.00	0.00	0.00	7.20	1
3637062	2018	PASSAT	60,022	0.00	0.00	0.00	0.00	166.40	1.20	30.00	0
3637065	2016	TIGUAN	147,391	27.00	0.40	0.00	0.00	0.00	0.00	7.20	1
3637066	2016	GOLF	90,517	0.00	0.00	0.00	0.00	169.00	1.00	28.00	1
3637072	2014	PASSAT	37,229	0.00	0.00	494.15	5.60	0.00	0.00	140.00	0
3637086	2023	JETTA	8,516	225.90	2.90	0.00	0.00	0.00	0.00	110.20	0
3637091	2016	GOLF	49,238	0.00	0.00	0.00	0.00	169.00	1.00	28.00	1
3637106	2013	EOS	44,022	156.95	1.90	0.00	0.00	0.00	0.00	53.20	0
3637107	2020	JETTA	40,720	56.95	0.80	0.00	0.00	0.00	0.00	14.40	1
3637112	2023	ID.4	43,864	0.00	0.00	484.90	4.50	0.00	0.00	99.00	0
Err:509	2023	ID.4	20,011	0.00	0.00	199.90	2.60	0.00	0.00	98.80	0
3637116	2018	PASSAT	72,675	0.00	0.00	0.00	0.00	199.00	1.40	30.80	1
3637127	2019	ATLAS	96,802	0.00	0.00	50.00	0.60	0.00	0.00	22.80	1
3637129	2004	JETTA	122,955	0.00	0.00	0.00	0.00	169.00	1.00	22.00	1
3637131	2022	ATLAS	11,289	155.95	1.80	0.00	0.00	0.00	0.00	50.40	1
3637133	2020	TIGUAN	71,026	334.00	2.80	0.00	0.00	169.00	1.00	106.40	0
3637145	2019	TIGUAN	175,635	96.95	1.20	0.00	0.00	0.00	0.00	45.60	1
3637148	2019	TIGUAN	69,392	0.00	0.00	0.00	0.00	338.00	3.60	100.80	0
3637167	2015	PASSAT	106,873	0.00	0.00	0.00	0.00	735.45	6.70	254.60	0
3637187	2019	TIGUAN	52,005	0.00	0.00	402.00	3.50	0.00	0.00	133.00	0
3637203	2019	ATLAS	56,646	345.95	4.10	0.00	0.00	0.00	0.00	114.80	0
3637206	2020	TIGUAN	111,906	56.95	0.80	0.00	0.00	0.00	0.00	14.40	0
3637216	2016	BEETLE	63,535	0.00	0.00	0.00	0.00	670.60	3.90	97.50	0
3637224	2020	ATLAS	61,961	96.95	1.20	0.00	0.00	0.00	0.00	45.60	0
3637237	2019	JETTA	37,725	336.12	3.90	0.00	0.00	0.00	0.00	97.50	0
3637243	2018	TIGUAN	50,165	0.00	0.00	0.00	0.00	169.00	1.00	28.00	1
3637262	2019	ATLAS	73,272	56.95	0.80	0.00	0.00	169.00	1.00	39.60	0
3637266	2020	ATLAS	53,501	274.90	3.30	0.00	0.00	0.00	0.00	125.40	0
3637270	2019	TIGUAN	26,764	409.12	4.40	0.00	0.00	0.00	0.00	110.00	0
<b>RO's 51-100 Totals</b>				<b>5,187.95</b>	<b>56.90</b>	<b>2,231.39</b>	<b>22.10</b>	<b>6,709.58</b>	<b>45.30</b>	<b>3,501.60</b>	<b>24</b>
Date of Study: Study Compiled by				<b>C Labor</b>		<b>M Labor</b>		<b>R Labor</b>		<b>Total Cost of Labor</b>	<b>One Item Repair Order</b>
				<b>Labor Sales</b>	<b>Flat Rate Hours</b>	<b>Labor Sales</b>	<b>Rate Hours</b>	<b>Labor Sales</b>	<b>Flat Rate Hours</b>		

## Repair Order Analysis Summary Report

	Sales in Dollars	FRH's on RO's	Averages
Competitive	\$ 13,348	÷ 140.00	= 95.34
Maintenance	\$ 3,847	÷ 37.50	= 102.58
Repair	\$ 14,769	÷ 93.20	= 158.47
Totals	\$ 31,963	÷ 270.70	= 118.08
		Target Labor Rate	169.00
Total Ro's in Sample	100	Difference	-50.92

### Cost of Labor

Total Cost of Labor	7605.90	÷ Total Sales	= 23.80%
Total Cost of Labor	7605.90	÷ Total FRHs	= 28.10

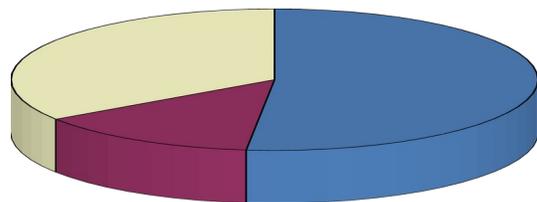
### Repair Order Measurements

Total Labor Sales	31,963.33	÷ Total ROs	= 319.63
Total FRHs	270.70	÷ Total ROs	= 2.71
Menu Sales		÷ Total ROs	=
Competitive FRHs	140.00	÷ Total FRHs	= 51.72%
Maintenance FRHs	37.50	÷ Total FRHs	= 13.85%
Repair FRH	93.20	÷ Total FRHs	= 34.43%
One item ROs	42	÷ Total ROs	= 42.00%

### Model Year Analysis

2025	2024	2023	2022	2021
0	0	5	9	5
0.00%	0.00%	5.00%	9.00%	5.00%

### Labor Mix



■ Percent Competitive    
 ■ Percent Maintenance    
 ■ Percent Repair

■ Percent Competitive ■ Percent Maintenance ■ Percent Re

<b>Report</b>		
<b>Analysis</b>		
FRH Average		
FRH Average		
FRH Average		
Customer ELR		
Per FRH		
Per FRH		
Percent Cost of Sales		
Cost per FRH		
Avg Labor per RO		
Avg FRH's per RO		
Percent Menu Sales		
Percent Competitive		
Percent Maintenance		
Percent Repair		
Percent One Item RO		
<b>2020</b>	<b>Older</b>	<b>Total</b>
<b>12</b>	<b>69</b>	<b>100</b>
<b>12.00%</b>	<b>69.00%</b>	

par

