

Post Class Action Plan

Need to improve Vehicle Average Time in Recon.

- Current Average Time in Recon is 10 Days.
- Goal is to bring it down to 7 Days.
- We are hiring six apprentice technicians to work a dedicated night shift (Mon-Friday with an alternating Saturday) to expedite just the recon of the CPO units withing the service dept. This will also become a pipeline for the training of new techs with little experience or recent graduates.
- Adding one extra body-man at the collision center to improve turnaround time in Bodyshop work related to CPO units.
- Adding an additional tire tech to help alleviate the current tech that is working both the customer pay and internal work. The current tech gets pulled in both directions because of the workload.
- ***The goal is to have this in full effect for the start of the new year with a reevaluation of the process in February based on the results of this in January.***