

LN*** INDICATORS *****	DEALER		%CHNG PR YR	BM GROUP		DISTRICT		ZONE		NATIONAL		TOP EXCL	
	PYTD	CYTD		PYTD	CYTD								
06 RETURN ON SALES	4.3	3.2	1.1-	4.7	3.8	5.2	5.3	5.6	5.6	6.3	6.4	7.6	8.2
07 RETURN ON GROSS	23.5	17.0	6.5-	30.2	23.0	33.0	28.3	36.9	31.7	38.6	33.4	43.8	40.3
08 ANNUAL RET. ON INVSTMNT	32.0	22.3	9.7-	31.8	19.3	40.3	26.9	43.8	35.5	44.4	35.4	57.6	52.5
09 W/C +/- REQMT 17640	1,874,105	1,244,576	33.6-	1,274,199	1,499,460	2,758,424	2,221,608	5,081,181	4,996,676	5,212,156	5,342,716	10,908,948	11,173,568
10 EFF N/W+/-REQD 8820	724,697	1,013,796	39.9	2,040,257	2,232,116	4,318,845	3,659,494	6,514,725	6,608,653	6,867,869	7,206,661	13,760,844	14,267,995
11 PARTS & SVC FOC %	63.5	65.9	2.4	52.8	55.4	53.3	54.5	61.9	65.0	63.8	67.0	69.2	72.4
12 *****NEW HONDA DEPARTMENT*****													
13 NEW HONDA UNITS	438.0	298.0	32.0-	359.0	246.1	1,124.4	710.9	1,070.2	725.7	1,206.8	794.9	2,531.9	1,718.6
14 HONDA GROSS-PNVR	2,570	3,134	21.9	2,053	3,234	2,092	3,594	2,042	3,565	2,090	3,720	2,309	4,105
15 HONDA F&I-PNVR	740	755	2.0	1,034	1,172	922	1,274	1,058	1,354	1,263	1,594	1,297	1,684
16 NEW HONDA OPER INCOME	1,639,419	1,361,371	17.0-	1,298,983	1,250,781	3,964,986	3,924,912	3,910,314	4,021,914	4,699,844	4,718,358	10,566,350	11,016,799
17 NEW HONDA EXPENSES	1,043,323	944,619	9.5-	977,996	924,454	2,713,532	2,735,944	2,610,476	2,580,052	3,328,241	3,206,056	6,481,163	6,350,874
18 EXPENSES % OPER INCOME	63.6	69.4	5.8	75.3	73.9	68.4	69.7	66.8	64.1	70.8	67.9	61.3	57.6
19 NEW HONDA NET PROFIT	596,096	416,752	30.1-	320,987	326,327	1,251,454	1,188,967	1,299,838	1,441,862	1,371,602	1,512,302	4,085,187	4,665,925
20 *****NEW OTHER DEPARTMENT*****													
21 NEW OTHER UNITS						1,866.5	1,835.9	451.3	446.1	430.4	397.4		.1
22 OTHER GROSS-PNVR						2,473	3,239	2,426	3,380	2,821	3,761	1,099-	
23 NEW OTHER OPER INCOME				451-		7,591,790	9,448,177	1,720,821	2,263,641	1,859,748	2,167,807	109-	26
24 NEW OTHER EXPENSES				493	2,388	5,092,815	5,298,747	1,585,774	1,740,144	1,649,673	1,710,163	1,306	1,656
25 NEW OTHER NET PROFIT				944-	2,388-	2,498,975	4,149,430	135,047	523,497	210,074	457,644	1,416-	1,630-
26 *****USED VEHICLE DEPARTMENT*****													
27 USED TO NEW RATIO	1.2:1	1.2:1		1.1:1	1.4:1	.7:1	.8:1	.9:1	1.1:1	.7:1	1.0:1	.7:1	.9:1
28 USED CERTI. HONDA UNITS	131.0	158.0	20.6	92.6	104.0	275.8	256.2	286.5	302.6	284.9	302.6	650.0	612.1
29 USED CERTI. HONDA PUVR	1,039	2,604	150.6	2,110	2,284	2,013	2,649	1,947	2,184	1,950	2,097	2,005	2,249
30 USED RETAIL-UNITS	521.0	367.0	29.6-	381.9	342.7	800.2	680.3	987.2	887.4	915.6	828.7	1,630.6	1,506.0
31 USED DEPT GROSS PUVS	2,417	2,805	16.1	2,525	2,073	2,379	2,424	2,202	1,829	2,180	1,763	2,249	1,931
32 USED F&I-PUVR	719	956	33.0	975	1,239	1,249	1,635	1,228	1,512	1,472	1,773	1,610	1,921
33 USED OPER INCOME	1,633,883	1,380,169	15.5-	1,336,841	1,135,033	2,903,301	2,761,161	3,386,160	2,964,643	3,343,350	2,930,576	6,291,273	5,800,978
34 USED EXPENSES	986,655	945,316	4.2-	902,443	931,834	1,976,673	1,973,972	2,279,530	2,291,199	2,328,947	2,322,918	4,098,070	4,137,513
35 EXPENSES % OPER INCOME	60.4	68.5	8.1	67.5	82.1	68.1	71.5	67.3	77.3	69.7	79.3	65.1	71.3
36 USED NET PROFIT	647,228	434,853	32.8-	434,397	203,169	926,628	787,189	1,106,630	673,444	1,014,403	607,658	2,193,204	1,663,465
37 *****SERVICE DEPARTMENT*****													
38 #CUST + EXP SVC R.O.'S	6,677	6,132	8.2-	5,024	4,951	10,526	10,441	12,742	13,013	14,935	15,033	26,281	26,764
39 CUST + EXP SVC LBR SALES	768,492	858,458	11.7	513,715	621,127	1,191,859	1,422,878	1,685,719	1,985,639	2,027,395	2,348,408	3,858,826	4,485,404
40 SERVICE DEPT SALES	1,247,259	1,309,273	5.0	937,838	1,048,559	2,532,001	2,608,573	3,286,120	3,549,584	3,919,907	4,173,883	7,309,803	7,750,001
41 SERVICE GROSS	858,415	852,025	.7-	661,244	753,411	1,754,247	1,818,633	2,325,802	2,504,863	2,799,245	2,984,393	5,256,554	5,570,709
42 SERVICE GROSS % SALES	68.8	65.1	3.7-	70.5	71.9	69.3	69.7	70.8	70.6	71.4	71.5	71.9	71.9
43 SERVICE EXPENSES	906,717	941,085	3.8	664,990	763,230	1,559,186	1,592,789	2,003,651	2,143,519	2,281,245	2,444,112	3,877,289	4,122,193
44 EXPENSES % GROSS	105.6	110.5	4.9	100.6	101.3	88.9	87.6	86.1	85.6	81.5	81.9	73.8	74.0
45 SERVICE NET PROFIT	48,302-	89,060-	84.4-	3,753-	9,838-	195,061	225,844	322,102	361,289	518,331	540,551	1,379,789	1,449,108
46 CURRENT SVC MKT SHARE	52.36	53.04	.6	47.92	50.39	46.70	46.04	49.32	49.35	47.23	47.62	47.85	47.31
47 *****BODY SHOP*****													
48 BODY SHOP SALES				586,774	605,801	815,205	1,030,144	1,432,625	1,727,291	1,577,748	1,845,637	671,437	828,033
49 BODY SHOP GROSS				322,294	330,885	420,116	487,944	740,114	869,690	817,031	951,380	358,445	453,792
50 BODY SHOP NET PROFIT				1,129	2,083-	36,512	63,276	84,700-	61,161-	18,995-	23,383	67,384	
51 *****PARTS DEPARTMENT*****													
52 PARTS CUST + EXP. RO SLS	939,686	1,071,521	14.0	432,368	507,858	834,190	977,517	1,053,599	1,235,835	1,212,284	1,395,597	2,168,731	2,482,658
53 TOTAL WHOLESALE SALES	975,432	1,167,975	19.7	416,543	412,977	925,692	1,037,843	765,223	920,022	978,756	1,173,236	1,719,836	2,138,731
54 TIRES				74,849	93,802	226,833	275,337	250,659	305,193	297,466	345,459	564,855	674,803
55 EXPRESS SERVICE-TIRES				13	16,910	18,569	25,177	29,215	29,193	32,772	34,162	38,518	
56 INTL ACCESS. SALES PNVR				94	158	90	122	128	161	255	167	272	
57 PARTS & ACCESS SALES	2,540,336	2,843,923	12.0	1,610,890	1,837,216	3,850,094	3,945,237	3,963,912	4,366,196	4,557,980	5,043,536	7,891,246	8,851,950
58 PARTS ACC GROSS	738,431	795,251	7.7	481,012	553,431	1,146,861	1,197,575	1,331,425	1,472,046	1,557,668	1,725,311	2,761,414	3,100,339
59 P & A GROSS % SALES	29.1	28.0	1.1-	29.9	30.1	29.8	30.4	33.6	33.7	34.2	34.2	35.0	35.0
60 P & A EXPENSES	562,856	590,190	4.9	373,452	427,048	866,109	891,166	878,470	942,213	1,037,448	1,110,231	1,684,873	1,831,239
61 P & A EXP % GROSS	76.2	74.2	2.0-	77.6	77.2	75.5	74.4	66.0	64.0	66.6	64.3	61.0	59.1
62 PARTS DEPT NET PROFIT	175,575	205,061	16.8	107,559	126,383	280,752	306,409	452,955	529,833	520,231	615,080	1,076,540	1,269,100
63 *****TOTAL DEALERSHIP RECAP*****													
64 TOTAL DEALER SALES	26,954,965	23,015,949	14.6-	23,866,011	22,330,969	64,619,794	54,929,503	70,645,800	64,692,035	74,415,382	66,920,363	40,486,164	26,992,782
65 TOTAL OPER INCOME	4,870,148	4,388,816	9.9-	3,833,982	3,750,345	10,289,873	10,255,772	11,454,364	11,547,200	12,792,866	12,806,168	25,234,450	25,943,236
66 TOTAL VARIA. SELLING EXP.	985,555	922,318	6.4-	706,788	642,633	1,941,228	1,887,209	2,078,975	2,032,433	2,313,469	2,206,073	4,377,904	4,226,122
67 TOTAL PERSONNEL EXPENSE	1,396,011	1,499,864	7.4	1,258,146	1,298,183	3,420,497	3,423,860	3,672,566	3,804,806	4,149,559	4,251,539	7,500,955	7,848,891
68 TOTAL SEMI-FIXED EXPENSE	544,051	473,912	12.9-	487,310	520,571	977,798	1,060,564	1,183,830	1,237,176	1,341,251	1,410,992	2,112,330	2,166,185
69 TOTAL FIXED EXPENSE	573,934	525,116	8.5-	522,427	643,346	1,137,289	1,148,687	1,331,948	1,389,779	1,545,036	1,604,626	2,486,573	2,588,685
70 TOTAL EXPENSES	3,499,551	3,421,210	2.2-	2,974,670	3,104,732	7,476,812	7,520,319	8,267,319	8,464,194	9,349,316	9,473,230	16,477,762	16,829,883
71 EXPENSES % OPER INCOME	71.9	78.0	6.1	77.6	82.8	72.7	73.3	72.2	73.3	73.1	74.0	65.3	64.9
72 TOTAL OPER PROFIT	1,370,597	967,606	29.4-	859,311	645,613	2,813,061	2,735,453	3,187,045	3,083,006	3,443,550	3,332,938	8,756,688	9,113,352
73 INCOME/DED/BONUS	223,791-	219,640-	1.9	297,042	218,100	587,561	171,174	1,041,675	582,962	1,489,297	943,017	2,284,948	1,331,404
74 TOTAL DLRSHP NET PROFIT	1,146,806	747,966	34.8-	1,156,353	863,714	3,400,622	2,906,627	4,228,720	3,665,968	4,932,847	4,275,955	11,041,636	10,444,756

LN	DEALER	PYTD	CYTD	%CHNG PR YR	BM GROUP		DISTRICT		ZONE		NATIONAL		TOP EXCL		
					PYTD	CYTD	PYTD	CYTD	PYTD	CYTD	PYTD	CYTD	PYTD	CYTD	
06	*****NEW HONDA DEPARTMENT*****														
07	CIVIC 4DR-UNITS	53.0	20.0	62.3-	47.4	22.0	216.2	104.6	145.6	72.2	188.3	96.6	420.5	212.5	
08	GROSS-PNVR	1,704	2,712	59.2	1,157	2,350	1,089	2,784	1,146	2,802	1,321	3,291	1,511	3,813	
09	CIVIC 5DR-UNITS	18.0	8.0	55.6-	8.0	4.7	45.0	23.8	42.6	22.7	52.3	27.3	113.2	65.0	
10	GROSS-PNVR	1,866	2,261	21.2	2,467	2,417	1,996	3,274	1,749	3,067	1,897	3,447	1,970	3,795	
11	ACCORD 4DR-UNITS	18.0	14.0	22.2-	33.4	27.4	107.0	78.8	110.0	91.5	183.1	137.3	406.9	306.1	
12	GROSS-PNVR	2,619	2,765	5.6	1,551	2,838	1,689	3,010	1,507	3,041	1,681	3,396	1,902	3,710	
13	PILOT-UNITS	74.0	55.0	25.7-	43.0	27.9	98.1	71.0	125.2	83.3	132.0	89.0	279.5	197.9	
14	GROSS-PNVR	3,125	3,461	10.8	2,524	3,837	2,431	3,968	2,268	3,844	2,240	3,802	2,440	4,085	
15	ODYSSEY-UNITS	20.0	13.0	35.0-	23.3	14.8	59.7	35.7	79.1	48.3	70.1	42.5	149.5	93.0	
16	GROSS-PNVR	2,413	3,710	53.8	2,218	4,461	2,436	5,150	2,109	4,860	2,055	5,051	2,252	5,479	
17	CR-V - UNITS	181.0	113.0	37.6-	126.7	86.1	323.6	206.7	341.4	230.1	335.7	215.1	657.2	439.6	
18	GROSS-PNVR	2,269	3,341	47.2	1,791	3,187	1,900	3,761	1,716	3,549	1,818	3,792	2,042	4,177	
19	RIDGELINE-UNITS	14.0	22.0	57.1	19.3	20.0	35.0	34.2	37.7	40.6	37.9	38.4	60.8	67.9	
20	GROSS-PNVR	3,444	3,020	12.3-	2,892	4,071	2,873	4,221	2,904	3,938	3,107	3,994	3,457	4,196	
21	HR-V UNITS	43.0	38.0	11.6-	34.8	28.7	152.8	114.8	110.7	86.9	122.7	98.8	286.1	228.2	
22	GROSS -PNVR	1,788	2,239	25.2	1,252	2,245	1,484	2,871	1,367	2,731	1,475	3,005	1,712	3,494	
23	CLARITY-UNITS				.2		1.2		2.2	.4	5.3	1.1	11.7	4.6	
24	GROSS -PNVR				273		15		300	2,812	1,195-	3,329	925-	2,995	
25	INSIGHT -UNITS	2.0		100.0-	3.2	1.0	11.4	2.8	12.6	4.2	16.0	6.5	30.3	13.7	
26	GROSS -PNVR	1,302		100.0-	1,224	2,369	1,396	3,253	1,274	2,901	1,532	3,549	1,579	3,859	
27	PASSPORT - UNITS	14.0	15.0	7.1	17.0	13.0	57.6	36.9	52.8	38.7	47.3	35.8	98.3	76.8	
28	GROSS -PNVR	2,427	3,174	30.8	2,428	3,730	2,266	3,923	2,284	3,947	2,352	3,948	2,608	4,301	
29	DISC HONDA MODEL-ALL-UNIT	1.0		100.0-	2.6	.4	4.8	.4	6.0	.9	6.5	1.1	10.3	1.0	
30	GROSS - PNVR	167		100.0-	4,403-	960	768-	3,126	121-	2,386	30	3,939	74	4,206	
31	TOTAL HONDA-UNITS	438.0	298.0	32.0-	359.0	246.1	1,124.4	710.9	1,070.2	725.7	1,206.8	794.9	2,531.9	1,718.6	
32	GROSS - PNVR	2,570	3,134	21.9	2,052	3,236	2,074	3,592	2,036	3,542	2,077	3,700	2,304	4,082	
33	*****OTHER VARIABLE INCOME/DED *****														
34	HONDA F&I-PNVR	740	755	2.0	1,034	1,172	922	1,274	1,058	1,354	1,263	1,594	1,297	1,684	
35	SLSPL COMP PNVR	965	1,241	28.6	568	758	573	889	620	926	652	943	674	967	
36	ADVERTISING PNVR	267	401	50.2	306	388	293	422	256	332	285	386	228	294	
37	DEALER MKTG ALLWNC PNVS	121	157	29.8	112	163	124	158	127	162	131	164	132	166	
38	HONDA TRANS BALANCE PNVS	312	523	67.6	420	513	416	500	438	496	433	488	444	490	
39	*****NEW HONDA DEPARTMENT RECAP *****														
40	TOTAL NEW VEHICLE SALES	14,491,974	10,786,530	25.6-	11,687,902	8,938,781	34,974,368	25,158,315	34,636,116	26,446,148	38,521,720	28,816,952	80,757,907	62,715,582	
41	OPERATING INCOME	1,639,419	1,361,371	17.0-	1,298,983	1,250,781	3,964,986	3,924,912	3,910,314	4,021,914	4,699,844	4,718,358	10,566,350	11,016,799	
42	OPER INCOME PNVS	3,743	4,568	22.0	3,618	5,083	3,526	5,521	3,654	5,542	3,895	5,935		4,173	
43	TOTAL VAR.SELLING EXPENSE	442,584	385,191	13.0-	335,007	277,010	987,338	948,449	968,343	926,277	1,242,625	1,148,728	2,532,408	2,404,776	
44	TOTAL PERSONNEL EXPENSE	287,350	290,524	1.1	357,325	328,458	1,052,423	1,080,925	976,206	965,927	1,209,223	1,160,184	2,448,188	2,415,560	
45	TOTAL SEMI-FIXED EXPENSE	121,414	97,710	19.5-	117,980	123,818	262,757	281,365	281,066	288,558	379,744	390,709	621,305	622,217	
46	TOTAL FIXED EXPENSE	191,975	171,194	10.8-	167,685	195,169	411,014	425,205	384,860	399,290	496,648	506,435	879,262	908,320	
47	TOTAL FIXED OVERHEAD EXP.	600,739	559,428	6.9-	642,989	647,444	1,726,194	1,787,495	1,642,133	1,653,775	2,085,616	2,057,328	3,948,755	3,946,098	
48	TOTAL EXPENSE	1,043,323	944,619	9.5-	977,996	924,454	2,713,532	2,735,944	2,610,476	2,580,052	3,328,241	3,206,056	6,481,163	6,350,874	
49	EXPENSE % OPER INCOME	63.6	69.4	5.8	75.3	73.9	68.4	69.7	66.8	64.1	70.8	67.9	61.3	57.6	
50	DEPT OPER PROFIT	596,096	416,752	30.1-	320,987	326,327	1,251,454	1,188,967	1,299,838	1,441,862	1,371,602	1,512,302	4,085,187	4,665,925	

LN	DEALER			%CHNG		BM GROUP		DISTRICT		ZONE		NATIONAL		TOP CERT	
	PYTD	CYTD	PR YR	PYTD	CYTD	PYTD	CYTD	PYTD	CYTD	PYTD	CYTD	PYTD	CYTD	PYTD	CYTD
07	*****USED VEHICLE INVENTORY*****														
08	U/V HONDA CERT UNITS INV			6	7	21	21	21	21	21	23	22	85	88	
09	U/V HONDA NON-CERT UNITS	17	20	17.6	19	12	34	30	36	35	35	30	51	41	
10	U/V DAYS SUPP-CERT. UNITS			23	25	27	30	27	29	27	27	31	31	73	
11	U/V HONDA CERT INV VALUE			124,310	197,404	432,276	522,519	478,705	593,056	507,719	573,726	1,963,727	2,363,736		
12	AVG COST CERT UNIT INV			21,072	27,778	20,904	24,373	22,594	27,780	22,260	26,472	23,040	26,850		
13	HONDA NON-CERT INV VALUE	369,740	466,357	26.1	288,391	262,617	513,089	556,313	583,172	699,318	600,048	611,880	814,376	798,117	
14	AVG COST NON-CERT UNT INV	22,296	23,613	5.9	15,529	21,389	14,923	18,267	16,174	19,946	16,932	20,735	15,818	19,707	
15	AVG COST/CERTIFIED RTL'D	24,273	24,733	1.9	23,102	25,854	21,291	24,965	23,302	27,665	23,216	27,291	23,069	27,002	
16															
17	U/V CERT DAYS IN INVENTOR	27	23	14.8-	25	25	24	23	21	22	19	21	16	21	
18															
19	*****NEW VEHICLE SALES*****														
20	N/C SALES RETAIL UNITS	438	298	32.0-	359	246	1,112	710	1,066	720	1,197	789	2,524	1,706	
21															
22	*****USED VEHICLE SALES*****														
23	U/V HONDA CERT RTL UNITS	131	158	20.6	93	104	276	256	287	266	303	285	991	1,013	
24	GP AFTER RECON PUVR	1,039	2,604	150.6	2,110	2,284	2,013	2,649	1,947	2,184	1,950	2,097	1,766	1,849	
25	MEMO: RECON PUVR	957	1,216	27.1	761	1,005	1,259	1,515	1,221	1,482	1,394	1,625	1,547	1,753	
26	CERTIFIED:NEW RETL RATIO	.3:1	.5:1	.2	.3:1	.4:1	.3:1	.4:1	.3:1	.4:1	.3:1	.4:1	.3:1	.5:1	
27															
28	U/V NON-CERT HONDA RETAIL	205	107	47.8-	129	91	252	237	305	258	304	256	511	463	
29	GP AFTER RECON PUVR	2,560	2,046	20.1-	2,362	2,294	1,979	1,672	1,904	1,577	1,706	1,452	1,395	864	
30	MEMO:RECON PUVR	456	866	89.9	811	873	855	580	990	988	1,130	1,170	1,072	1,064	
31															
32	USED OTHER UNITS	185	102	44.9-	198	191	282	198	443	403	375	342	512	498	
33	GP AFTER RECON PUVR	1,683	2,267	34.7	1,972	1,700	1,695	2,062	1,917	1,599	1,894	1,486	1,745	1,336	
34	MEMO:RECON PUVR	496	795	60.3	700	868	942	1,232	969	1,179	1,157	1,405	1,308	1,499	
35															
36															
37	USED DEPT RETAIL UNITS	521	367	29.6-	382	343	800	680	987	887	916	829	2,013	1,974	
38	USED RETAIL GROSS PUVR	1,866	2,348	25.8	2,127	1,963	1,888	2,134	1,921	1,744	1,852	1,652	1,671	1,489	
39	USED DPT GROSS PUVR	2,417	2,805	16.1	2,525	2,073	2,379	2,424	2,202	1,829	2,180	1,763	2,054	1,604	
40	TOTAL USED:NEW RETL RATIO	1.2:1	1.2:1		1.1:1	1.4:1	.7:1	.8:1	.9:1	1.1:1	.7:1	1.0:1	.6:1	.9:1	
41															
42															
43	*****FINANCE & INSURANCE*****														
44	USED F&I-PUVR	719	956	33.0	975	1,239	1,249	1,635	1,228	1,512	1,472	1,773	1,693	1,985	
45															
46	AHFC HONDA CARE H70 SOLD				25	30	61	45	37	33	71	70	222	245	
47	H70 CERT PENETRATION				.3	.3	.2	.2	.1	.1	.2	.2	.2	.2	
48	GROSS PROFIT PER CONTRACT				1,225	1,407	1,453	1,603	1,418	1,590	1,679	1,836	1,836	1,840	
49															
50	TOTAL USED SERV CONT SOLD				131	141	336	290	420	416	483	473	1,179	1,312	
51	TOTAL S/C PENETRATION				.3	.4	.4	.4	.4	.5	.5	.6	.6	.6	
52	GROSS PROFIT PER CONTRACT				1,240	1,351	1,206	1,576	1,356	1,526	1,361	1,516	1,370	1,389	
53															
54															
55	*****SERVICE DEPARTMENT*****														
56	PARTS & SERVICE FOC %	63.5	65.9	2.4	52.8	55.4	53.3	54.5	61.9	65.0	63.8	67.0	69.2	72.4	
57															
58	CP+EXP SVC LBR&PTS SLS	1,708,178	1,929,979	13.0	946,083	1,128,985	2,026,049	2,400,395	2,739,318	3,221,474	3,239,679	3,744,005	6,525,504	7,472,308	
59	CERT. CP LBR & PTS SLS	192,615	193,104	.3	94,455	135,067	337,222	374,597	322,377	363,106	320,385	338,287	392,284	348,119	
60	CP+EXP LBR&PTS PER RO	256	315	23.0	188	228	192	230	215	248	217	249	228	261	
61	CERT. CP LBR & PTS SLS/RO	217	208	4.1-	265	326	293	354	305	345	300	339	299	330	
62	CERT\$ PER RO +/- CUST PAY	39-	107-	174.4-	77	98	101	124	90	97	83	90	71	69	
63															
64	CERT CUST % OF TOTAL CUST	11.3	10.0	1.3-	10.0	12.0	16.6	15.6	11.8	11.3	9.9	9.0	6.0	4.7	
65															
66	INTL LBR/PARTS RECON SLS	125,352	192,059	53.2	70,418	104,531	347,328	388,225	349,962	394,742	421,684	463,158	1,532,086	1,776,036	
67	INTL LBR/PARTS RECON GP	62,676	96,030	53.2	35,209	52,265	173,664	194,113	174,981	197,371	210,842	231,579	766,043	888,018	
68	INTL GP % PARTS & SRV GP	3.9	5.8	1.9	3.1	4.0	6.0	6.4	4.8	5.0	4.8	4.9	7.5	8.1	
69															
70	CERT. SVC MKT SHARE														
71															
72															
73	TOTAL OPERATING INCOME	4,870,148	4,388,816	9.9-	3,833,982	3,750,345	10,289,873	10,255,772	11,454,364	11,547,200	12,792,866	12,806,168	31,395,930	32,044,590	
74	CERT. OPERATING INCOME	485,612	851,630	75.4	415,285	553,879	1,410,290	1,666,278	1,407,023	1,545,106	1,566,561	1,672,676	4,584,726	5,120,187	
75	CERT. INCOME % OF DEALER	10.0	19.4	9.4	10.8	14.8	13.7	16.2	12.3	13.4	12.2	13.1	14.6	16.0	

LN	DEALER		%CHNG PR YR	BM GROUP		DISTRICT		ZONE	NATIONAL		TOP EXCL			
	PYTD	CYTD		PYTD	CYTD	PYTD	CYTD		PYTD	CYTD	PYTD	CYTD		
06	*****SERVICE INDICATORS*****													
07														
08	# DEPT EMPLOYEES	15.5	15.5		10.1	10.6	23.0	22.4	27.9	28.7	30.8	31.3	52.2	53.1
09	# SERVICE ADVISORS	3.0	3.0		2.0	2.3	4.5	4.4	5.2	5.3	5.9	6.0	9.9	10.2
10	# TECHNICIANS	8.0	8.0		5.2	5.3	10.9	10.6	13.9	14.2	15.7	16.0	26.7	26.9
11	CUST MEC LAB RATE	102	102		121	130	123	134	135	145	139	151	147	156
12														
13	WARR LABOR RATE	102	102		107	114	124	121	123	126	127	134	137	143
14	INTRNL LABOR RATE	102	102		111	121	117	129	125	136	130	142	134	143
15	CUST LAB SALES PER RO	120	149	24.2	134	153	155	192	186	213	186	211	208	236
16	CUST HOURS PER RO	1.2	1.5	25.0	1.1	1.2	1.3	1.5	1.4	1.5	1.4	1.4	1.4	1.5
17	EXP. CUST LAB SALES/ RO	85	94	10.6	32	39	48	53	51	58	56	63	56	63
18	SERVICE SLS PER EMPL	80,468	84,469	5.0	93,126	99,057	109,920	116,649	117,684	123,525	127,222	133,402	140,131	145,846
19	SERVICE G.P. PER EMPL	55,382	54,969	-7	65,661	71,174	76,156	81,325	83,293	87,169	90,850	95,385	100,770	104,835
20	PARTS & SVC FOC %	63.5	65.9	2.4	52.8	55.4	53.3	54.5	61.9	65.0	63.8	67.0	69.2	72.4
21	R.O./SVC ADV/DAY	14.2	12.7	-10.6	12.3	9.9	13.3	12.1	13.0	11.9	13.1	12.2	13.7	12.4
22	WEEKLY OPER HOURS	65	65		55	55	61	60	62	63	63	64	70	69
23														
24	*****SERVICE SALES AND GROSS PROFIT*****													
25														
26	LBR SLS MIX %: CUSTOMER	64.0	67.0	3.0	60.8	64.8	54.9	61.4	60.3	65.6	60.6	66.1	58.7	64.5
27	WARRANTY	13.8	7.7	-6.1	13.4	9.4	16.4	10.7	13.8	9.7	13.1	9.2	13.7	9.4
28	INTERNAL	22.2	25.2	3.0	25.8	25.7	28.7	27.8	25.9	24.7	26.2	24.8	27.6	26.1
29	#R.O. CUSTOMER HONDA	5,691	5,129	-9.9	3,447	3,742	6,431	6,241	7,669	7,954	9,189	9,467	15,713	16,257
30	CUSTOMER LABOR SALES	684,694	764,136	11.6	463,200	573,568	994,009	1,199,289	1,427,818	1,690,931	1,707,661	1,998,590	3,263,497	3,828,698
31	GROSS PROFIT % SALES	61.3	55.8	-5.5	73.4	75.5	71.5	74.2	75.6	75.9	77.0	77.0	77.7	77.4
32	R.O. EXPRESS SVC LBR	986	1,003	1.7	1,576	1,208	4,094	4,200	5,073	5,059	5,745	5,566	10,569	10,507
33	EXPRESS SVC LBR SALES	83,798	94,322	12.6	50,516	47,560	197,850	223,589	257,901	294,708	319,734	349,819	595,328	656,706
34	GROSS PROFIT % SALES	76.9	75.8	-1.1	66.5	67.3	68.4	70.3	72.1	72.7	75.2	75.8	76.1	76.4
35	R.O. CUST + EXP SVC	6,677	6,132	-8.2	5,024	4,951	10,526	10,441	12,742	13,013	14,935	15,033	26,281	26,764
36	CUSTOMER+EXP SVC LBR SLS	768,492	858,458	11.7	513,715	621,127	1,191,859	1,422,878	1,685,719	1,985,639	2,027,395	2,348,408	3,858,826	4,485,404
37	G.P. % OF SALES	63.0	58.0	-5.0	72.7	74.8	71.0	73.6	75.1	75.5	76.4	76.8	77.4	77.3
38	R.O. WARRANTY HONDA	1,470	1,013	-31.1	950	716	2,631	1,752	2,741	1,859	3,255	2,257	6,313	4,287
39	WARRANTY LABOR SALES	165,373	98,977	-40.1	113,405	90,307	355,829	248,051	386,887	292,674	439,406	326,246	898,747	651,782
40	GROSS PROFIT % SALES	83.2	77.7	-5.5	77.5	76.9	79.4	78.7	79.4	78.5	80.6	79.7	81.7	80.7
41	R.O. INTERNAL HONDA	1,629	1,364	-16.3	1,108	1,053	2,891	2,602	3,155	2,814	4,023	3,511	8,183	7,039
42	INTERNAL LABOR SALES	266,583	322,988	21.2	210,972	239,557	553,524	596,041	661,773	688,791	799,323	804,478	1,694,668	1,681,253
43	GROSS PROFIT % SALES	81.5	80.2	-1.3	74.0	74.3	76.4	76.6	77.1	77.5	77.6	77.9	79.2	79.2
44	R.O. INTRNL HONDA ACCESS				62	48	622	630	473	393	562	465	1,112	961
45	INTERNAL ACCESS LBR SLS				6,927	7,063	69,842	48,734	61,724	57,746	77,758	75,709	123,324	132,712
46	GROSS PROFIT % SALES				73.0	75.6	75.7	69.4	73.4	73.3	78.8	79.1	82.2	82.2
47	R.O. TOTAL HONDA SERVICE	9,776	8,509	-13.0	7,144	6,768	16,670	15,425	19,111	18,079	22,775	21,266	41,890	39,051
48	TOTAL HONDA SVC SALES	1,200,448	1,280,423	6.7	845,020	958,054	2,171,053	2,315,704	2,796,103	3,024,849	3,343,882	3,554,842	6,575,564	6,951,151
49	GROSS PROFIT % SALES	69.9	65.1	-4.8	73.7	74.9	73.9	74.8	76.1	76.2	77.3	77.4	78.6	78.1
50														
51	CURRENT SVC MKT SHARE	52.36	53.04	.6	47.92	50.39	46.70	46.04	49.32	49.35	47.23	47.62	47.85	47.31
52														
53	*****SERVICE DEPARTMENT RECAP*****													
54														
55	TOTAL SERVICE SALES	1,247,259	1,309,273	5.0	937,838	1,048,559	2,532,001	2,608,573	3,286,120	3,549,584	3,919,907	4,173,883	7,309,803	7,750,001
56	GROSS/OPER INCOME	858,415	852,025	-0.7	661,244	753,411	1,754,247	1,818,633	2,325,802	2,504,863	2,799,245	2,984,393	5,256,554	5,570,709
57	GROSS PROFIT % SALES	68.8	65.1	-3.7	70.5	71.9	69.3	69.7	70.8	70.6	71.4	71.5	71.9	71.9
58	PERSONNEL EXPENSE	460,077	513,413	11.6	383,146	421,545	1,002,323	1,003,918	1,236,304	1,329,407	1,411,095	1,524,851	2,484,966	2,688,342
59	SEMI-FIXED EXPENSE	252,493	249,366	-1.2	145,300	153,100	280,708	309,089	390,048	410,965	430,077	456,910	688,300	698,295
60	FIXED EXPENSE	194,147	178,306	-8.2	136,544	188,585	276,155	279,782	377,298	403,146	439,098	461,517	703,958	735,489
61	TOTAL EXPENSE	906,717	941,085	3.8	664,990	763,230	1,559,186	1,592,789	2,003,651	2,143,519	2,281,245	2,444,112	3,877,289	4,122,193
62	DEPT OPER PROFIT	48,302	89,060	84.4	3,753	9,838	195,061	225,844	322,102	361,289	518,331	540,551	1,379,789	1,449,108

LN	DEALER	PYTD	CYTD	%CHNG PR YR	BM GROUP		DISTRICT		ZONE		NATIONAL		TOP EXCL		
					PYTD	CYTD									
06	*****PARTS AND ACCESS. INDICATORS*****														
07	CUST PARTS SALES PER RO	107	127	18.7	113	122	114	139	121	137	114	129	119	133	
08	EXP. SVCS PARTS SLS/ RO	335	418	24.8	28	41	25	26	25	28	28	32	28	30	
09	# P&A COUNTER EMPLOYEES	4.0	4.0		1.4	1.5	2.7	2.6	3.0	3.2	3.4	3.5	5.4	5.8	
10	# P&A EMPLOYEES	5.5	5.5		3.0	3.4	6.8	6.3	6.2	6.4	7.1	7.3	11.2	11.5	
11	P&A SLS PER EMPL	385	431	11.9	442	452	472	524	536	569	537	577	585	640	
12	P&A G.P. PER EMPL	112	120	7.1	132	136	141	159	180	192	183	197	205	224	
13	P&A DOP % G.P.	23.8	25.8	2.0	22.4	22.8	24.5	25.6	34.0	36.0	33.4	35.7	39.0	40.9	
14	GROSS INVEN TURNS	7.8	8.6	10.3	8.9	8.5	12.2	11.0	10.4	9.4	9.3	9.0	10.3	10.0	
15	LEVEL OF SERVICE	100.0	100.0		98.7	98.9	99.2	99.0	97.3	97.7	97.3	97.5	97.7	97.7	
16	CUSTOMER EFFICIENCY	100.0	100.0		97.2	97.5	94.7	95.4	93.5	93.7	94.6	94.9	95.2	95.4	
17	PARTS INV-HONDA	67,615	231,744	242.7	80,991	96,357	117,873	149,139	152,366	188,361	208,709	244,633	359,870	418,950	
18	PARTS OBSOLESCENCE	4,765	5,547	16.4	7,807	5,133	5,584	6,635	6,954	8,468	9,775	9,240	11,580	9,598	
19	PARTS OBSOL % OF INV	7.0	2.4	4.6-	9.6	5.3	4.7	4.4	4.6	4.5	4.7	3.8	3.2	2.3	
20	PARTS MONTHS SUPPLY	.4	1.4	250.0	1.2	1.3	.8	1.0	1.0	1.1	1.1	1.2	1.1	1.1	
21	ACCESS INV-HONDA	162,556	7,438	95.4-	23,312	27,641	46,630	38,579	35,962	39,121	41,229	41,228	61,560	66,237	
22	ACCESS OBSOLESCENCE	1,560	861	44.8-	879	746	1,242	938	1,135	924	1,470	1,371	1,336	1,647	
23	ACCESS OBSOL % OF INV	1.0	11.6	10.6	3.8	2.7	2.7	2.4	3.2	2.4	3.6	3.3	2.2	2.5	
24	ACCESS MONTHS SUPPLY	340.8-	52.4-	84.6	3.0	1.9	2.0	1.9	2.9	3.4	3.0	3.0	2.2	2.2	
25	PARTS:LABOR RATIO	1.2:1	1.3:1	.7-	.9:1	.8:1	.7:1	.7:1	.6:1	.6:1	.6:1	.6:1	.6:1	.6:1	
26	EXP SVC PARTS: LBR RATIO	4.0:1	4.4:1	.4	.9:1	1.0:1	.5:1	.5:1	.5:1	.5:1	.5:1	.5:1	.5:1	.5:1	
27	*****PARTS SALES AND GROSS*****														
28	PTS SLS MIX %: CUSTOMER	37.0	37.7	.7	36.1	39.5	32.8	36.0	37.9	39.9	36.4	37.7	34.8	35.6	
29	WARRANTY	8.4	6.6	1.8-	11.4	9.4	16.2	11.2	16.0	11.0	14.5	10.9	15.5	11.7	
30	INTERNAL	12.3	11.8	.5-	10.9	11.0	9.3	9.3	9.9	10.2	10.7	10.4	11.3	10.7	
31	WHOLESALE	38.4	41.1	2.7	34.8	32.1	36.4	38.2	27.5	29.7	29.4	31.7	27.6	30.7	
32	TTL ACC % TTL P&A SLS				7.9	12.4	9.8	8.2	5.5	4.8	5.8	5.3	6.9	6.7	
33	R.O. CUST + EXP SVC	6,677	6,132	8.2-	5,024	4,951	10,526	10,441	12,742	13,013	14,935	15,033	26,281	26,764	
34	PARTS CUST & EXP SVC SLS	939,686	1,071,521	14.0	432,368	507,858	834,190	977,517	1,053,599	1,235,835	1,212,284	1,395,597	2,168,731	2,482,658	
35	G.P. % OF SALES	38.4	37.8	.6-	40.5	40.7	41.2	42.2	42.4	42.7	42.4	42.7	42.4	43.0	
36	R.O. BODY SHOP				952.6	764.9	575.3	574.6	1,696.5	1,839.5	1,410.8	1,394.3	618.9	698.1	
37	HONDA PARTS BODY SLS				23,375	28,688	32,195	40,991	112,852	134,878	112,336	140,323	359,428	454,658	
38	G.P. % OF SALES				32.7	33.5	31.2	33.1	32.5	33.4	30.3	30.3	27.4	27.8	
39	R.O. WARRANTY HONDA	1,470	1,013	31.1-	950	716	2,631	1,752	2,741	1,859	3,255	2,257	6,313	4,287	
40	HONDA PARTS WARR SLS	213,491	186,881	12.5-	136,130	121,101	412,470	303,725	444,846	338,874	482,611	405,013	962,810	813,608	
41	G.P. % OF SALES	29.0	27.7	1.3-	36.0	35.2	40.6	38.6	40.5	40.0	40.4	40.7	40.4	41.2	
42	R.O. INTERNAL HONDA	1,629	1,364	16.3-	1,108	1,053	2,891	2,602	3,155	2,814	4,023	3,511	8,183	7,039	
43	HONDA PARTS INTL SLS	311,871	334,909	7.4	130,181	141,965	237,999	251,908	276,488	315,936	356,253	384,993	703,757	743,819	
44	G.P. % OF SALES	36.5	31.9	4.6-	34.7	35.4	36.8	37.4	36.2	37.3	38.1	39.5	38.4	39.4	
45	HONDA PARTS CTR RTL SLS	99,856	82,637	17.2-	59,512	72,854	103,706	102,756	127,443	148,119	185,350	202,662	310,060	338,919	
46	G.P. % OF SALES	31.8	36.6	4.8	30.1	30.1	27.8	30.2	29.2	28.7	33.2	33.4	36.7	37.3	
47	PARTS WHOLESALES COLL.	975,432	1,167,975	19.7	351,022	332,686	730,978	783,600	518,460	599,177	658,519	794,050	1,182,698	1,407,444	
48	G.P. % OF SALES	14.2	14.8	.6	10.4	12.6	12.1	13.4	15.7	17.3	15.6	16.6	17.0	17.9	
49	PARTS WHOLESALES MECH.				65,521	80,291	194,714	254,243	246,763	320,846	320,237	379,186	537,138	731,287	
50	G.P. % OF SALES				22.1	24.3	10.9	13.1	14.6	16.7	15.7	16.5	17.9	18.3	
51	TOTAL WHOLESALE COUNTS	2,923	3,361	15.0	1,866	1,756	4,839	4,631	3,672	4,000	4,728	5,157	8,600	9,569	
52	TOTAL WHOLESALE SLS	975,432	1,167,975	19.7	416,543	412,977	925,692	1,037,843	765,223	920,022	978,756	1,173,236	1,719,836	2,138,731	
53	G.P. % OF SALES	14.2	14.8	.6	12.2	14.8	11.8	13.3	15.3	17.1	15.6	16.6	17.3	18.0	
54	TOTAL HONDA PARTS SLS	2,540,336	2,843,923	12.0	1,198,108	1,285,442	2,546,253	2,714,740	2,780,452	3,093,665	3,327,591	3,701,823	6,224,623	6,972,393	
55	G.P. % OF SALES	28.8	27.9	.9-	31.1	32.6	31.0	31.4	34.3	34.5	34.3	34.3	35.0	35.0	
56	*****ACCESS. SALES AND GROSS*****														
57	ACC CUST & B/S R.O. SLS				7,280	7,177	25,208	26,571	26,033	21,005	27,833	25,870	50,229	56,830	
58	G.P. % OF SALES				36.3	33.8	35.2	32.4	35.5	34.3	38.4	39.6	39.2	42.2	
59	R.O. INTRNL HONDA ACCESS				62	48	622	630	473	393	562	465	1,112	961	
60	HONDA ACC INTL SLS				33,744	38,801	101,727	86,595	136,722	141,516	193,874	203,047	422,464	468,172	
61	INTL ACCESSORIES COS PNVR				65	106	58	77	86	129	103	161	107	173	
62	G.P. % OF SALES				31.0	32.7	35.6	36.5	32.5	34.1	36.0	36.9	36.1	36.6	
63	TOTAL HONDA ACCESS SLS				126,905	227,314	375,763	322,104	216,836	209,157	262,115	265,840	544,235	591,301	
64	G.P. % OF SALES				26.2	23.8	26.2	25.4	32.4	33.6	37.1	37.9	37.1	37.7	
65	TOTAL HONDA P&A SLS	2,540,336	2,843,923	12.0	1,325,013	1,512,756	2,922,016	3,036,845	2,997,287	3,302,823	3,589,706	3,967,663	6,768,858	7,563,694	
66	TOTAL HONDA P&A GROSS	738,431	795,251	7.7	398,988	460,366	907,772	962,799	1,039,347	1,156,782	1,258,941	1,399,964	2,415,833	2,719,160	
67	HONDA P & A GP.%	29.1	28.0	1.1-	30.1	30.4	31.1	31.7	34.7	35.0	35.1	35.3	35.7	36.0	
68	TOTAL OTHER P&A SLS				162,249	168,917	513,308	422,514	467,291	473,227	398,545	428,447	91,966	99,126	
69	**TOTAL DEPT SALES YTD**	2,540,336	2,843,923	12.0	1,610,890	1,837,216	3,850,094	3,945,237	3,963,912	4,366,196	4,557,980	5,043,536	7,891,246	8,851,950	
70	GROSS/OPER INCOME	738,431	795,251	7.7	481,012	553,431	1,146,861	1,197,575	1,331,425	1,472,046	1,557,668	1,725,311	2,761,414	3,100,339	
71	G.P. % OF SALES	29.1	28.0	1.1-	29.9	30.1	29.8	30.4	33.6	33.7	34.2	34.2	35.0	35.0	
72	TOTAL EXPENSE	562,856	590,190	4.9	373,452	427,048	866,109	891,166	878,470	942,213	1,037,448	1,110,231	1,684,873	1,831,239	
73	DEPT OPER PROFIT	175,575	205,061	16.8	107,559	126,383	280,752	306,409	452,955	529,833	520,231	615,080	1,076,540	1,269,100	