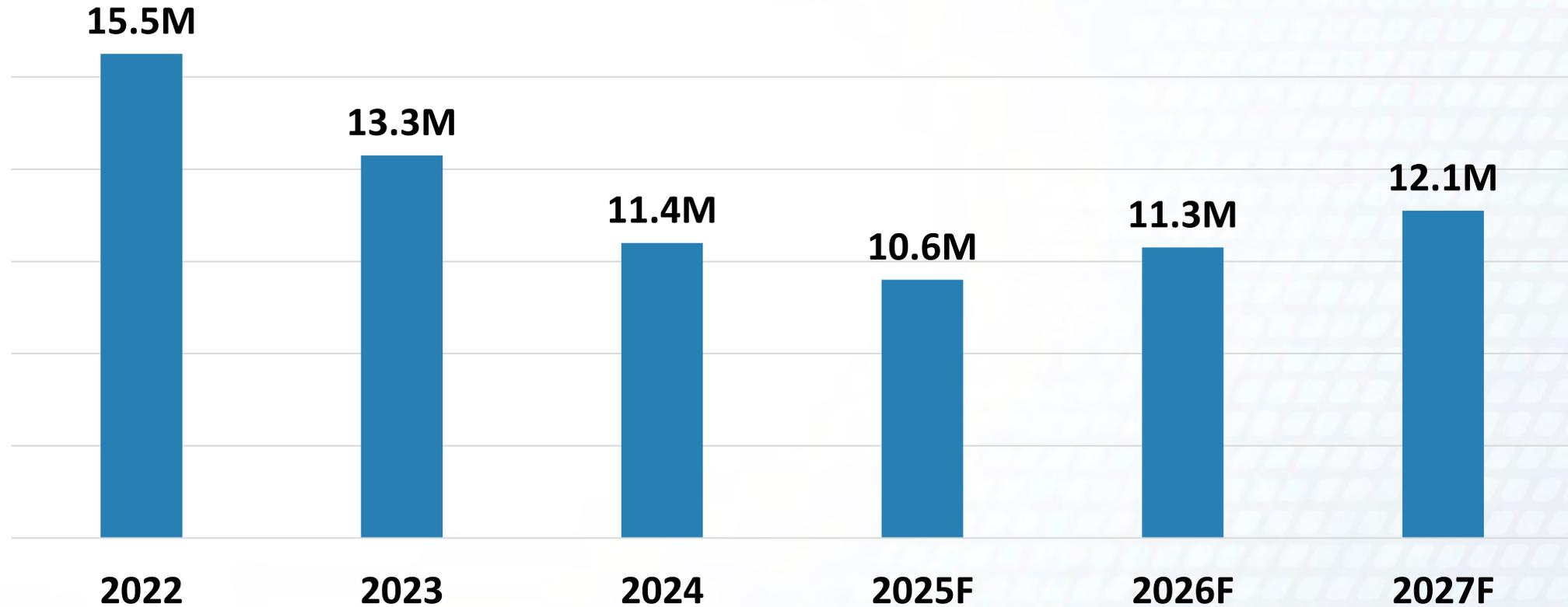


# Measuring Acquisition Effectiveness

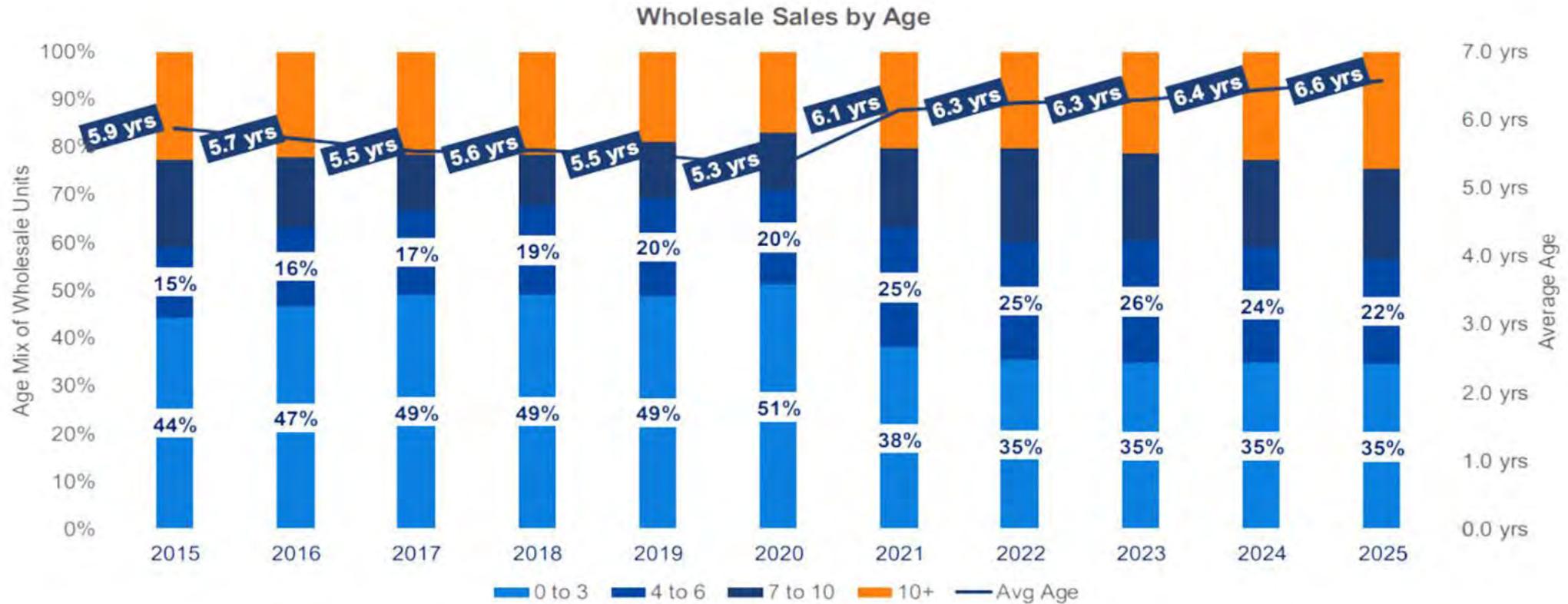
Sam Janda – Director, Performance Management

# Supply of 0–6 year old used vehicle units



# Sales Mix at Manheim

71% of vehicles were 6 years old or younger just back in 2020, but that has dropped to 57% today.



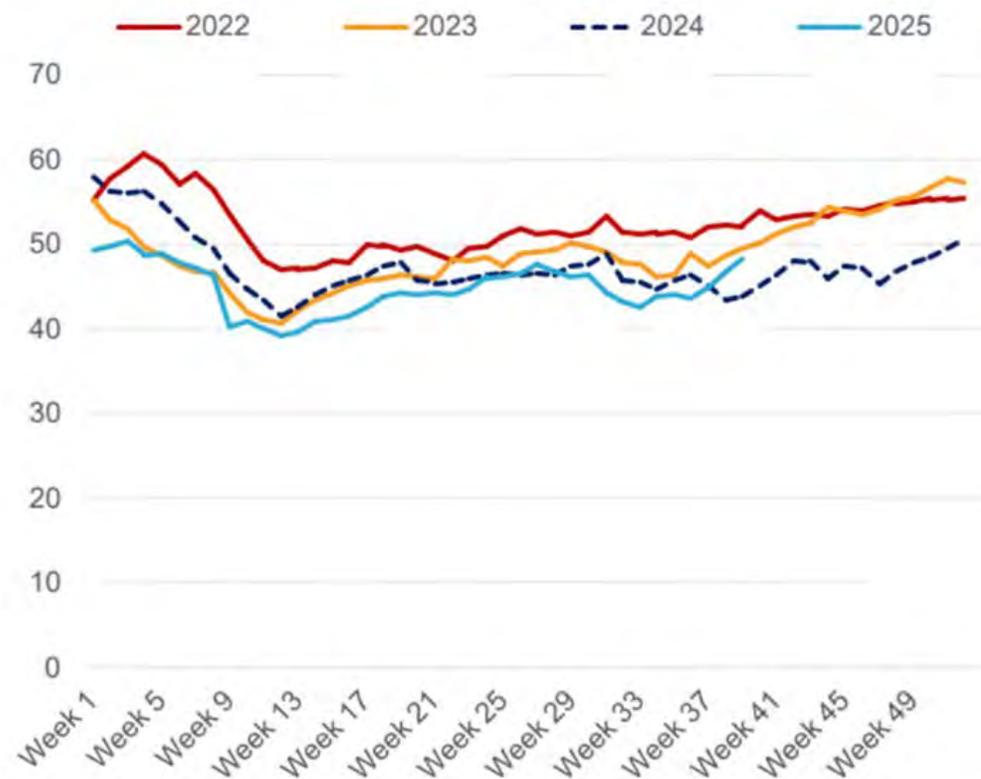
# Used Vehicle Sales and Supply

Following a tight summer, retail days' supply of new and used have risen to levels last seen in February

### New Days' Supply



### Used Days' Supply



## 5 Most Common Methods to Acquire Inventory

Trades (Seen & Unseen)

Service Drive

Group Inventory Transfers

KBB ICO / We Buy Cars / Shopping (F.B. / CL / Ebay)

Auction (Virtual & Live)

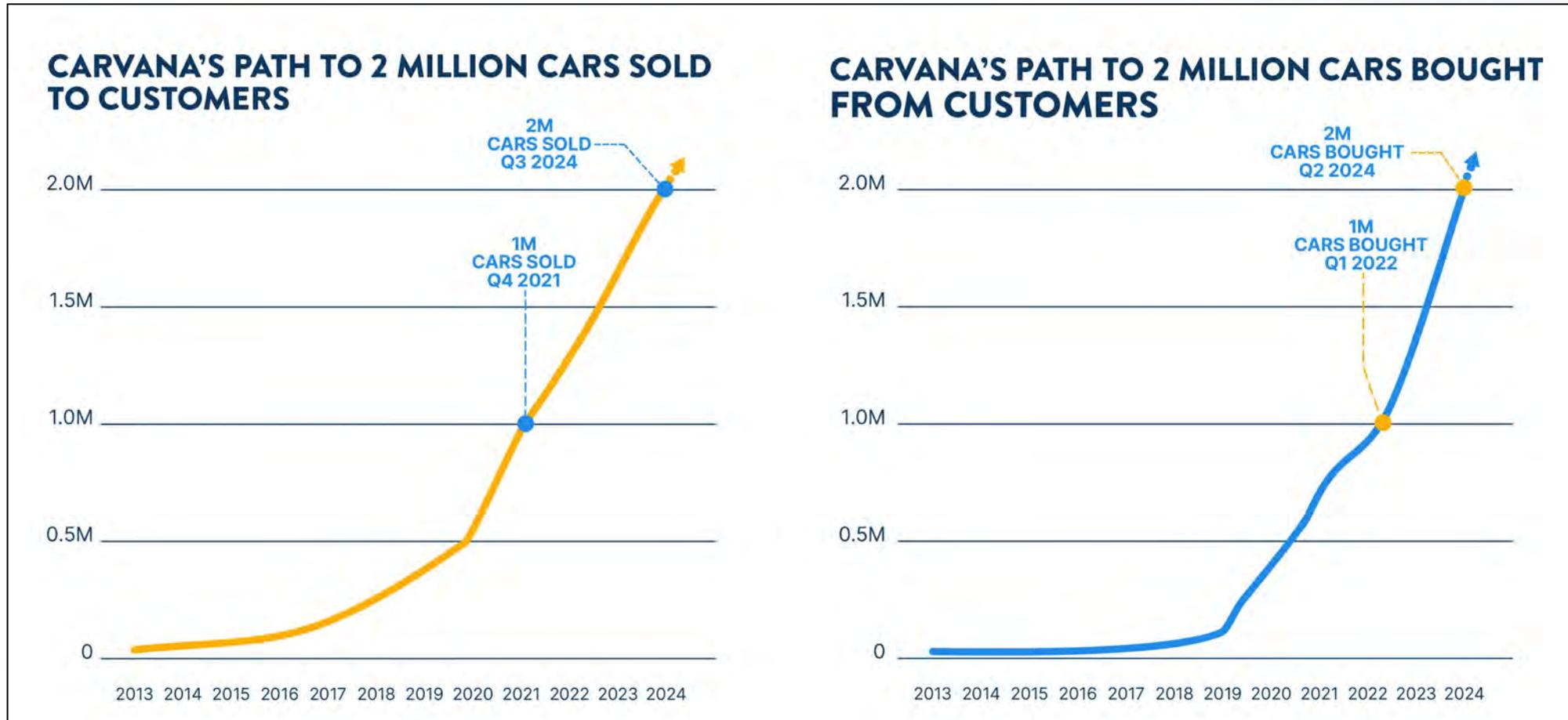
# Sourcing From Consumers: CarMax

FY Q1 2026	FY Q2 2026
Bought 336,000 vehicles from consumers and dealers, an increase of 7.2%.	Bought 293,000 vehicles from consumers and dealers, a decrease of 2.4%.
288,000 vehicles were purchased from consumers, up 3.3%	262,000 vehicles were purchased from consumers, down 2.7%
48,000 vehicles were purchased through dealers, up 38.4%	31,000 vehicles were purchased through dealers, up 0.2%

*\*Compared to prior year's Q1*

*\*Compared to prior year's Q2*

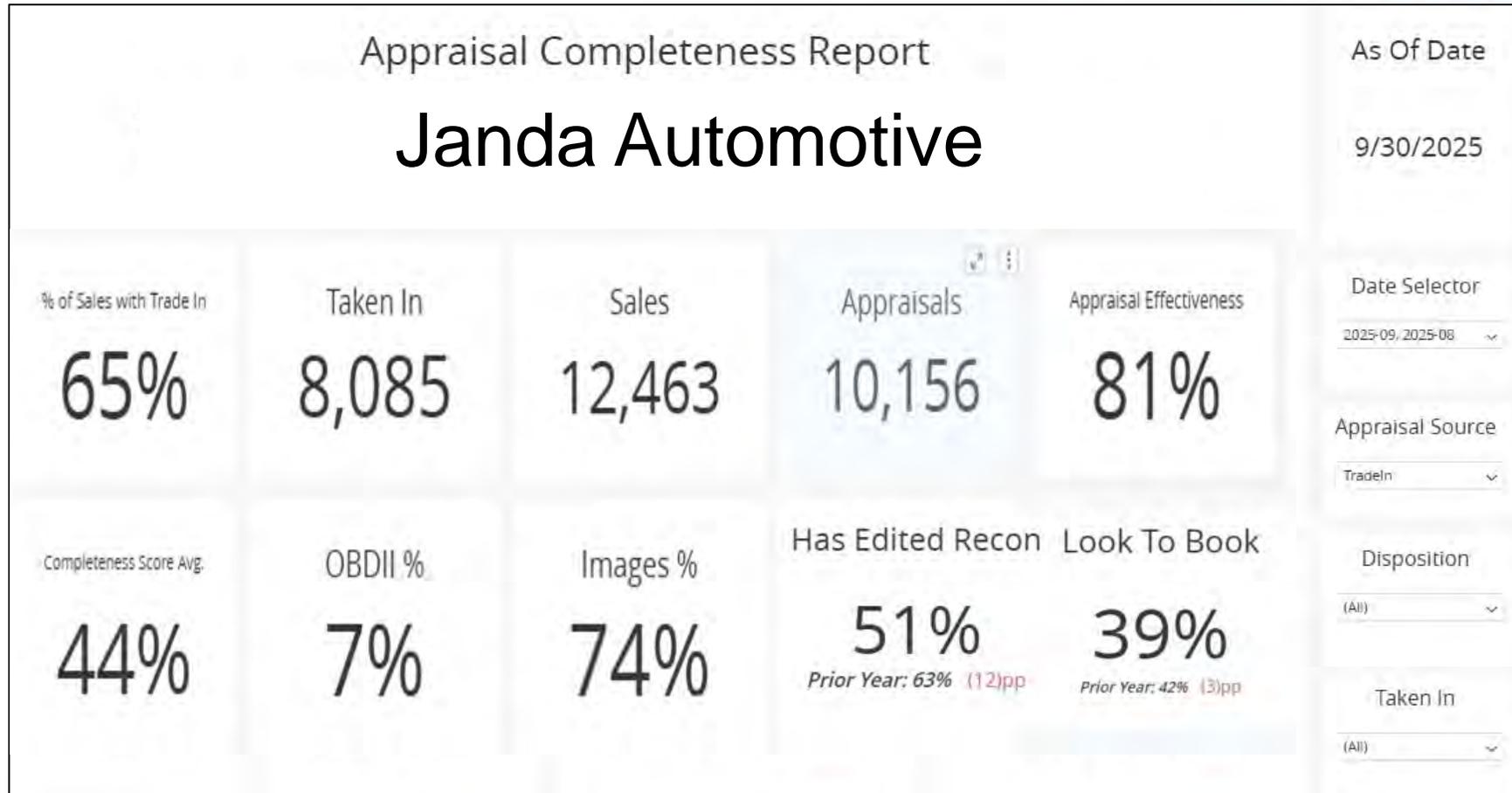
# Sourcing From Consumers: Carvana



# Let's Do Math

- How many cars do you sell?
- How many RO's does your service department write?
- How many customers does that take?
- How many services customers can we engage?
- Expected results (Appraisal Effectiveness)
  - Looks per sale?
  - Looks per RO?

# Appraisal Effectiveness



# Measuring

Appraisal Effectiveness Metrics															
Dealership	% of Sales with Trade In	Taken In	Sales	Appraisals	Appraisal Effectiveness	Missed Trades	Completeness Score Avg.	OBDII %	Edited Recon %	Images %	Notes %	Salesperson %	ICO Offer %	HQ Appraisals	Look To Book %
Brake It Till You Make It Motors	55%	95	174	132	76	19	39%	21%	35%	66%	10%	87%	0%	1	55%
Clutch & Go Auto	51%	128	253	192	76	18	51%	19%	66%	1%	77%	100%	0%	25	52%
Wheel Deal Auto Group	48%	87	182	141	77	10	65%	19%	70%	73%	89%	92%	0%	0	52%
Lemon-Free Legends	45%	133	293	230	78	11	64%	15%	100%	67%	74%	77%	0%	5	51%
Gas & Giggles Garage	88%	385	436	344	79	31	27%	15%	26%	43%	57%	7%	0%	19	51%
Honk If You Need a Car	31%	108	349	284	81	15	39%	9%	67%	49%	4%	73%	1%	2	51%
Tire-d & True Motors	84%	89	106	91	86	14	65%	20%	45%	85%	50%	82%	0%	4	50%
Zoom Zoom Emporium	59%	89	152	136	89	12	73%	13%	52%	78%	67%	96%	0%	30	50%
Brake Dance Motors	50%	135	269	243	90	18	60%	11%	28%	21%	99%	91%	0%	0	49%
The Car-ma Connection	75%	215	287	260	91	35	70%	17%	57%	36%	100%	100%	59%	3	49%

# Old – LTB by Source

**Report Filter**

From Date:

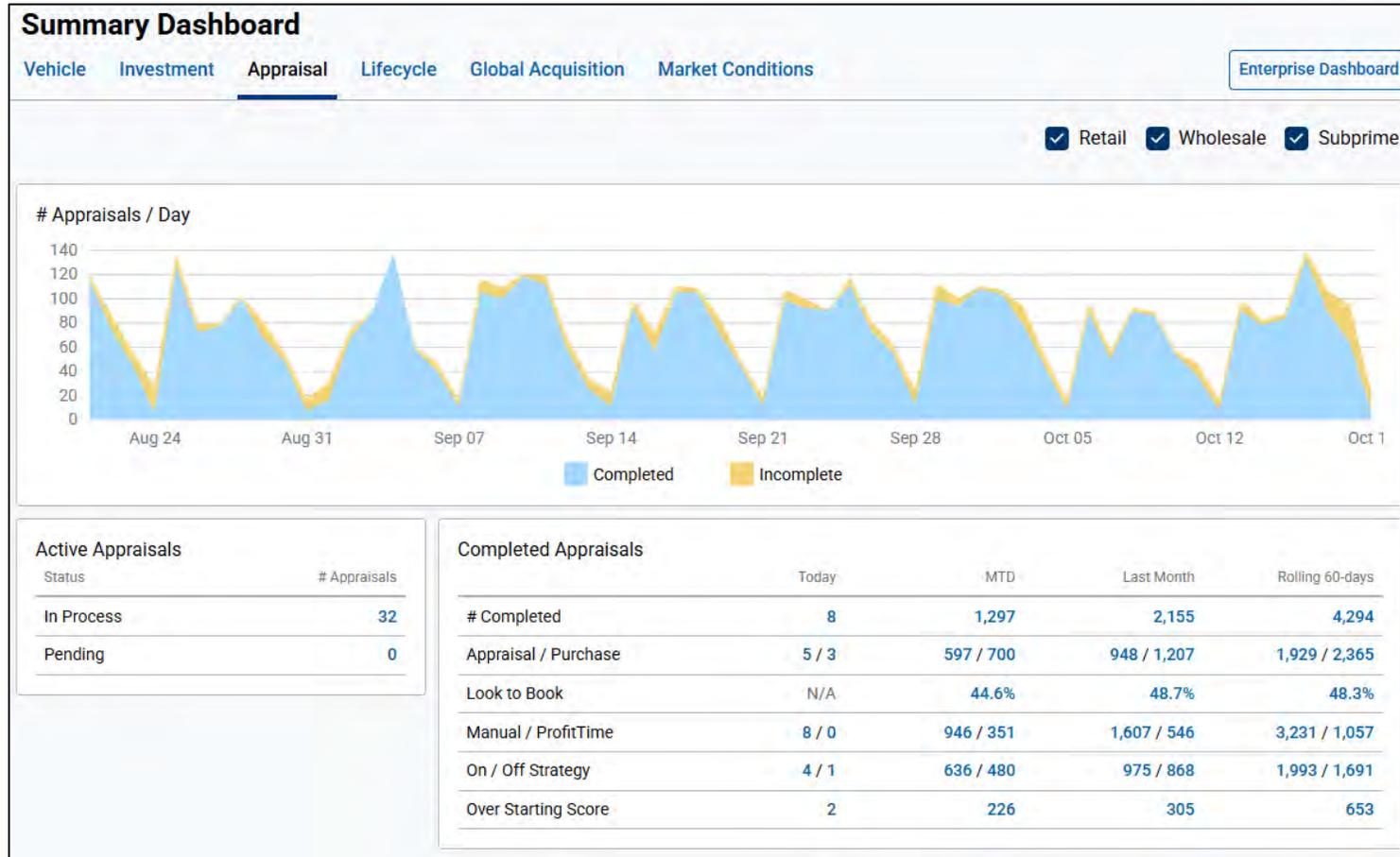
To Date:

**Vehicle Source**

<input type="checkbox"/> Select All	<input checked="" type="checkbox"/> Kbb Instant Cash Offer	<input checked="" type="checkbox"/> SIXT
<input checked="" type="checkbox"/> ACV Auction (ONLINE)	<input checked="" type="checkbox"/> Lease Return	<input checked="" type="checkbox"/> SMART AUCTION (ONLINE)
<input checked="" type="checkbox"/> ADESA (LIVE)	<input checked="" type="checkbox"/> MANHEIM (LIVE)	<input checked="" type="checkbox"/> STOCKWAVE OFFERS (ONLINE)
<input checked="" type="checkbox"/> AMERICA'S AA (LIVE)	<input checked="" type="checkbox"/> Manheim	<input checked="" type="checkbox"/> SUBARU SOLD (ONLINE)
<input checked="" type="checkbox"/> APPRAISAL	<input checked="" type="checkbox"/> Mazda Financial	<input checked="" type="checkbox"/> Service
<input checked="" type="checkbox"/> Appraisal	<input checked="" type="checkbox"/> NMAC (ONLINE)	<input checked="" type="checkbox"/> Service Department
<input checked="" type="checkbox"/> BMW DIRECT	<input checked="" type="checkbox"/> OPENLANE (ONLINE)	<input checked="" type="checkbox"/> Service Lane
<input checked="" type="checkbox"/> BMW DIRECT (ONLINE)	<input checked="" type="checkbox"/> OTHER	<input checked="" type="checkbox"/> Sight UnSeen
<input checked="" type="checkbox"/> BUY CENTER	<input checked="" type="checkbox"/> OVE	<input checked="" type="checkbox"/> Sight Unseen
<input checked="" type="checkbox"/> Backlot Cars	<input checked="" type="checkbox"/> OVE (ONLINE)	<input checked="" type="checkbox"/> Smart Auction
<input checked="" type="checkbox"/> Body Shop	<input checked="" type="checkbox"/> Off Street	<input checked="" type="checkbox"/> TOYOTA DIRECT (ONLINE)
<input checked="" type="checkbox"/> CAR OFFER (ONLINE)	<input checked="" type="checkbox"/> Off Street / By Owner	<input checked="" type="checkbox"/> Trade In
<input checked="" type="checkbox"/> CHRYSLER DIRECT (ONLINE)	<input checked="" type="checkbox"/> Off Street Purchase	<input checked="" type="checkbox"/> Trade-In (New)
<input checked="" type="checkbox"/> COLUMBUS FAIR AA	<input checked="" type="checkbox"/> Openlane	<input checked="" type="checkbox"/> Trade-In (Used)

VSOURCE	APPRAISALCOUNT	LTB	Taken In	AVGPROFITOBJECTIVE	PCTWITHIMAGES	AVG_Adj_CTM
Appraisal	135	49%	66	\$1426	79%	90%
BUY CENTER	5	40%	2	\$1078	100%	88%
GM DEALER (ONLINE)	2	50%	1	\$-681	50%	101%
Lease Return	4	0%	0	\$694	75%	96%
Manheim	1	0%	0	\$-1819	0%	106%
NMAC (ONLINE)	48	23%	11	\$-771	0%	104%
OPENLANE (ONLINE)	10	20%	2	\$-1374	30%	104%
OTHER	1	0%	0	\$200	100%	95%
OVE (ONLINE)	2	50%	1	\$205	0%	103%
RENTAL CAR COMPANY	29	17%	5	\$-348	38%	100%
SERVICE DEPARTMENT	33	21%	7	\$1211	45%	97%
SIGHT UNSEEN	18	50%	9	\$1353	28%	90%
Smart Auction	21	5%	1	\$-1021	14%	101%
Trade-In (New)	13	46%	6	\$1224	85%	91%
Trade-In (Used)	6	83%	5	\$1235	67%	109%
Appraisal	73	66%	48	\$1444	95%	92%
BUY CENTER	4	50%	2	\$970	100%	94%
GM DEALER (ONLINE)	1	0%	0	\$-510	100%	100%
Lease Return	5	80%	4	\$546	80%	98%
OPENLANE (ONLINE)	4	0%	0	\$859	25%	95%
OVE (ONLINE)	1	0%	0	\$-1073	0%	103%
Purchase	12	75%	9	\$509	25%	96%
RENTAL CAR COMPANY	2	100%	2	\$145	100%	98%
SERVICE DEPARTMENT	2	50%	1	\$1495	50%	101%
SIGHT UNSEEN	6	33%	2	\$1168	17%	93%
SMART AUCTION (ONLINE)	12	17%	2	\$-1590	0%	104%
SUBARU SOLD (ONLINE)	46	9%	4	\$-1071	4%	104%
Trade-In (New)	61	70%	43	\$1790	100%	86%
Trade-In (Used)	8	63%	5	\$1612	100%	81%
APPRAISAL	15	20%	3	\$665	73%	86%
Appraisal	1	0%	0	\$2690	100%	82%
BUY CENTER	66	47%	31	\$746	97%	93%
CHRYSLER DIRECT (ONLINE)	181	3%	6	\$-1269	5%	103%
GM DEALER (ONLINE)	191	16%	31	\$-708	35%	101%
Kbb Instant Cash Offer	27	22%	6	\$330	56%	94%
Lease Return	111	20%	22	\$-254	50%	98%
OPENLANE (ONLINE)	75	8%	6	\$-681	21%	101%
OVE (ONLINE)	4	25%	1	\$-704	50%	97%
Off Street	55	22%	12	\$660	84%	90%
RENTAL CAR COMPANY	94	17%	16	\$-488	53%	99%
Service Department	29	24%	7	\$1819	38%	73%
Sight UnSeen	214	11%	24	\$1624	11%	88%
Smart Auction	237	9%	21	\$-565	11%	100%
Trade In	3	33%	1	\$1183	33%	73%
Trade-In (New)	303	42%	126	\$1368	99%	91%
Trade-In (Used)	157	49%	77	\$1572	98%	88%
Appraisal	23	52%	12	\$1987	87%	85%
BUY CENTER	17	24%	4	\$250	65%	94%
GM DEALER (ONLINE)	5	40%	2	\$196	20%	99%
Lease Return	1	100%	1	\$2896	100%	96%

# Appraisal Tab



# Old LTB Analysis

Provisioning | Appraising | Pricing | Merchandising | Wholesaling | Reporting

Look to Book

All Appraisal Types | 08/01/2025 to 10/01/2025 |  Retail  Wholesale

Appraiser Salesperson

Appraisals				Live Market		
Appraisers ↑↓	Appraisals ↑↓	% ↑↓	Taken In ↑↓	LTB ↑↓	PTM ↑↓	CTM ↑↓
Sam Jones	67	48%	39	58.2%	79%	66%
Connor Smith	49	35%	30	61.2%	76%	67%
Adam Richards	16	11%	8	50%	77%	65%
Patrick Dunn	7	5%	1	14.3%	99%	99%
Bruce Wayne	1	1%	0	0%	107%	103%
<b>Total</b>	<b>140</b>	<b>100%</b>	<b>78</b>	<b>55.7%</b>	<b>80%</b>	<b>68%</b>

# Channels & Sources – Merge & Create

Provisioning Appraising Pricing Merchandising Wholesaling Reporting

**Settings**

- 3rd Party Links
- Inventory Descriptions
- Inventory Tags
- Need Attention
- Price Buckets
- Vehicle Sources

**Provisioning**

### Vehicle Sources

Customize the vehicle sources available for appraisals. Manage them here to keep reporting and appraisal data clean and consistent.

Search sources

<input type="checkbox"/>	Source Name	Channel	Created By	# of Dealers	ACTIONS
--------------------------	-------------	---------	------------	--------------	---------

<input checked="" type="checkbox"/>	OVE	Auction	1		
<input checked="" type="checkbox"/>	OVE (ONLINE)	Auction	1		
<input checked="" type="checkbox"/>	OVE (ONLINE)	Auction	1		
<input checked="" type="checkbox"/>	OVE (ONLINE)	Auction	1		
<input checked="" type="checkbox"/>	OVE (ONLINE)	Auction	1		
<input checked="" type="checkbox"/>	OVE (ONLINE)	Auction	1		
<input checked="" type="checkbox"/>	OVE (ONLINE)	Auction	1		

### Merge Vehicle Sources

Are you sure you want to merge the following vehicle sources? The system will update existing appraisals and reports to use the new source name. If many appraisals are linked to these sources, the update process may take longer than a few seconds to complete. This action cannot be undone.

Choose the merged vehicle source name

OVE

OVE (ONLINE)

Other (please specify)

Channel

Select a Channel

- Select a Channel
- Auction
- Group Trade
- KBB ICO
- Lease Return
- Service Drive
- Sight Unseen
- Street Purchase
- Trade In
- Wholesaler
- Unknown/Other

# NEW – LTB Source

Look to Book

HQ Appraisals | All Appraisal Types

HQ Appraiser   Appraiser   Salesperson   ICO   **Vehicle Source**

Source												Channel
Appraisals					Live Market		ProfitTime					
Sources ↑	Appraisals ↓	% ↓	Taken In ↓	LTB ↓	PTM ↓	CTM ↓	Score ↓	On Starting ↓	Starting Distance ↓	Off Strategy ↓	Toggle On ↓	
(Not specified)	6	0%	2	33.3%	103%	95%	7	17%	1.333	—	17%	
2. Trade-In ...	292	20%	165	56.5%	102%	87%	6	10%	1.458	1%	2%	
2. Trade-In ...	274	19%	161	58.8%	99%	84%	6	9%	1.628	1%	12%	
2. Trade-In ...	117	8%	39	33.3%	102%	86%	5	3%	0.76	7%	2%	
2. Trade-In ...	72	5%	51	70.8%	101%	91%	5	14%	-0.444	4%	28%	
2. Trade-In ...	68	5%	39	57.4%	100%	88%	5	22%	-0.474	9%	37%	
2. Trade-In ...	27	2%	13	48.1%	100%	90%	5	7%	-0.56	4%	4%	
2. Trade-In ...	20	1%	10	50%	99%	86%	6	40%	0	—	15%	
3. LTI Trade-In	12	1%	5	41.7%	100%	94%	5	50%	-0.455	—	50%	
3. LTI Trade-In	10	1%	5	50%	100%	92%	6	20%	1.2	—	—	
3. LTI Trade-In	4	0%	1	25%	100%	89%	7	—	2.5	—	50%	
3. LTI Trade-In	3	0%	2	66.7%	99%	89%	4	—	-1.5	—	—	
3. LTI Trade-In	1	0%	1	100%	102%	91%	7	—	1	—	100%	
4. Sight Uns...	160	11%	36	22.5%	98%	85%	6	11%	1.983	—	12%	
4. Sight Uns...	92	6%	21	22.8%	101%	90%	6	13%	1.694	—	3%	
4. Sight Uns...	64	4%	13	20.3%	101%	90%	5	30%	-0.8	5%	48%	

# NEW – LTB Channel

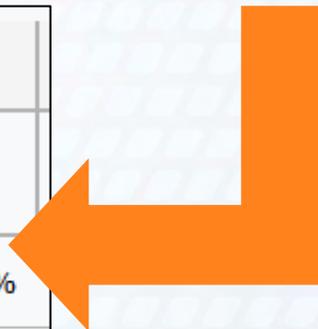
Look to Book [Export](#)

HQ Appraisals | 
 All Appraisal Types | 
 08/01/2025 to 10/01/2025 | 
  Retail  Wholesale  Subprime

[HQ Appraiser](#) | 
 [Appraiser](#) | 
 [Salesperson](#) | 
 [ICO](#) | 
 [Vehicle Source](#)

Source | Channel

Channels ↑↓	Appraisals				Live Market	
	Appraisals ↑↓	% ↑↓	Taken In ↑↓	LTB ↑↓	PTM ↑↓	CTM ↑↓
Trade In	900	61%	492	54.7%	101%	87%
Sight Unseen	440	30%	119	27%	100%	88%
Service Drive	122	8%	32	26.2%	99%	89%
(Not specified)	6	0%	2	33.3%	103%	95%
<b>Total</b>	<b>1468</b>	<b>100%</b>	<b>645</b>	<b>43.9%</b>	<b>100%</b>	<b>87%</b>



# Bulletproof

## Dial In Appraisal Process / Quality / Quantity

- **Measure Accurately**
  - Source, Appraiser, Salesperson, Customer
- **Completeness**
  - Photos, Accurate Recon, OBDII Scan, Notes

## Identify and Pursue Critical (Core) Inventory

- **Transactional Historical Data**
  - Lean into successes – Identify vehicles you cannot live without
  - Identify areas you need to improve or need to become active in

## Acquire From Individuals, If You Can. Auction If You Must.

- **Track Appraisal Volume**
  - Retail, wholesale
  - Salesperson
  - Source
- **Use New Vehicles to Drive Acquisitions**
  - Service drive
  - Owner base
  - Avoid happenstance inventory

# Consumers Expect the Dealer to Explain the Trade-in Process

68%

say it is highly important to know exactly **how and why the dealership got to the offer amount**

More important to those who are...

- younger consumers
- disposing newer vehicles with lower mileage
- disposing luxury vehicles

Builds Transparency & Trust

Informed Decision-Making & Negotiation Aid

Fairness & Accuracy

Increases Confidence & Satisfaction

# Consumers Expect the Dealer to Explain the Trade-in Process

*“Knowing exactly how and why the dealership arrived at the vehicle offer amount is crucial because it ensures transparency and helps me feel confident that the offer is fair and based on accurate market data.”*

# Detailed Recon

Vehicle Condition

You have a VinTel Report ready. [View Report](#) Last generated on 11/2/2025 12:27:58 PM

Photos + Add Delete



6 of 13

ALL 13 MISC 13

Notes

NEEDS CATALYTIC CONVERTERS  
BAD BATTERY  
ACCIDENT ON CARFAX

Exit Strategies

Retail \$1,100

Reconditioning \$ 4,564

Certification

Pack

Other

Appraised Value \$ 7,960 Profit \$ 1,100

Price Rank  6 of 8 Adj % of Market 100 %

vRank  5 of 8 Asking Price \$ 13,624

Market Days Supply: 57  
Like Mine:  
Adj % Cost to Market 91

Wholesale \$990  
 Subprime \$1,745

Reports  Links

[Consumer Offer Report](#)

Cancel [Actions](#)

Exit Strategies

Retail \$1,100

Reconditioning \$ 4,564

Certification

Pack

Other

# OBD II – Itemized Mechanical Recon from Scan



<p style="text-align: center;"><b>Vehicle Details</b></p> <p style="text-align: center;"><b>2019 HYUNDAI TUCSON</b>  <span style="border: 1px solid black; padding: 2px;">KM8J3CA40KU842665</span> </p> <p style="text-align: center;"><b>4 DOOR SPORT UTILITY VEHICLE</b></p> <p>Fuel 30.2%              Battery 14.1 Volts</p> <p style="text-align: center;"><b>System Scan Summary</b></p> <p><b>Standard SAE Scan</b></p> <ul style="list-style-type: none"> <li> Generic Emission Diagnostics</li> </ul> <p><b>Advanced OEM Scan</b></p> <ul style="list-style-type: none"> <li> Engine Control Module (ECM)</li> <li> Transmission Control Module (TCM)</li> <li> Antilock Brake System (ABS)</li> <li> Supplemental Restraint and Airbags (SRS)</li> <li> Body Control Module (BCM)</li> <li> Occupancy Detection Sensor (ODS)</li> <li> Tire Pressure Monitoring System (TPMS)</li> </ul> <p> Indicates Successful System Scan</p> <p style="text-align: center;"><b>DSR Report Details</b></p> <p>Report Date: 11/02/2025              Report Time: 01:27 PM EST              Report ID: PR-0004750049              Module ID: B-11852              Versions: 01.05/03.03</p>	<table style="width: 100%; text-align: center;"> <tr> <td>Status</td> <td>Check Engine Light</td> <td>Other Dash Lights</td> <td>Trouble Codes</td> <td>Codes Reset</td> <td>Emissions</td> <td>Arbitration</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Exception</td> <td>Off</td> <td>Off</td> <td>Active: 2</td> <td>Reset</td> <td>Fail</td> <td>Risks: 1</td> </tr> </table> <p><b>Exception Summary</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>No.</th> <th>Explanation</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Diagnostics indicate possible weak battery/charging system which may be causing significant electrical faults. Address charging system issues and rescan the vehicle to see if faults clear.</td> </tr> <tr> <td>2.</td> <td>There are two Current trouble codes reported.</td> </tr> <tr> <td>3.</td> <td>There are two issues identified totaling \$2,163 (based on a labor rate of \$184.00 per hour).</td> </tr> <tr> <td>4.</td> <td>There are two systems affected by trouble codes: BATTERY, CATALYST</td> </tr> <tr> <td>5.</td> <td>The vehicle indicates a manual reset of emissions related issues by either a scan tool or battery disconnect.</td> </tr> <tr> <td>6.</td> <td>There are two failed emissions monitor tests which may prevent emissions certification.</td> </tr> <tr> <td>7.</td> <td>There is one issue that may present arbitration risk as defined in the 2024 NAAA guidelines.</td> </tr> </tbody> </table> <p><b>Diagnostic Issue &amp; Deduction Guidance Summary: Total: 2</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Issue</th> <th>Suggested Repair</th> <th>Part(s)</th> <th>Labor Cost</th> <th>Arb Risk</th> </tr> </thead> <tbody> <tr> <td>Catalytic converter driver side fault. Check aftermarket parts, O2 sensors, replace catalytic converter</td> <td>Driver side catalytic converter</td> <td>\$1452</td> <td>\$258</td> <td></td> </tr> <tr> <td>Check battery voltage and charging system. For vehicles with 2 batteries, check Battery A first.</td> <td>Battery</td> <td>\$325</td> <td>\$129</td> <td></td> </tr> </tbody> </table> <p><b>Manual Reset &amp; Emissions Trouble Code Set Analysis</b></p> <p>The vehicle indicates a manual reset of emissions related issues by either a scan tool or battery disconnect. Reset occurred 0 warmup cycles and 51 mi ago.</p> <p>Cleared emission related issues have not returned since manual reset.</p>	Status	Check Engine Light	Other Dash Lights	Trouble Codes	Codes Reset	Emissions	Arbitration								Exception	Off	Off	Active: 2	Reset	Fail	Risks: 1	No.	Explanation	1.	Diagnostics indicate possible weak battery/charging system which may be causing significant electrical faults. Address charging system issues and rescan the vehicle to see if faults clear.	2.	There are two Current trouble codes reported.	3.	There are two issues identified totaling \$2,163 (based on a labor rate of \$184.00 per hour).	4.	There are two systems affected by trouble codes: BATTERY, CATALYST	5.	The vehicle indicates a manual reset of emissions related issues by either a scan tool or battery disconnect.	6.	There are two failed emissions monitor tests which may prevent emissions certification.	7.	There is one issue that may present arbitration risk as defined in the 2024 NAAA guidelines.	Issue	Suggested Repair	Part(s)	Labor Cost	Arb Risk	Catalytic converter driver side fault. Check aftermarket parts, O2 sensors, replace catalytic converter	Driver side catalytic converter	\$1452	\$258		Check battery voltage and charging system. For vehicles with 2 batteries, check Battery A first.	Battery	\$325	\$129	
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# Next Level Itemized Recon

Retail \$1,100

Reconditioning \$ 4,564

Pack

Other

Appraised Value \$ 7,960

Profit \$ 1,100

Price Rank 6 of 8

Adj % of Market 100 %

vRank 5 of 8

Asking Price \$ 13,624

Market Days Supply: 57

Like Mine: Adj % Cost to Market 91

Wholesale \$990

Subprime \$1,745

Reports Links CARFAX

Consumer Offer Report

You may select a maximum of 10 items.

+ Add New Item Export PDF

Items	Suggested	Est. Cost
<input checked="" type="checkbox"/> 4 Car Tires	—	\$800
<input type="checkbox"/> 4 Truck Tires	—	\$1,000
<input type="checkbox"/> Bad Carfax Devaluation	—	\$1,500
<input checked="" type="checkbox"/> Brakes All Around	—	\$500
<input type="checkbox"/> Engine Light On	—	\$1,500
<input checked="" type="checkbox"/> Front Line Ready	—	\$600
<input type="checkbox"/> Brakes 1 Axle	—	\$250
<input type="checkbox"/> Interior Repair	—	\$250
<input checked="" type="checkbox"/> Minor Accident Carfax	—	\$500
<input type="checkbox"/> Minor Body Work	—	\$0
<input type="checkbox"/> Used Car Inspection and Detail	—	\$0
<input type="checkbox"/> Wheel Repair	—	\$0
<input type="checkbox"/> Windshield	—	\$0
OBD II - VinTel Items below include labor cost		
<input checked="" type="checkbox"/> Catalytic converter driver side fault. Check aftermarket parts, O2 sensors, replace catalytic converter (P0420)	\$1710	\$1,710
<input checked="" type="checkbox"/> Check battery voltage and charging system. For vehicles with 2 batteries, check Battery A first. (B1102,B1112)	\$454	\$454
<b>Total</b>		<b>\$4,564</b>

Cancel Save

# Next Level Itemized Recon - PDF

## Reconditioning Items

KM8J3CA40KU842665 - 2019 Hyundai Tucson Value

---

### Default

- \$800 - 4 Car Tires
- \$500 - Brakes All Around
- \$600 - Front Line Ready
- \$500 - Minor Accident Carfax

### OBDii

- \$1,710 Catalytic converter driver side fault. Check aftermarket parts, O2 sensors, replace catalytic converter (P0420)
- \$454 - Check battery voltage and charging system. For vehicles with 2 batteries, check Battery A first. (B1102,B1112)

**Total - \$4,564**

# Consumer Offer / Print-Out

### Consumer Offer Report

Report Type: Dealer Offer

Offer Amount\*: \$ 8,536 | Expires On: MM/DD/YYYY | Or in XX Miles: e.g., 500

History Report: Carfax

Diagnostic Report  With \$  
 Condition Summary  With \$

Display Price Guide Value: J.D. Power

KBB Vehicle Insights

Mileage  Color  Equipment  Supply and Demand

Comments: This voucher good towards a vehicle purchase - NO CASH VALUE, NON TRANSFERABLE, VOID WHERE PROHIBITED

599 characters remaining

### 2019 Hyundai Tucson Value

VIN# KM8J3CA40KUB42665  
Offer Date: Nov 03 2025

Dealer Offer: **\$8,536**

Mileage: 70,929 | Engine: 4-Cyl, 2.0 Liter | Transmission: Automatic, 6-Spd w/Shiftmatic | Drivetrain: AWD

#### Vehicle History Report

Multiple Owners: 3 | Accidents Found: 1 | Clean Title: Yes | No Outrigger Issues: Yes

#### Diagnostic Report

Total: \$2,164

VINTEL Exception	No Lamps Lit	Active DTC: 2	Record DTC Read	Failed Emissions Tests: 2
------------------	--------------	---------------	-----------------	---------------------------

Item(s) Found:

- Catalytic converter driver side fault. Check aftermarket part... \$1,710
- Check battery voltage and charging system. For vehicles wit... \$454

#### Condition Summary

Total: \$2,400

4 Car Tires	\$800
Front Line Ready	\$600
Brakes All Around	\$500
Minor Accident Carfax	\$500

#### Kelley Blue Book® Vehicle Insights

Mileage: MILEAGE GOOD  
Color: COLOR GOOD  
Equipment: EQUIPMENT VERY GOOD  
Supply and Demand: SUPPLY

#### Price Guide

J.D. Power: \$13,100

#### Comments

This voucher good towards a vehicle purchase - NO CASH VALUE, NON TRANSFERABLE, VOID WHERE PROHIBITED

# UVeye Integration – Coming Soon!

UVeye

Inspections

Lane Watch NEW

Dashboards

66ELZD  
12 minutes ago  
+ Add tags

Service Reconditioning Summary Exterior 17 Tires 1 Undercarriage Merchandise

Your quote is almost ready! Customize it to your needs and finalize your quote to share.

Quote Preview

Brickell Motors Auto Group (Murgado)  
Appraisal Quote

Your Vehicle

Model: 2024 JEEP Wagoneer  
Inspected at: 5:14 PM Sep 24, 2024  
VIN: 1C4S1BP7R5109908  
Plate no: 66ELZD

Quote Summary Valid until: 10/24/2025

Appraised Value	-
Total Reconditioning Cost	-\$1,372.00
Offer Value	-

Sales Representative

bethany.johnson  
bethany.johnson@coxautoinc.com  
(404) 579-9642

Contact Information

Full Name: bethany.johnson  
Role: Sales Manager  
Email Address: bethany.johnson@coxautoinc.com

UVeye Academy  
Keyboard Shortcuts  
Contact CSM  
Customer Support

← Edit quote

Total Reconditioning Cost: \$1372.50

Create Quote

 Appraise with vAuto

# vAuto Exclusive UVeye Integration

## Vehicle Report



**Vehicle Information**

VIN	3NTABTAPGGV****	Body type	SUV	No. of categories	4
Year	2018	Color (ext/int)	White / White	Transmission	Automatic
Make	VOLVO	Odometer	43960	Drive type	All-wheel
Model	XC90	Door count	4	Fuel type	Gasoline
Series	INSCRIPTION	Engine displacement	2.0L		

**Features**

<ul style="list-style-type: none"> <li>Turbo</li> <li>Parking Assist Front</li> <li>AM/FM</li> <li>Third Seat</li> <li>All Bags</li> <li>CrUIse</li> <li>Trunk Door Release</li> <li>Key: Smart (2)</li> </ul>	<ul style="list-style-type: none"> <li>Super Charger</li> <li>Rear Vent Style Bench</li> <li>Parking Assist Rear</li> <li>Satellite Radio</li> <li>Rear Heat</li> <li>Power Windows</li> <li>Rear Defogger</li> <li>Memory Seats</li> </ul>	<ul style="list-style-type: none"> <li>Roof Rail/Rack</li> <li>Third Seat Style Quad</li> <li>Rear Wiper</li> <li>USB Port</li> <li>Rear A/C</li> <li>Air Conditioning</li> <li>Power Locks</li> <li>ABS</li> </ul>	<ul style="list-style-type: none"> <li>Trunk Release</li> <li>Glass Roof</li> <li>Upfitter's Package: Leather</li> <li>CD or Multidisc</li> <li>Navigation</li> <li>Front Ineat</li> <li>Power Seats</li> <li>Power Mirror</li> </ul>	<ul style="list-style-type: none"> <li>Heated Seats</li> <li>Discovered Case</li> </ul>
--	---	---	---	---

**Tires**

 <p>Make: <b>Pirelli</b> Model: <b>3118</b>            Size: 275/35/22 104W            Tire age: <span style="color: green;">✔</span>            Air Pressure: <span style="color: green;">✔</span>            Surface Damage: <span style="color: green;">✔</span>            Tread Depth: <span style="color: green;">✔</span></p>	 <p>Make: <b>Pirelli</b> Model: <b>3118</b>            Size: 275/35/22 104W            Tire age: <span style="color: green;">✔</span>            Air Pressure: <span style="color: green;">✔</span>            Surface Damage: <span style="color: green;">✔</span>            Tread Depth: <span style="color: green;">✔</span></p>	 <p>Make: <b>Pirelli</b> Model: <b>3118</b>            Size: 275/35/22 104W            Tire age: <span style="color: green;">✔</span>            Air Pressure: <span style="color: green;">✔</span>            Surface Damage: <span style="color: green;">✔</span>            Tread Depth: <span style="color: green;">✔</span></p>	 <p>Make: <b>Pirelli</b> Model: <b>3118</b>            Size: 275/35/22 104W            Tire age: <span style="color: green;">✔</span>            Air Pressure: <span style="color: green;">✔</span>            Surface Damage: <span style="color: green;">✔</span>            Tread Depth: <span style="color: green;">✔</span></p>
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## Inspection Report Cont.

### Vehicle Condition

**Undercarriage**

- Leakages (fuel system, radiator, coolant, power steering) ✔
- Undercarriage rust & corrosion (perforation) ✔
- Engine components condition (no visible damage), broken exhaust ✔
- Spare tire ✔
- Exhaust system (no visible damage missing components) ✘
- Shock shield (no damage present) ✔
- Catalytic converter intact ✔
- Engine oil leaks ✔

**Body**

- Sunroof glass condition (if equipped) ✔
- Windshield condition ✔
- Wipers condition ✔
- Grille condition (trim, emblems) ✔
- Hood condition ✔
- Driver's side (front / rear) ✔
- Passenger side (front / rear) ✔
- Dents or scratches ✘

**Damage Detail**



**1. Marginal Tread Wear**



**2. Tire Cut**



**3. Damage**



**4. Paint Scratches**

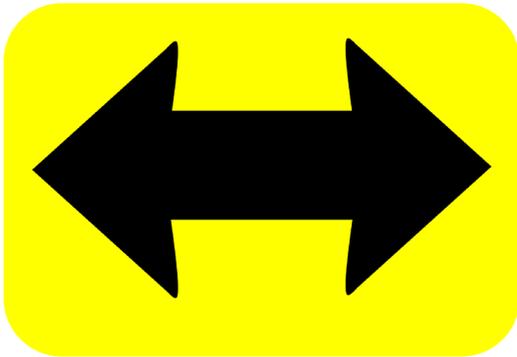
**Tires**

- Tire tread depth (at least 5/32") ⚠
- Correct tire pressure - stability ✔
- Tire condition (no dents/scratches/cuts/broken belt etc.) ✘
- Uneven wear and sidewall cracking ✔
- Rim damage ✔
- Wheel lugnuts (all present) ✔
- Tire age, not older than 5 years (OEM recommendation) ✔





# vAuto Exclusive UVeye Integration



## Workflow & Integration Challenges

Platform Switching



## Reconditioning & Appraisal Issues

Recon Visibility and Editing



## Photo Management & Merchandising

Photo Transfer Improvements



## Usability & UI Enhancements

Ease of Use

# Common Problems

### Appraisal

**Vehicle Information**

VIN \* JF1VA1E67H9809353

Odometer \* 58,955 mi.

Year \* 2017

Make \* Subaru

Model \* WRX

Series \* Premium

**Salesperson/Appraiser Information**

Salesperson

Appraiser Rani, Neeraj

Purchase

**Customer Information**

First Name

Last Name

Home Phone

Mobile Phone

Email

Address

Postal Code

Use for appraisal calculations

**Vehicle Additional**

Source \*

-  Factory Equipment
-  **Common Problems**
-  Market Report

### Common Problems

#### 2017 Subaru WRX Premium

VIN: JF1VA1E67H9809353 Odometer: 58,955 miles

**Turbocharger Oil Feed Line Failure**

**Problem**

Subaru WRX models from this generation are known to have issues with turbocharger oil feed lines cracking or leaking, which can lead to oil starvation and potential turbocharger damage.

**Recommendation**

Inspect the turbocharger oil feed lines for any signs of oil seepage, cracking, or damage. Look for oil residue or staining around the turbocharger and oil feed line connections.

**Transmission Synchro Wear**

**Problem**

Manual transmission models of the WRX can experience premature synchro wear, particularly in 2nd and 3rd gears, causing difficult or grinding shifts.

**Recommendation**

During test drive, carefully cycle through all gears, paying close attention to 2nd and 3rd gear shifts. Listen for any grinding noises or feel for resistance when shifting that might indicate synchro wear.

**Head Gasket Potential**

**Problem**

Subaru boxer engines from this era have a history of potential head gasket seepage or failure, especially on turbocharged models.

**Recommendation**

Check for any signs of coolant contamination or oil mixing. Look for white residue around the head gasket area, check coolant reservoir for any oil contamination, and perform a compression test if possible.

DISCLAIMER: This information is provided for general reference only. Some potential issues may not be included, and new or unique problems may not be reflected. It is the responsibility of the appraiser to thoroughly inspect and verify the actual condition of the vehicle. No warranty or guarantee is made regarding the completeness or accuracy of this information. Always consult with a qualified mechanic for a proper vehicle inspection.

# Where is Market Report?

**Appraisal** New Appraisal Submit feedback

**Vehicle Information**

VIN\* 2C3CDXBG6PH559454 Go

Odometer\* 58,800 mi.

Year\* 2023 ⚙️

Make\* Dodge

Model\* Charger

Series SXT

Body Type Sedan

Engine 3.6L 6-Cylinder

Transmission Automatic

Color Gray

[Factory Equipment](#)

[Market Report](#)

**Salesperson/Appraiser Information**

Salesperson

Appraiser

Not A Trade

**Customer Information**

Home Phone

Email

Address

Postal Code

Use for appraisal calculations

**Summary** Tags

rBook	\$21,905
MMR	\$17,150
J.D. Power	\$19,550
Auction	\$23,254
KBB	\$16,045
KBB.com	\$20,673

**ProfitTime**

Grade: C | Action: +3

**Categories**

Retail \$2,000

Reconditioning \$ 2,500

Certification

Transportation

Auction

# vAuto Market Report

**Market Report** Print

VIN  
58ADZ1B16MU092673

Record Type: **Repair Order** Location: [Redacted]  
Date: 8/11/2025 Odometer: 19,849 miles  
Description: Car serviced. Labor sale \$140, Parts Sales \$78.

Record Type: **Repair Order** Location: [Redacted]  
Date: 7/31/2024 Odometer: 16,209 miles  
Description: Car serviced. Labor sale \$0, Parts Sales \$0.  
Details: Magic Touch Inv#

Record Type: **Market** Location: [Redacted]  
Date: 6/12/2024 Odometer: 16,209 miles  
Description: Listed for sale as a Used car for 15 days with a final listing price of \$35,880.

Record Type: **Repair Order** Location: [Redacted]  
Date: 7/31/2024 Odometer: 16,209 miles  
Description: Car serviced. Labor sale \$0, Parts Sales \$0.  
Details: Magic Touch Inv#

# Vehicle DNA – Declined Services

## 2020 Honda Accord

VIN

1HGCV1F39LA156740

Odometer

54,583 miles

Record Type

Market

Location

Danvers, MA (01923)

Date

10/27/2020 - 2/24/2021

Odometer

5 miles

Description

Listed for sale as a New car for 119 days with a final listing price of \$21,136

Repair Order

Location



[Redacted]

Date

5/17/2024

Odometer

38,421 miles

Description

Car serviced \$1,136

Details

Description

Car serviced \$1,136

Details

Status	Details	Category	Description
✓	i	Tire - Mount & Balance	Mount And Balance 1 Tire
✓	i	Tire - Mount & Balance	Mount And Balance 3 Tires
✓	i	Wheel - Alignment	Perform Computerized 4 Wheel Alignment
✓	i		Multi Point Inspection
✗			Replace The Cabin Air Filter
✗			Replace The Engine Air Filter
✗			Resurface The Rear Brake Rotor Replace The Rear Brake Pads
✗			Perform Complete Brake Fluid F

Description

Car serviced \$558

Details

Status	Details	Category	Description	Price
✓	i		Safety Recall Campaign: Replace Seat Weight Sensor Manual Se	\$187
✓	i	Other - Unspecified	Mount And Balance 1 Tire	\$238
✓	i		Dent Tech Removed Dent.	\$0
✓	i		Multi-Point Vehicle Inspection	\$0
✗			Resurface The Front Rotors And Replace The Front Brake Pads Pads Are At 4Mm Measurement **** The Pads Are 90% Worn Out *****	\$415
✗			Resurface The Rear Brake Rotors And Replace The Rear Brake Pads ***** The Pads Are 95% Worn Out *****	\$415
✗			Perform Complete Coolant System Flush Due Every 5 Years Or 50,000 Miles. // Due By Age Of The Car	\$175
✗			Transmission Fluid Replacement For Vehicles That Require Hcf-2 Fluid Due Every 30,000 Miles Or 3 Years	\$180

# Vehicle DNA Example

- Customer Trade/Two Months after it was purchased:

Record Type	Location
Auction Listing	N/A
Date	Odometer
April 2025	56,560 miles
Description	
Listed at auction with condition grade of <b>0</b> .	
Record Type	Location
Auction Listing	Utah/Georgia
Date	Odometer
May 2025	56,560 miles
Description	
Listed at auction with condition grade between <b>0</b> and <b>4.6</b> .	
Record Type	Location
Market	Sandy, UT (84070)
Date	Odometer
5/15/2025 - 5/25/2025	56,602 miles
Description	
Listed for sale as a Used car for <b>10 days</b> with a final listing price of <b>\$23,980</b> .	

Repair Order	Location
	<b>Sister Store Recon</b>
Date	Odometer
8/28/2025	57,060 miles
Description	
Car serviced <b>\$1,250</b>	

# More Transparency = More Satisfaction & Confidence!

**56%** were provided **details of the reasons** behind the offer amount

**64%** were **satisfied with the details**

**Among those who were given reasoning behind the offer...**

**Among those who were NOT given reasoning behind the offer...**

76%	Satisfied with the information provided on how dealer got to the offer amount	50%
<b>+55%</b> 72%	More confident in the offer amount	<b>17%</b>
69%	Satisfied with the final offer amount	60%
83%	Satisfied with the disposal process overall	70%

# What Do I Need For High Capture Rate?



Accurate  
Reconditioning



Identified & Targeted  
Inventory Needs



OBDII Scan



3rd Party Verification



Pictures



Appraisal Review  
Meetings

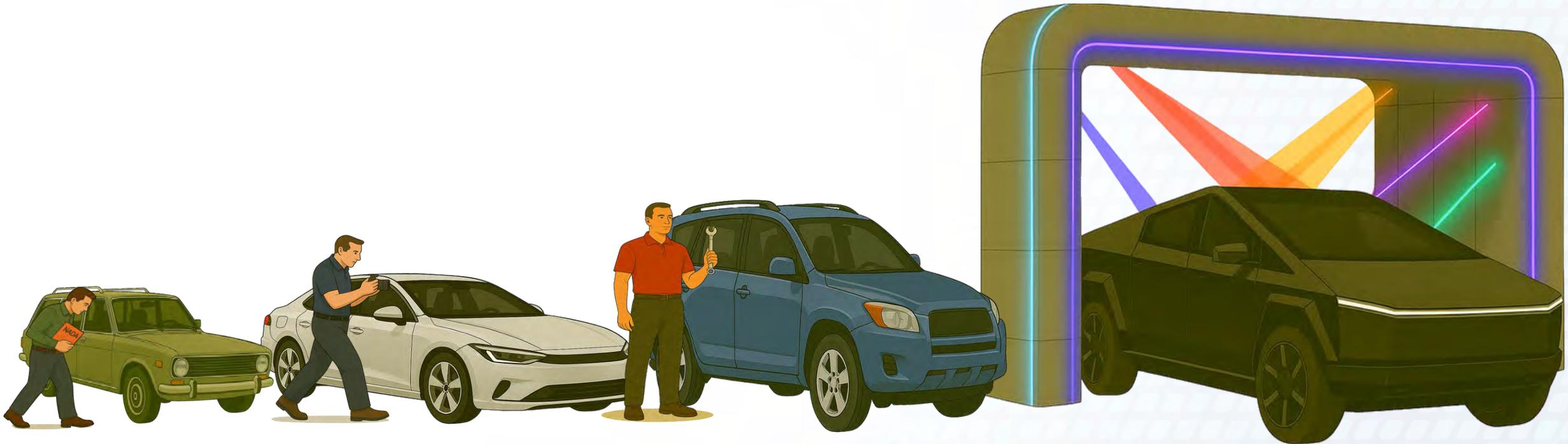


Strategy per Channel



HQ Appraiser(s)

# Yesterday | Today | Tomorrow: Are You Continuing To Evolve With The Market?



# Thank You!