

Ten Predictions for 2022

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#1: Vehicle Demand Will Remain Robust

-5



#6: Lease Demand Will Improve in 2022

+1



#2: Used-Vehicle Values Will Depreciate Again, After the Spring

✓



#7: Robust Service Revenue Opportunity Will Continue

-5



#3: Tight Vehicle Supply Will Gradually Improve

✓



#8: Dealership Consolidation Will Continue

✓



#4: EV Growth Will Outpace Industry

✓



#9: Consumer Shift To Online Becomes Dominant

✓



#5: Auto Loan Rates Will Rise

✓



#10: Direct Sales Model Will Force Dealers To Adapt