

Hunter Highlights

Hunter Inspection Lane Technology Drives Customer Pay Service at Auto Dealerships



As new technology and better equipment designs improve automotive service capability, more dealerships are adding Hunter's computerized vehicle inspection lane equipment to increase service revenue and generate "customer pay" profits. In a three-minute drive-through inspection, Hunter equipment identifies needed alignment, brake or suspension service and provides printed results for the vehicle owner. Without lifting

or removing the wheels, a vehicle's actual braking performance, suspension adhesion and damping, and wheel sideslip (an indicator of misalignment or damaged parts) are measured. Inside this issue are examples of dealerships throughout the country successfully using Hunter's computerized vehicle inspection lane technology to identify needed service and earn more profits.

Michigan GM Dealer's Inspection Lane Drives One Hundred Percent Increase in Alignment Sales



All vehicles arriving at Young Chevrolet–Oldsmobile–Cadillac travel over SS100 sideslip plates. A printout is provided immediately by the system console.



In Owosso, Michigan, Young Chevrolet–Oldsmobile–Cadillac owner Tony Young has designed his drive-through write-up lanes to quickly identify undercar service opportunities. All vehicles entering the facility drive over Hunter SS100 sideslip plates. As the results are printed, the customer joins a service writer to discuss service needs and options. Operational since early 2004, the sideslip tester has doubled the volume in Young's Hunter-equipped alignment bays.



Young Chevrolet–Oldsmobile–Cadillac owner Tony Young and lead service writer Joe “J.T.” Thibault examine printed sideslip meter test results that may indicate vehicle misalignment or damaged or worn parts.



Young's service department uses a Hunter GSP9700 Road Force Measurement® system like the unit shown above. After performing a computerized road test, the GSP9700 calculates the rim and tire's contribution to excessive radial vibration and shows the technician step-by-step repair instructions.

Freeman Auto Group Makes Hunter Inspection Lane Standard Equipment Package for Dealerships

After installing a Hunter computerized vehicle inspection lane, undercar repair authorizations at Freeman Auto Group's Irving, Texas GM dealership increased by 67%. Since then the Texas-based dealership network has decided to make the Hunter inspection lane a standard equipment package for all of its new locations.

Freeman's dealership in Irving handles more than 100 cars per day. About a third of the vehicles tested require wheel alignment, brake service or suspension work. Freeman service advisors, using a printout of the results as verification, achieve more than 70% customer authorization for needed repairs!

At its new Grapevine, Texas dealership, customers' vehicles are driven over B400 brake plates, an SS100 sideslip meter and SA400 suspension analyzer when entering the drive-through write-up lane. Customers can watch the automated vehicle inspection process and then immediately discuss results with service staff.



Freeman Auto Group uses a variety of configurations to integrate Hunter inspection lane equipment into its existing service facilities including this dedicated inspection bay at Freeman Toyota in Hurst, Texas.



Freeman Toyota service writers use Hunter printouts to review test results with the vehicle owner and quickly obtain repair authorizations.



Alignment repairs are completed in this Hunter-equipped bay adjacent to the inspection lane.

Michigan Dodge–Chrysler–Jeep Dealer Configures Inspection Lane to Maximize Selling Potential

The owner of Adrian Dodge–Chrysler–Jeep, in Adrian, Michigan installed his new Hunter B400 brake tester and SS100 sideslip meter with the computer console at the write-up counter. Customers can see their test results displayed on the console's 19-inch color monitor and receive a color printout as the vehicle is tested. A remote CRT in the garage lets technicians monitor results as they test vehicles.



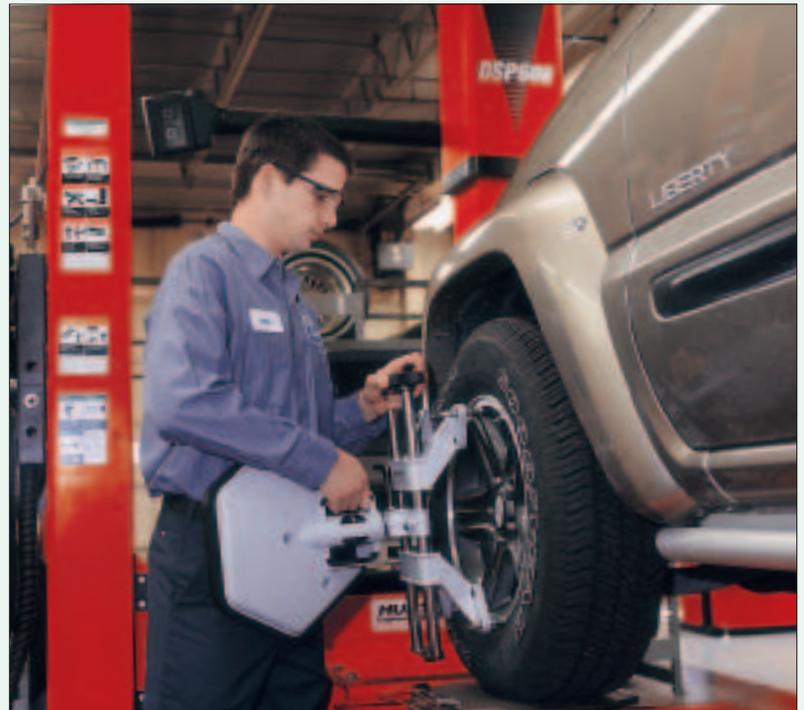
Locating the inspection lane console at the write-up counter gives service writers and customers immediate access to test information. To the right of the console is the dealership's DaimlerChrysler on-line service information system.



A remote monitor in the inspection lane mirrors the console screen at the service write-up counter.

The dealership's equipment list includes the newest Hunter digital imaging alignment technology like that shown below.

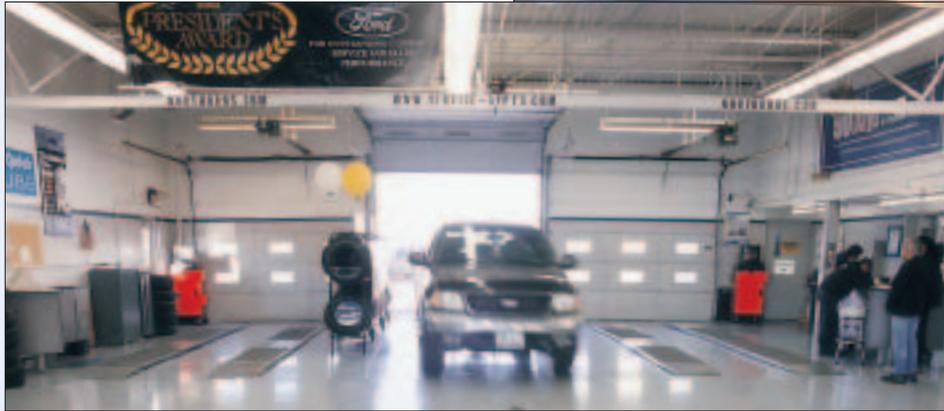
Alignment service is provided by a Hunter R811-17 with DSP600 digital imaging alignment sensors. A Hunter GSP9700 Road Force Measurement® system and TC3250 tire changer provide the precision service and vibration management capability necessary to handle the custom wheel combinations now available on DaimlerChrysler vehicles. Adrian technicians also use Hunter's new DaimlerChrysler teamPSE-approved OCL400 brake lathe for on-vehicle rotor machining.



Dual Brake, Sideslip Lanes Handle High Volume at Michigan Ford Dealer

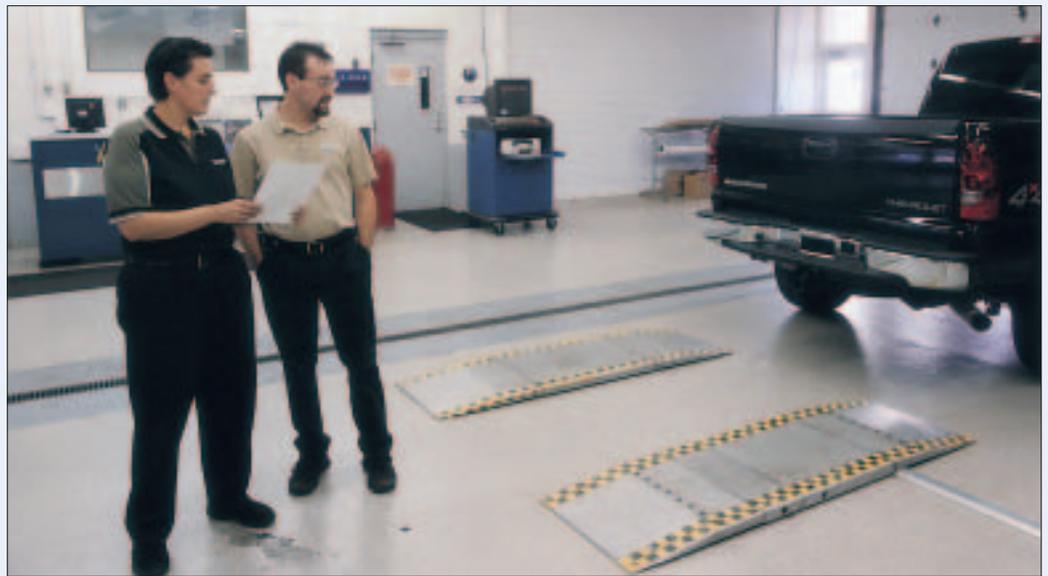
At the North Brothers Ford dealership in Westland, Michigan two Hunter B400 brake testers and SS100 sideslip meters operate in parallel, speeding customers through service check-in. According to North Brothers' Service Director David Golden, the inspection lane is

North Brothers staff ready the dual inspection lanes for the morning rush.



successful because customers are more inclined to authorize service when they see evidence of needed repairs before the car leaves the write-up area. He also stated that when used properly a shop can recoup inspection lane purchase and installation costs in six months.

Aligner Upgrade Provides Opportunity for Chevrolet Dealer



Service writer Lisa Rigney explains the SS100 sideslip meter results. The system console, visible in background, was placed adjacent to the shop's write-up counters.

Vic Canever Chevrolet found an ideal way to maximize its investment in Hunter equipment when upgrading its wheel alignment system. The Fenton, Michigan dealership installed a new Hunter Series 811 aligner with DSP600 digital imaging sensors, freeing up the older Series 611 computer console to earn profits elsewhere in the shop. Fitted with SS100 sideslip

plates, WinSI software and moved to the service write-up area, the 611 console now drives the dealership's vehicle inspection lane. Combined with the speed and efficiency of the new digital imaging alignment system, the SS100 has produced a significant increase in service receipts for the dealership.

Hunter Inspection Lane Provides Decade of Service at New Jersey Toyota and Nissan Dealer



Freehold Service Director Richard Mootz explains a brake performance results printout to a customer. This photo shows the early model Hunter inspection lane console in use at the dealership. Current Hunter inspection lane equipment is PC powered with Windows®-based software offering more flexibility and refined color graphic displays.

DCH Freehold Toyota Nissan in Freehold, New Jersey was an early advocate of Hunter's automated vehicle inspection lane technology. For a decade Hunter brake testers and sideslip meters have continuously generated brake and alignment work for the dealership. Service and Parts Director Richard Mootz installed a Hunter B400 brake tester in 1994 while heading the dealership's Toyota service department. That business quadrupled.

Mootz immediately installed a second unit when Nissan service was added to his responsibilities. Now 24 full-time technicians handle about 3,500 to 4,000 vehicles per month at the dealership. The lanes also play a secondary role speeding inspection and documentation of used-vehicle inventory.



Hunter inspection equipment is located in the customer drive-up area allowing brake testing of all vehicles at check-in.

Saturn of Kalamazoo's SS100 Boosts Alignment Sales

Saturn of Kalamazoo (one of the Suburban Collection, the largest group of dealerships in Michigan) more than doubled its alignment business in the six months after installing a Hunter SS100 sideslip meter in its service write-up lane. According to Service Manager Jamie Laferriere, customers are impressed when they see the system in action. And that makes it an important sales tool for write-up staff.



Service writer Jerri Nonenan and Hunter Sales Representative Jim Olszewski show how the sideslip tester provides instant inspection data that customers can consider on the spot.



Saturn of Kalamazoo's drive-in service entrance.



Saturn of Kalamazoo's Kevin Boonstra (right) shares some of his alignment sales experiences with Hunter Director of OEM Programs Jeff Kern (left) and Hunter Sales Representative Jim Olszewski.

Missouri GM Dealer Adds Inspection Lane to New Facility



When Modern Auto, a family-owned GM dealership in Washington, Missouri, recently opened a new flagship sales and service center they included a complete Hunter inspection lane in one of the three drive-in service lanes.



At write-up counters adjacent to the drive-in service lanes, Modern Auto customers quickly get results from their brake performance, suspension and sideslip test.

Brooklyn Multi-Dealership Makes the Most of Limited Space

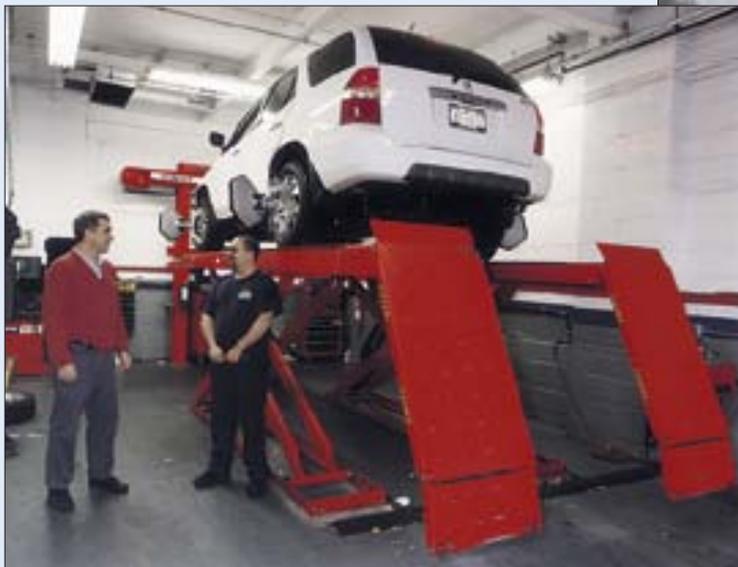


Plaza Automall's drive-in vehicle inspection lanes as they appear from the street.

Plaza Automall in Brooklyn, New York, keeps four Hunter inspection lanes generating service income, one for each of the dealership's service departments. Customers pull off the busy avenue into semi-enclosed inspection lanes for computerized brake, suspension and sideslip testing. Hunter digital imaging alignment technology is employed for fast measurements and the durability required in this fast-paced shop environment.



The write-up areas are climate-controlled booths. The lanes provide a complete Hunter automated undercar inspection including an actual brake performance test, suspension analysis and wheel sideslip reading.



Space and service requirements of Plaza Automall's multiple service departments are met by matching Hunter RX alignment racks with Hunter digital imaging sensors.

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