



Visitas Técnicas

MIAMI





FIDELIDADE DO CLIENTE



7 YEAR 100,000 MILE POWERTRAIN LIMITED WARRANTY

160 POINT

2 YEAR 24 HOUR NATIONWIDE ROADSIDE ASSISTANCE

FREE CAR
WASHES &
DISCOUNT GAS

SPECIAL RATES AVAILABLE





























OPORTUNIDADES DE MELHORIA

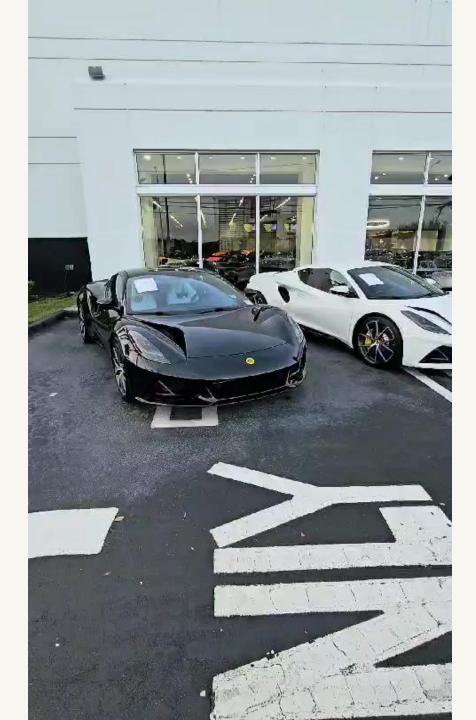






Liderança inspiradora Luxo + Esportividade + Exclusividade







Ambiente de loja e Show Room





Serviço leva e traz a todos clientes novos e usados



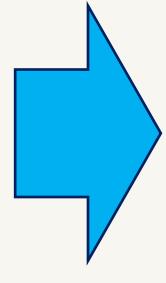
Integração Vendas e Pós **Vendas**





O QUE FAZ A INTELIGÊNCIA ARTIFICIAL?

- ✓ Centenas de fotos por minuto 360°
- ✓ API placa / chassi– histórico serviços na concessionária
- ✓ Relatórios "real time"
- ✓ Medição do sulco dos pneus e especificação (marca e modelo)
- ✓ Amassados/ riscos / arranhões
- ✓ Imperfeições na pintura e funilaria já realizadas
- ✓ Alinhamento diagnóstico
- ✓ Estado e riscos danos nas rodas
- ✓ Assoalho do carro: escapamento, vazamento óleo, furos e peças soltas ou quebradas
- ✓ Recalls pendentes
- ✓ Parametrização automática do orçamento TMO
 Preços das peças e disponibilidade



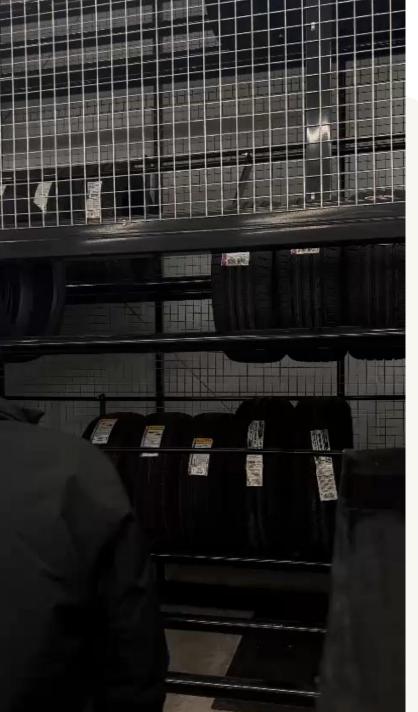
Benefícios e vantagens:

- ✓ Aumento do ticket médio
- ✓ Transparência junto ao consumidor
- ✓ Segurança estado do veículo antes e depois da entrada
- ✓ Avaliação suporte para captação de veículos usados
- ✓ Redução número consultores técnicos
- ✓ Aplicação para frotas
- √ 100% carros que entram na concessionária
- ✓ Relatórios de gestão de performance:
 - Quais serviços mais demandados e

vendidos

- Oferecimento por consultor
- Check com disponibilidade de peças em estoque

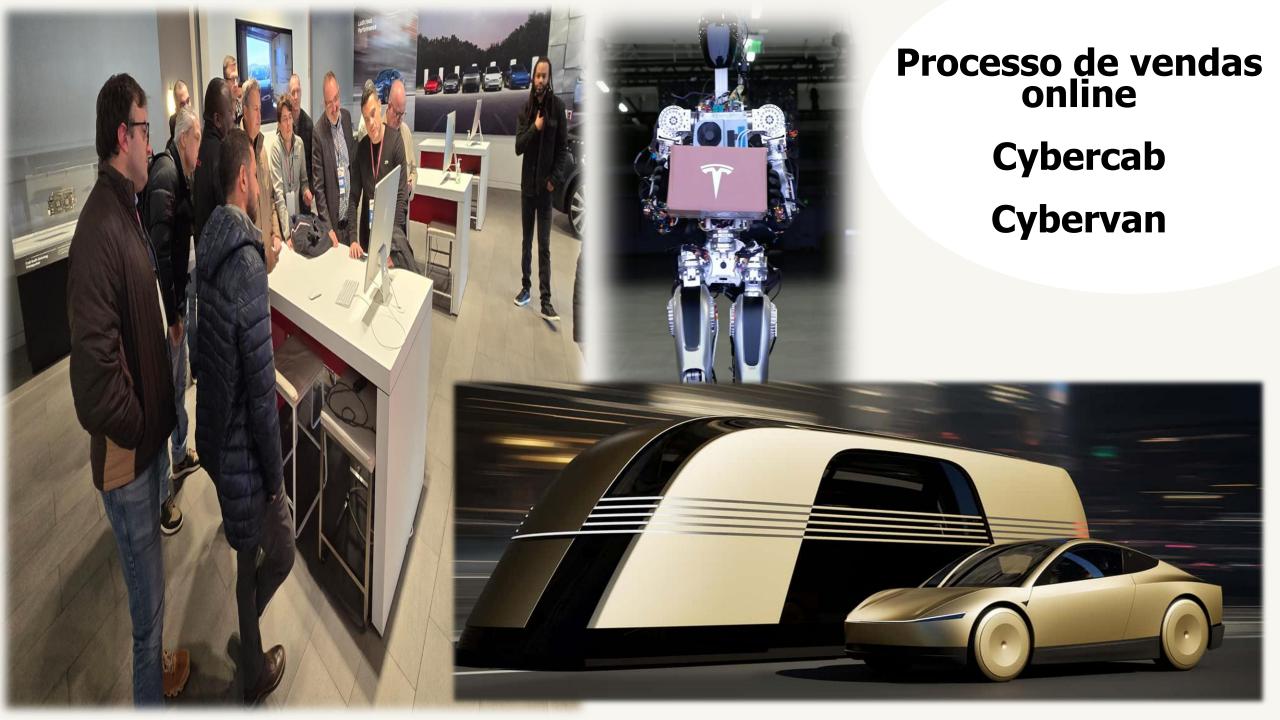




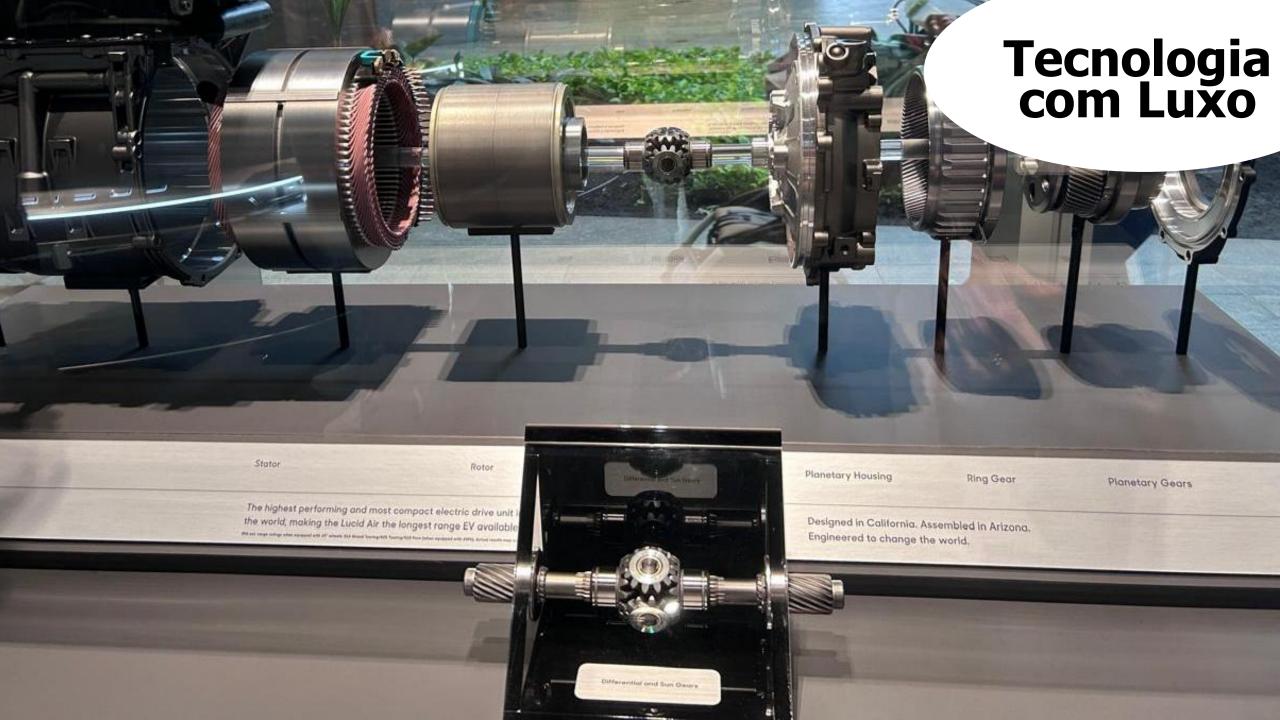
Equipamento automatizado de pneus













Show room auto explicativo

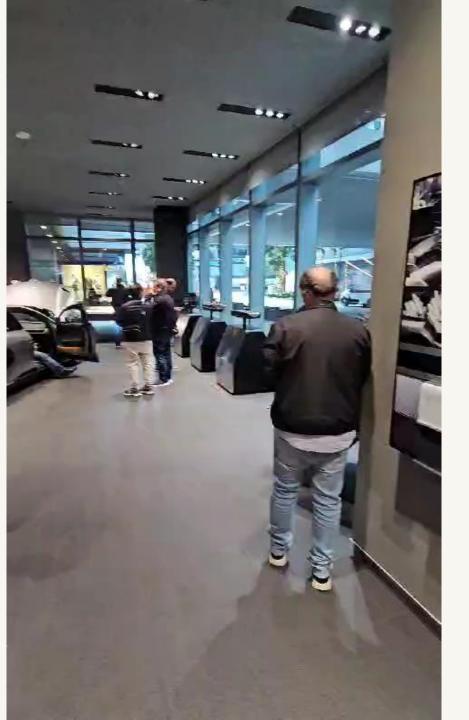


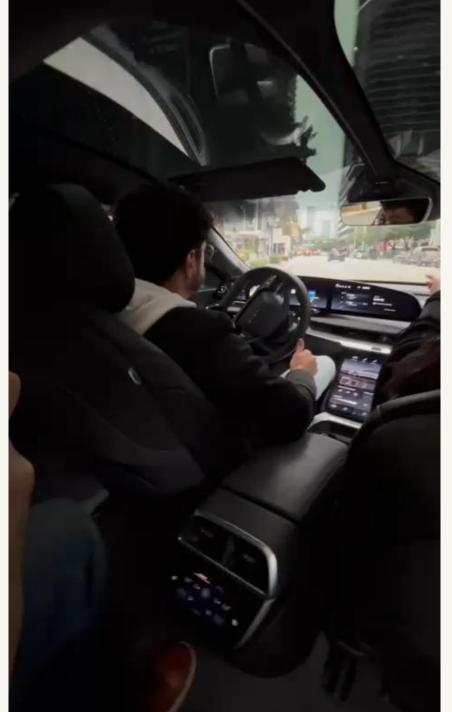




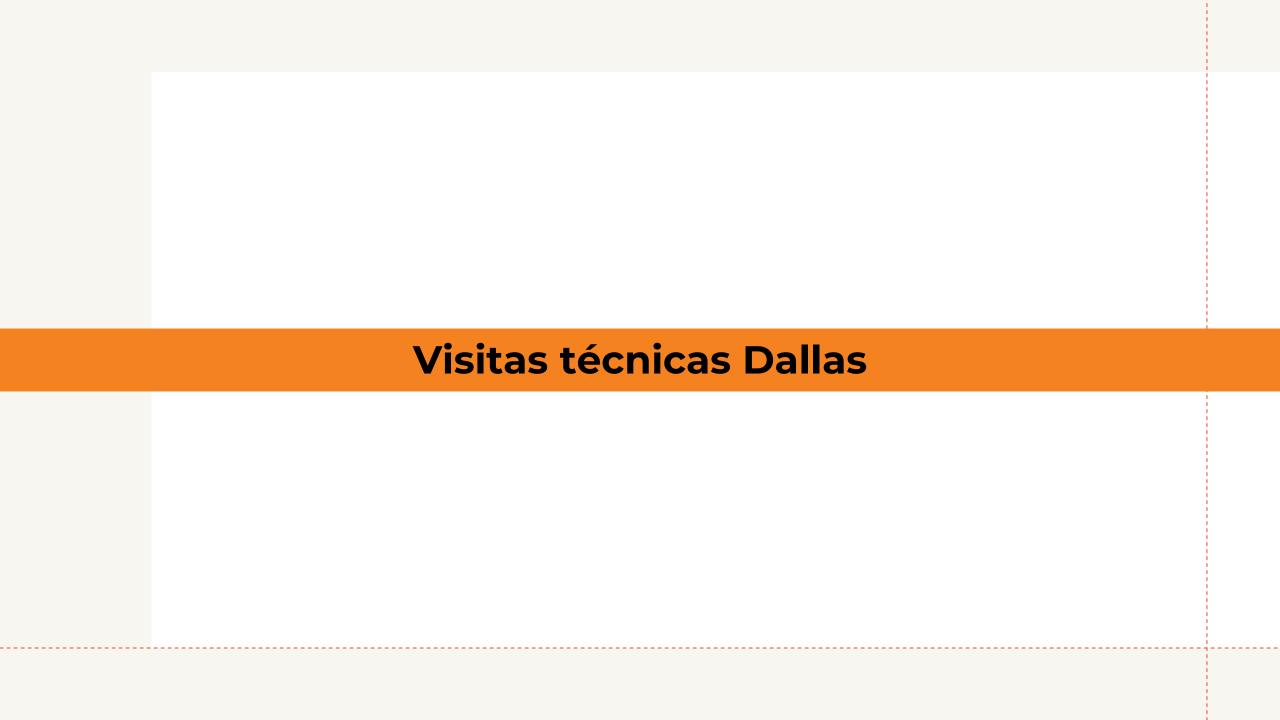








Ambiente Show Room





Visitas Técnicas

Dallas

















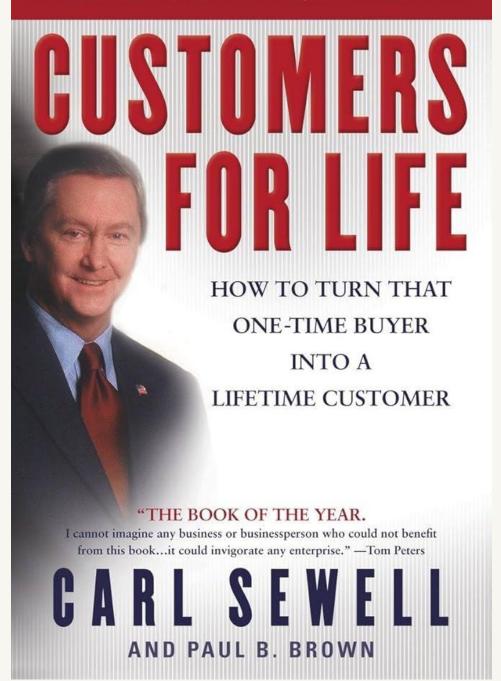


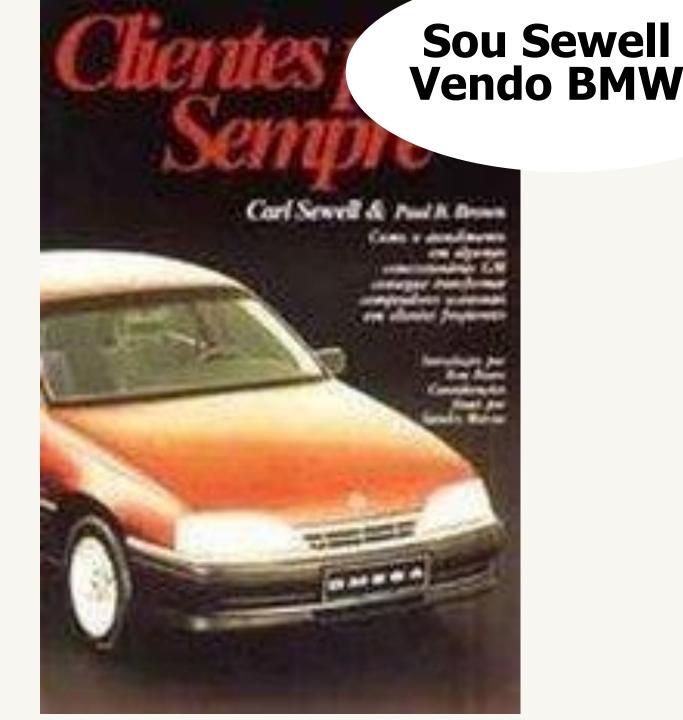




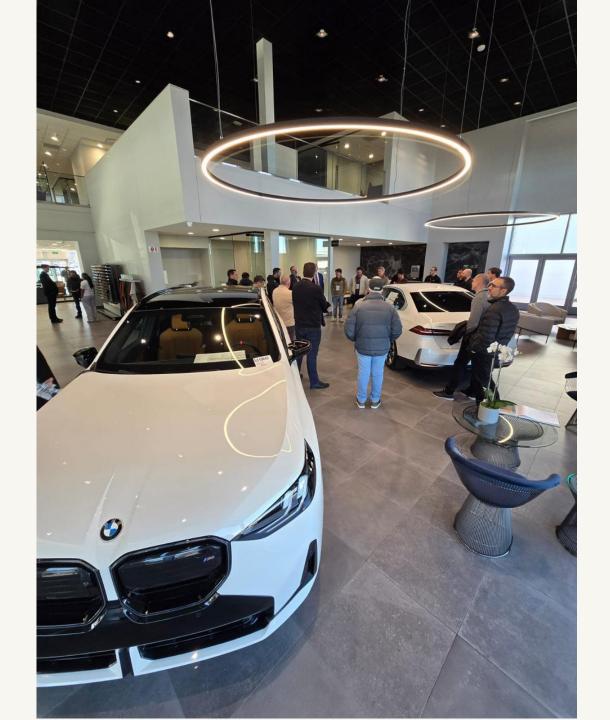


THE BESTSELLING CLASSIC, REVISED AND UPDATED, FEATURING 5 NEW CHAPTERS







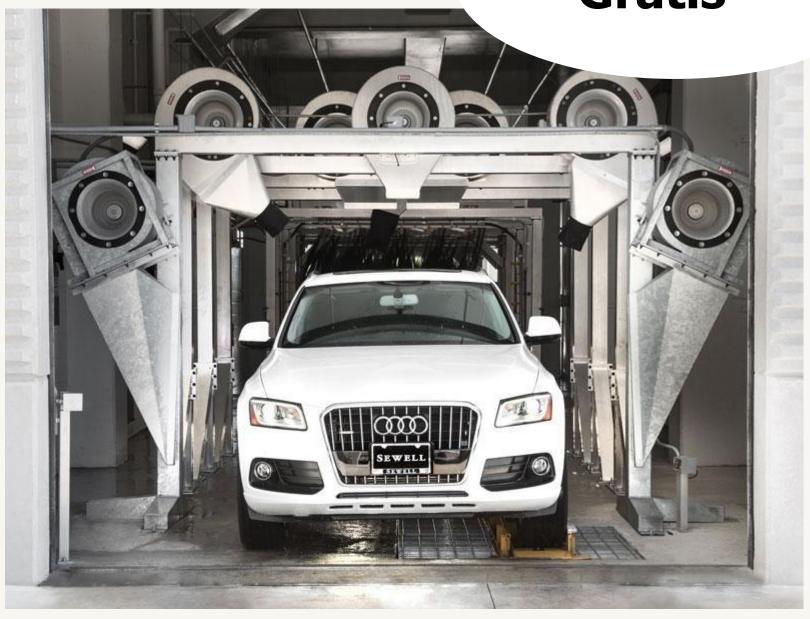








Lavagem Grátis





Formação de equipes



Palestras NADA 2025





Making the Case for Consistent, Connected Appraisals

Win More Cars. Make More Money.



Patrick Janes
AVP, Business Development
Cox Automotive



Micah Tindor Strategic Planning Sr. Director *Cox Automotive*

Workshop Objectives





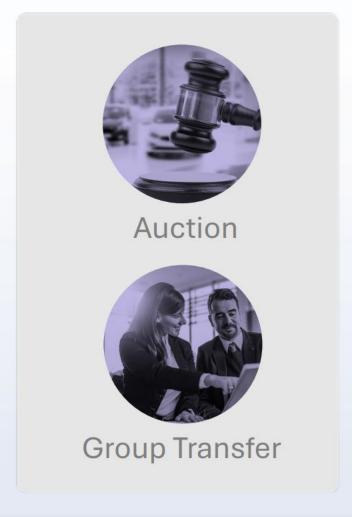






Acquisition Channels

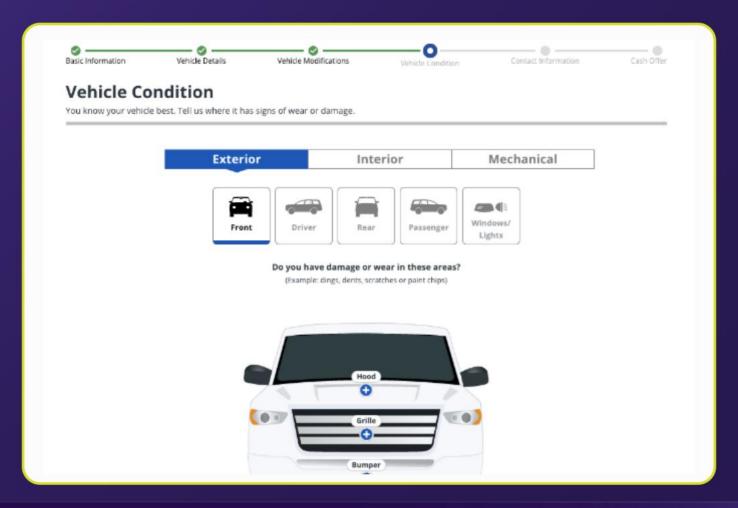
Requires Consumer Engagement





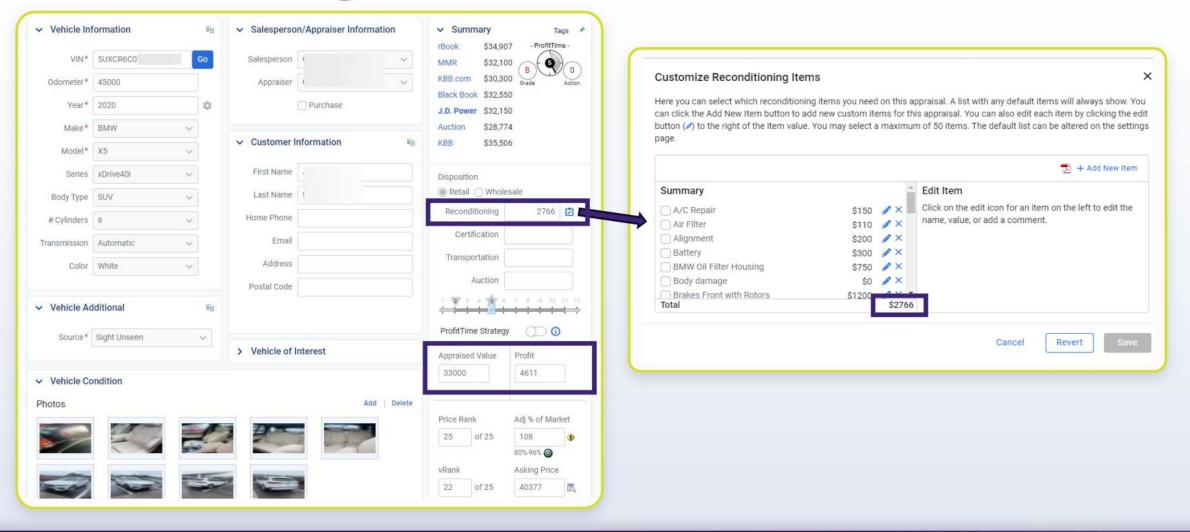
GET EVERY APPRAISER ON THE SAME PAGE

Tame Inconsistencies, Adopt a Universal Appraisal Process





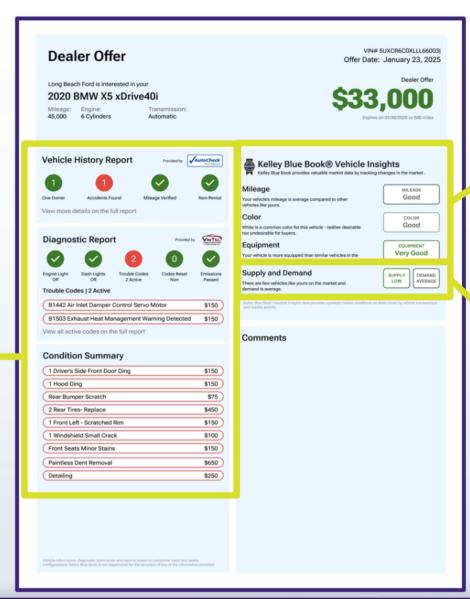
Find the Right Vehicle Value





Presentation Matters!

Clearly define what helps / hurts the appraisal



Address what's
/ Important /
special

Provide context on market demand



Track the Success of Your Appraisers'

- □ Cost to Market Accuracy
- □ Price to Market Accuracy
- Consumer Offer Presentation
- ☐ Look to Book

Key Takeaways



Build confidence in appraisal process as consumer expectations continue to change



Hedge against gross profit declines with a standardized appraisal process



Find your appraisal

competitive advantage

through tracking and

repeatability



Exploring Campaigns, Automations and Data Strategies with your CDP



Lauren Donalson
President & COO
PureCars

Al and the Future

Elevate CDP Performance

- Human Capital, vNext further improve operational efficiency
- Insights improve proactivity and performance of advertising spend



The Future is... Al



The "2 letter word" for 2025 and beyond: CDPs Meet AI for Maximum Results

- Al-driven CDP automations for improved efficiency
- Enhanced digital advertising with Al-driven insights
- Al-integrated marketing and 1:1 communications





Drive growth and build loyalty with Al



Tim Hayden
CEO @ BrainTrust Partners |
Board @ Andy Roddick
Foundation





Find new leads



Drive more revenue



Do more with less



Build customer loyalty



Use Al and Texting to make collecting and responding to reviews fast and easy

Use AI to generate reviews invite for every customer.

Ask for reviews via text with a direct link to Google reviews.

Respond to the reviews 2x faster with Al generated responses.



You answers need you to be quick or they will buy a car somewhere else

82%

of consumers want immediate response when they make a question

50%+

of consumers say they go with the 1st business that responds to their inquiry or message 30%

of consumers will buy from a competitor instead if the response from a business is too slow



Al should act like a real human, but faster

Responds instantly to new inquiries.

Answer complex questions quickly and automatically.

Keeps the lead warm asking follow up questions.



The right Al platform will help you earn more sales, even when you're closed



Al focuses on getting *more* shoppers booked for a test drive

Answers vehicle inventory and feature questions.

Doesn't take vacation days or lunch breaks - it's on all the time.

Help you reach and beat your quota, without adding staff.



- 1. Communicate vehicle availability
- 2. Manage test drive requests
- 3. Service appointment scheduling
- 4. Answer vehicle history & feature questions
- **5.** Customer service

A few use cases for an *Al employee*



Al helps you get more done – from start to finish *without* hiring more people

Al escalates the right conversations to management.

Al fields vehicle history inquiries accurately.

Al schedules service appointments without extra staff time.



Build Customer Loyalty



Your leads needs you to personalize their experience *with* you or they won't keep engaging.

81%

of consumers prefer companies that offer a personalized experience.

70%

of consumers say a personalized experience where the employee knows who they are and their history with the company is important.



Al should help you provide *better* customer service

• Ensure customers receive timely and accurate information.

Manage common inquiries.

Boost the likelihood of remaining customers.



Use of AI to engade with leads and customers *smarter* and *faster*

- Connect to customers / leads in the same channel they reached out in.
- Add website chat to your site and use AI to respond quickly.

Use AI to send an automated text message to every lead.



Meet Jerry Podium's Al Powered BDC Agent

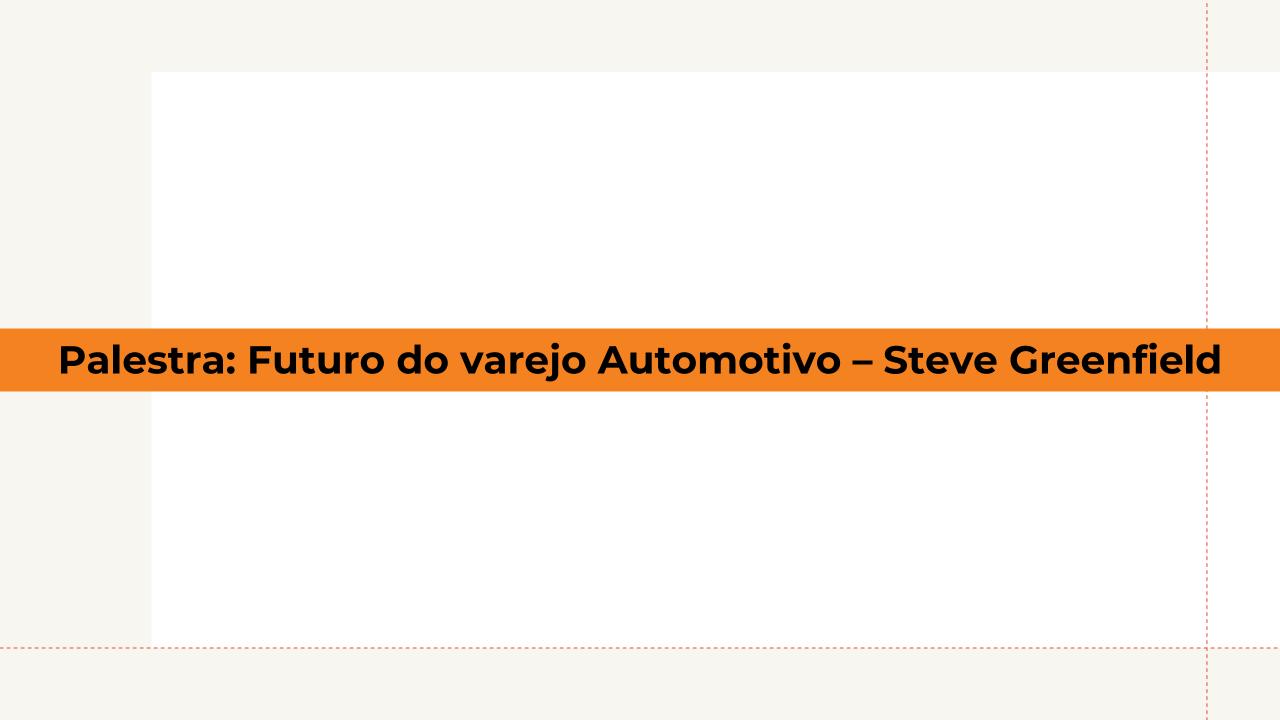
Our best-in-class conversational AI BDC built for the automotive industry

- Qualify every inbound lead.
- Understands your services offerings.
- Answer common questions automatically.
- Deescalate negative customer interactions.
- Works 24/7 to sell schedule, communicate and nurture leads.



The bottom line: Your competition is already thinking about ways to use AI to sell more cars.

Don't get behind.





Steve Greenfield

Automotive & Mobility Expert

Speaker, Author, Investor

Insights and actions to win the accelerating pace of transformation

BOOK STEVE TO SPEAK AT YOUR EVENT











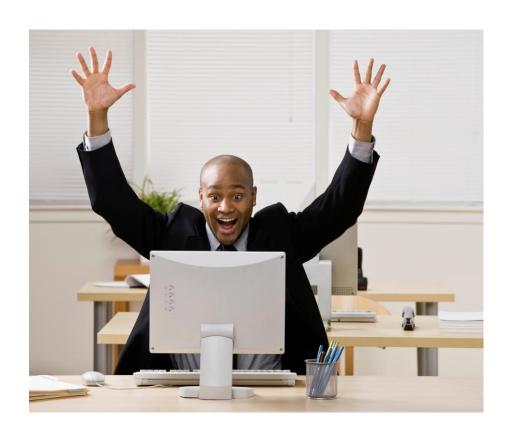




SECTION 6: REPAIR / SERVICE







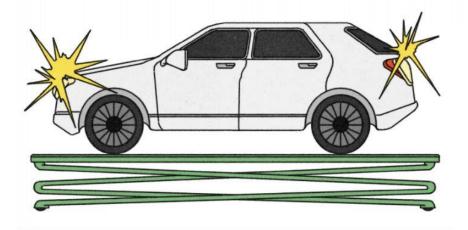




TOP-SELLING LIGHT VEHICLES

	Model	12 mos 2024
1	Ford F-Series	765,649
2	Chevrolet Silverado	549,945
3	Toyota RAV4	475,193
4	Tesla Model Y*	405,900
5	Honda CR-V	402,791
6	Ram pickup	373,120
7	GMC Sierra	324,734
8	Toyota Camry	309,876
9	Nissan Rogue	245,724
10	Honda Civic	242,005

Average monthly car payment



August 2016

\$478.85

August 2024

\$737.02

Source: Cox Automotive Vehicle Affordability Index *Illustration:* Carolina Moscoso



- Demitindo 9.000 funcionários, reduzindo 20% da capacidade de produção global
- Reestruturação de executivos
- Declaração de um executivo ao Financial
 Times: "Temos 12 ou 14 meses para sobreviver"



- Ações caíram 23% no ano; lucros caindo devido aos negócios na China
- Vendeu 4,4 milhões de carros em 2015; 4,1 milhões em 2023; previsão para 2024 é de 3,8 milhões de carros

Fontes: Imprensa; Análise da Sustainable Mobility



- Queda de 60% nos lucros; margem de lucro acumulada no ano: 2%
- Ameaça de fechar 3 fábricas na Alemanha primeiros fechamentos domésticos na história da empresa
- Greve geral evitada após negociação com o sindicato IG
 Metall ao recuar no plano de fechamentos



- CEO demitido
- Ações caíram 40% no ano; receita caiu 27% no terceiro trimestre
- Previsão de margem de lucro para 2024 revisada de "duplo dígito" para "entre 5,5% e 7%"



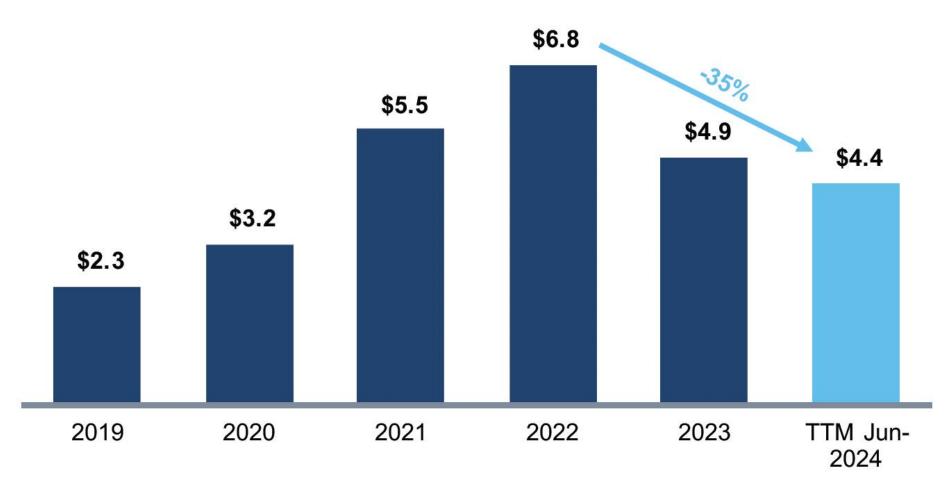
- Vendas na China caíram 42,5% no ano; de um dos líderes do mercado para o 16º lugar em vendas
- Assumiu um prejuízo de US\$ 5 bilhões devido ao colapso dos negócios na China
- Abandonou o projeto de robô-táxi Cruise, após investir
 US\$ 10 bilhões



Parte 2:

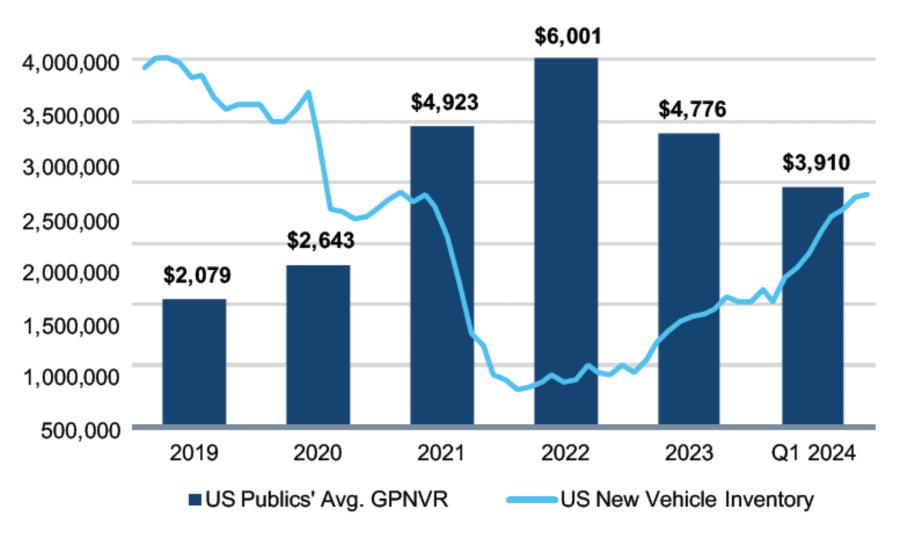
Lucratividade dos concessionários

Estimativa de Lucro Médio Anual das Concessionárias (em milhões de dólares)



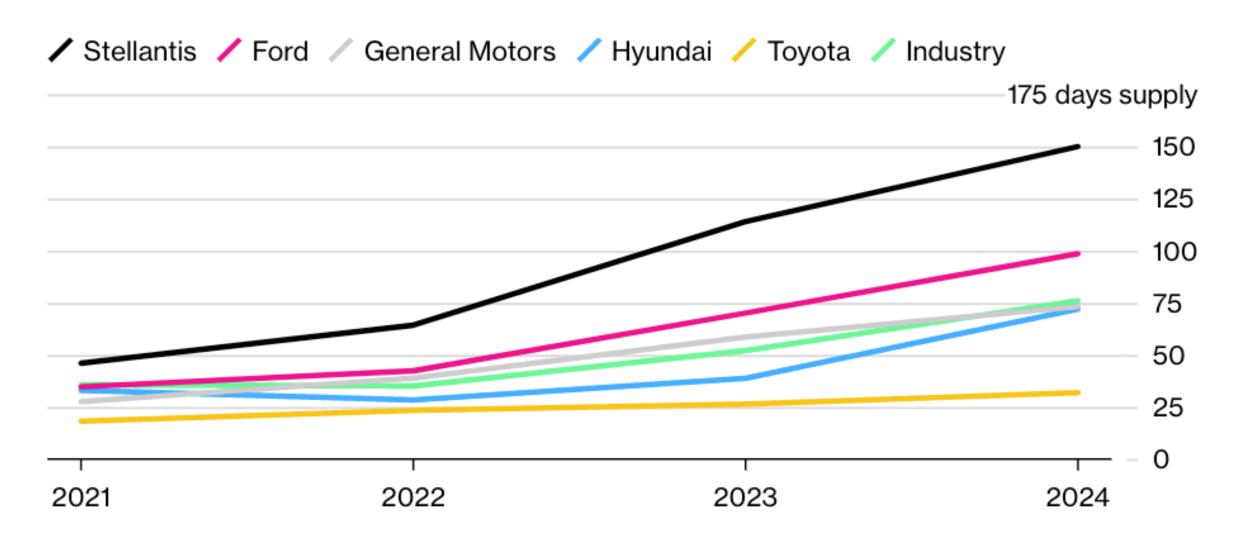
Source: SEC Filings for Asbury, AutoNation, Group 1, Lithia, Penske & Sonic, Kerrigan Advisors' Analysis

Lucro Bruto Médio por Veículo Novo Vendido no Varejo (GPNVR) pelos Grupos de Concessionárias Públicas dos EUA vs. Estoque de Veículos Novos nos EUA



Source: SEC Filings for Asbury, AutoNation, Group 1, Lithia, Penske & Sonic, Cox Automotive

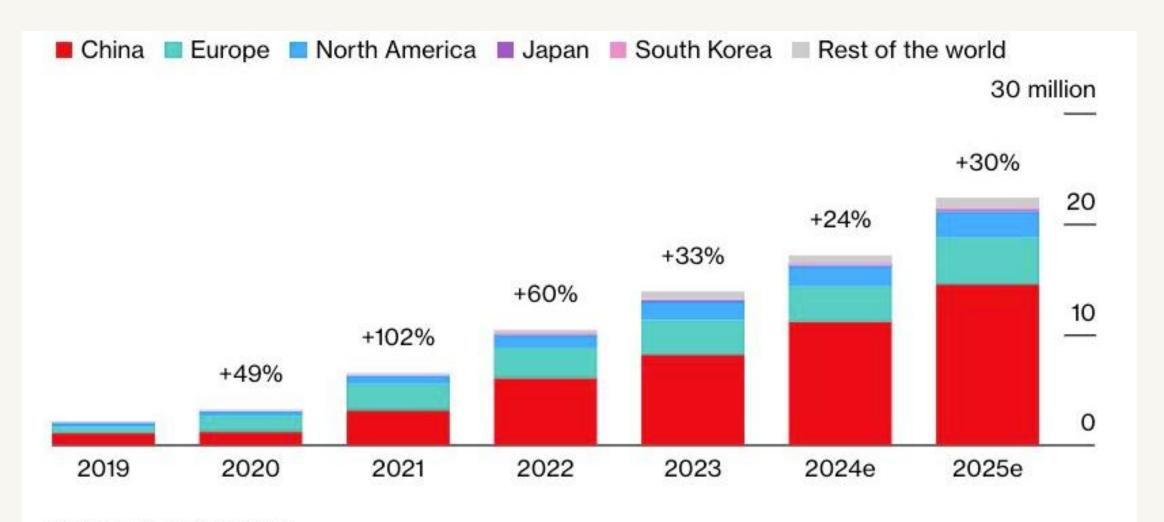
Estoques em Concessionárias dos EUA



Source: Cox Automotive



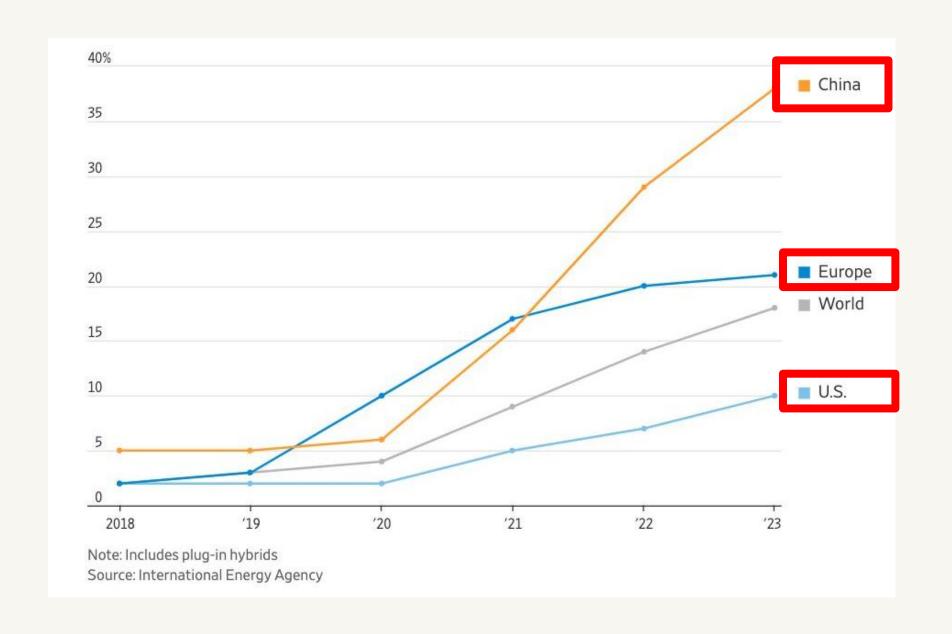
O Crescimento das Vendas de Veículos Elétricos Pode se Recuperar Após a Desaceleração



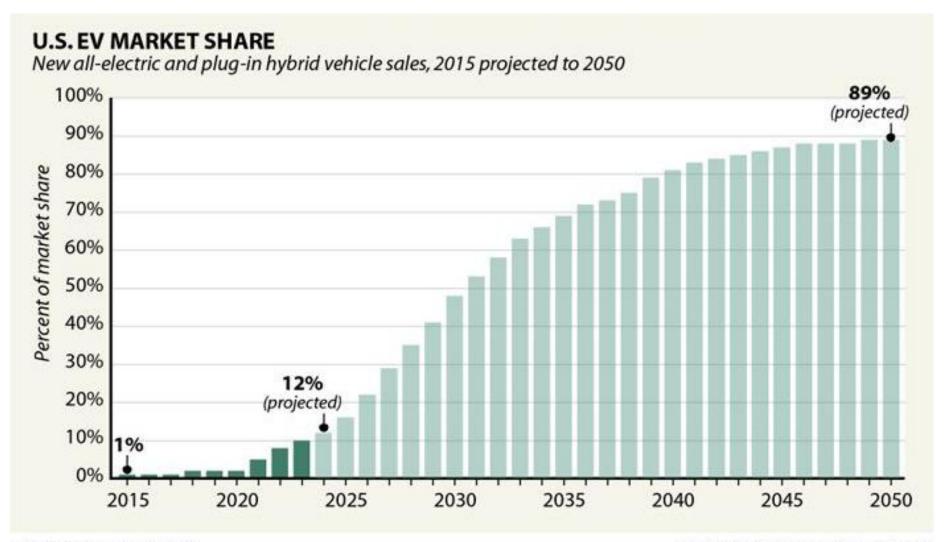
Source: BloombergNEF

Note: Some December 2024 data estimated. Includes battery-electric and plug-in hybrid vehicles.

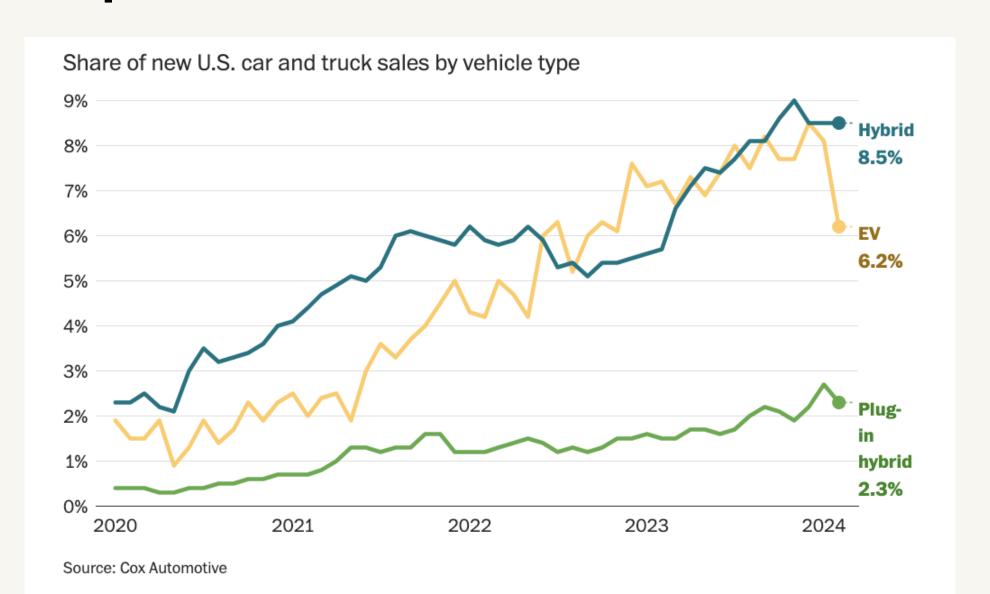
Participação dos Veículos Elétricos no Total de Vendas de Automóveis



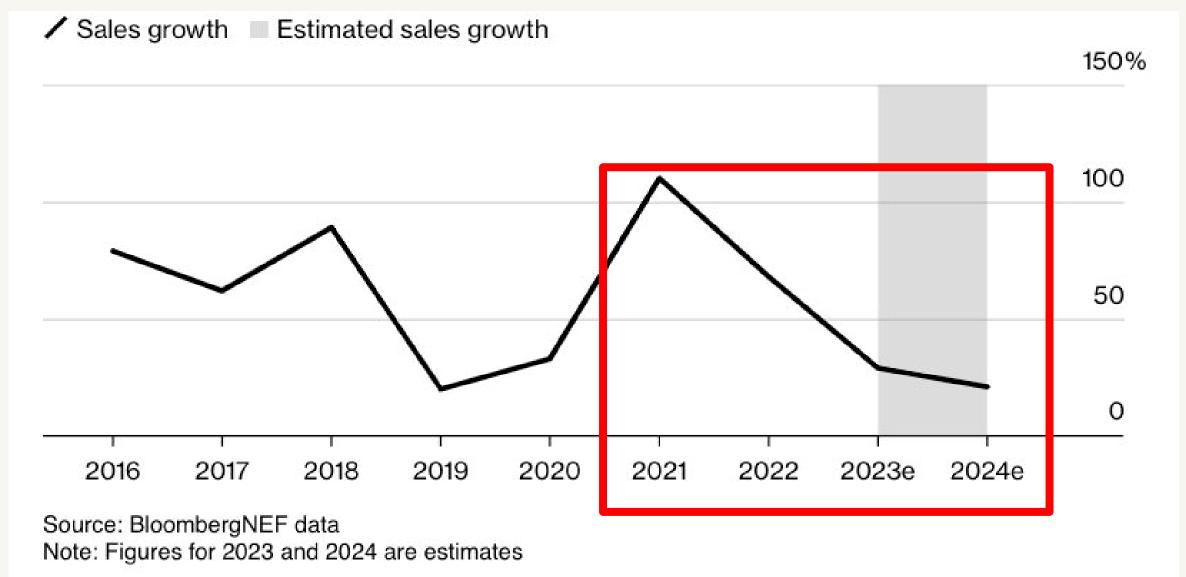
Projeção de Crescimento da Participação de Mercado de Veículos Elétricos



Os veículos elétricos estão perdendo espaço enquanto os híbridos continuam crescendo

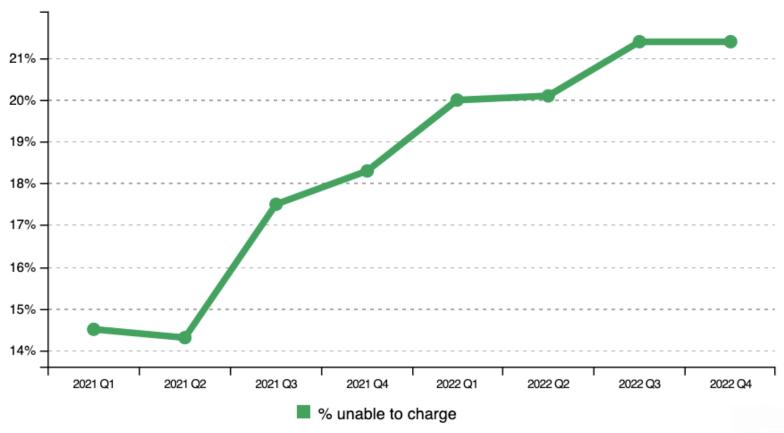


Crescimento Global das Vendas de Veículos Elétricos



Motoristas de veículos elétricos incapazes de carregar em estações públicas

Hover over or touch chart for a detailed view.









FINANCIAL TIMES

HOME WORLD US COMPANIES TECH MARKETS CLIMATE OPINION WORK & CAREERS LIFE & ARTS HTSI

US presidential election 2024 (+ Add to myFT



Donald Trump would gut Joe Biden's landmark IRA climate law if elected

Former president plans to scrap clean energy rules and expand drilling to boost fossil fuels, say advisers



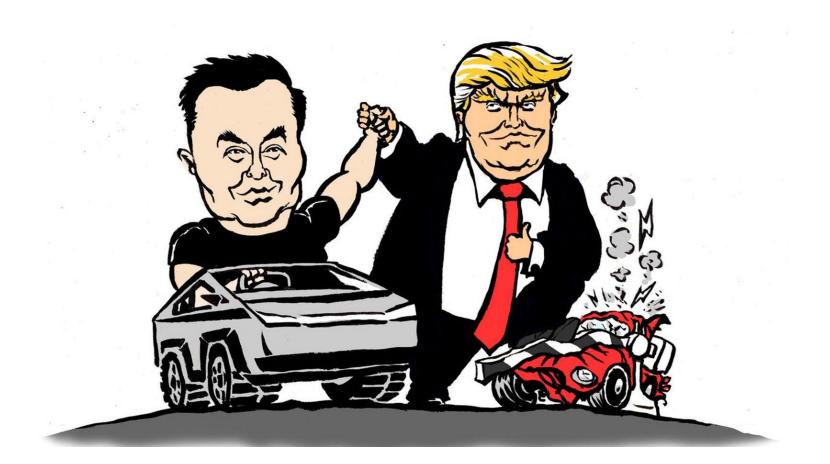


Former president Donald Trump has criticised Joe Biden for compromising what he claimed was his achievement of securing US 'energy independence' © Carlos Barria/Reuters

United States | Lexington

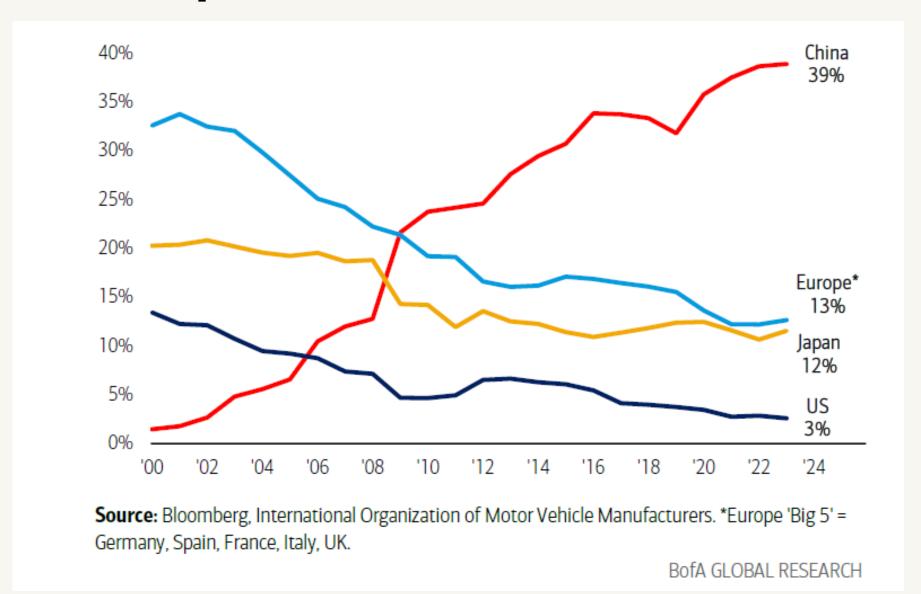
One big thing Donald Trump and Elon Musk have in common

They both want to crush Tesla's competition

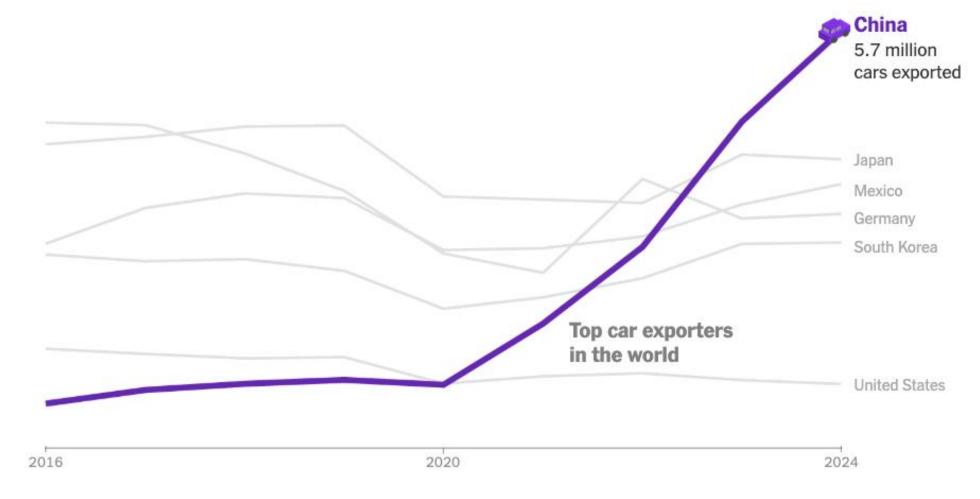




A participação da China na produção de carros passou de 1% para 39% nos últimos 20 anos



Como a China se tornou a maior exportadora de carros do mundo

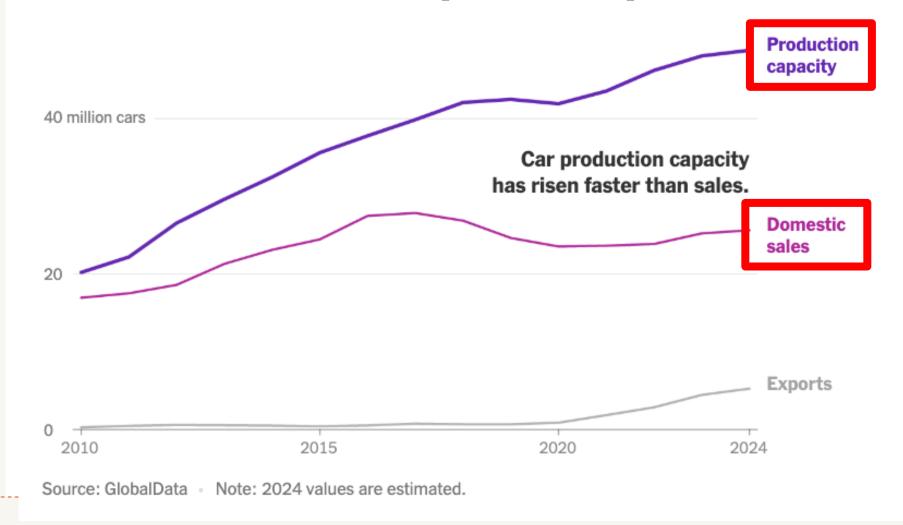


Source: Alix Partners Note: 2024 values are estimated.
The New York Times

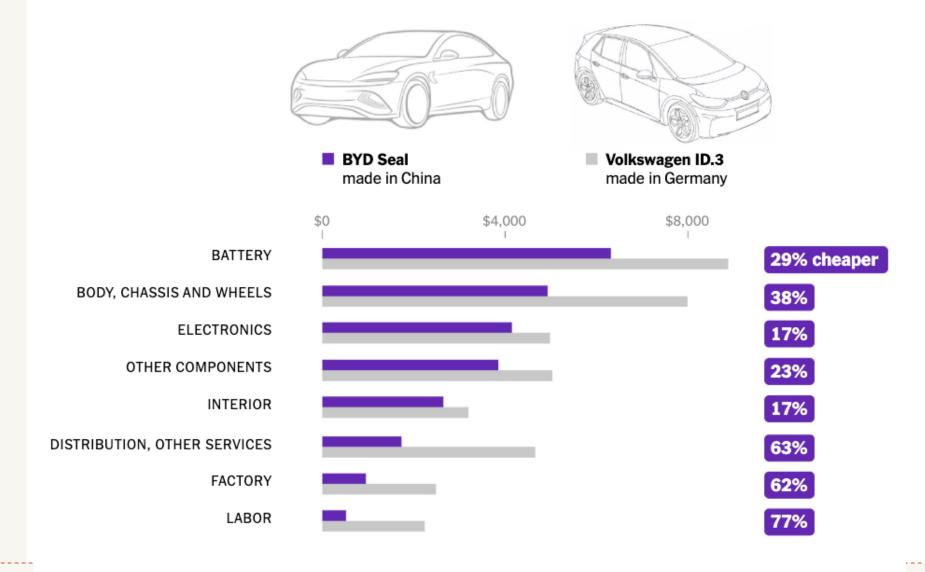
De "Feito no Japão" para "Feito na China"



A capacidade de produção de carros da China aumentou mais rápido do que as vendas

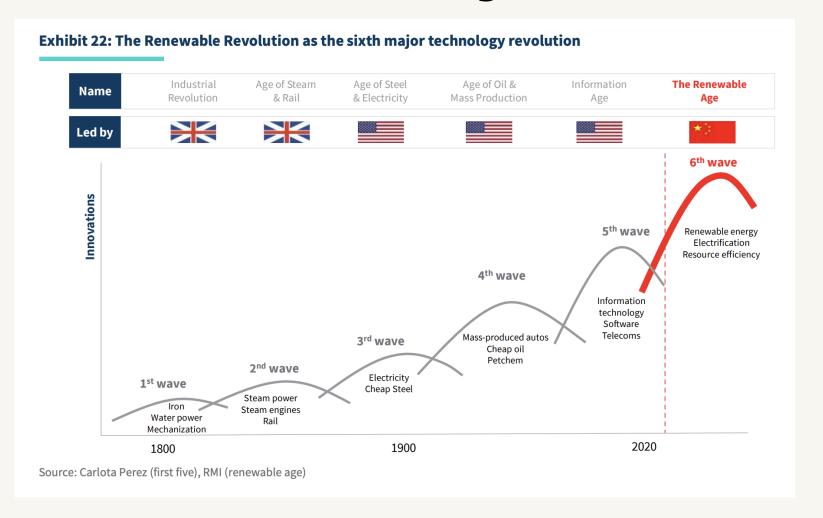


Os insumos para fabricação são mais baratos na China

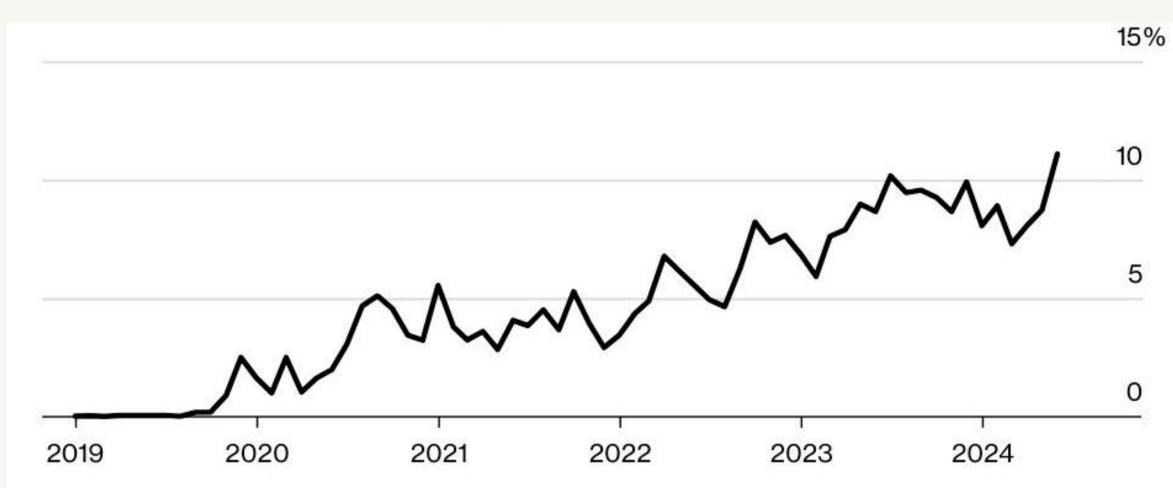


Source: UBS Note: Models compared are of similar size and function. Prices are in U.S. dollars, for models from 2021.

Após dois séculos com o Ocidente liderando cinco ondas tecnológicas sucessivas, a China está prestes a liderar o mundo na Era das Energias Renováveis.



Um mês recorde para marcas chinesas de veículos elétricos na Europa



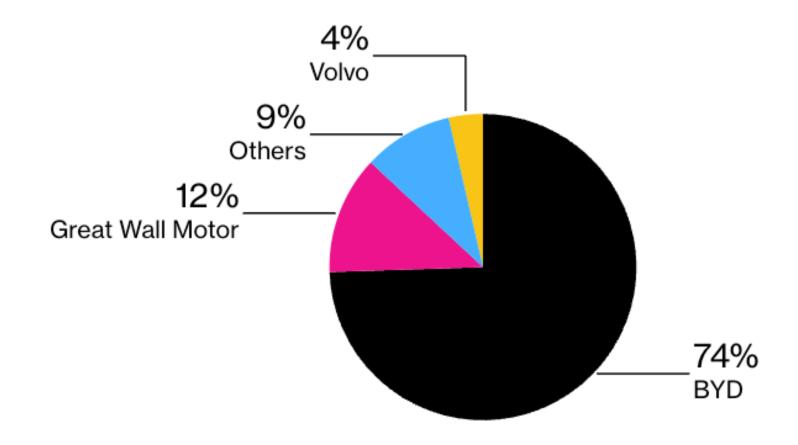
Source: Dataforce

Note: Based on battery-electric unit sales in EU, + EFTA and UK. Includes Polestar, DR and Evo,

excludes Smart

Chinese Duo Dominate Brazil's EV Market

Share of EV sales in the first four months of 2024



Source: Brazil's National Federation of Automotive Vehicle Distribution







Ford, GM CEOs open to partnerships to compete with China

By Joseph White and Nathan Gomes

February 15, 2024 1:02 PM EST · Updated 9 days ago





Ford Motor President and CEO Jim Farley attends the press day of the North American International Auto Show in Detroit, Michigan, U.S. September 13, 2023. REUTERS/Rebecca Cook Purchase Licensing Rights [4]

CEOs da Ford e **GM estão abertos** a parcerias para competir com a China

NISSAN MOTOR CORPORATION

HONDA

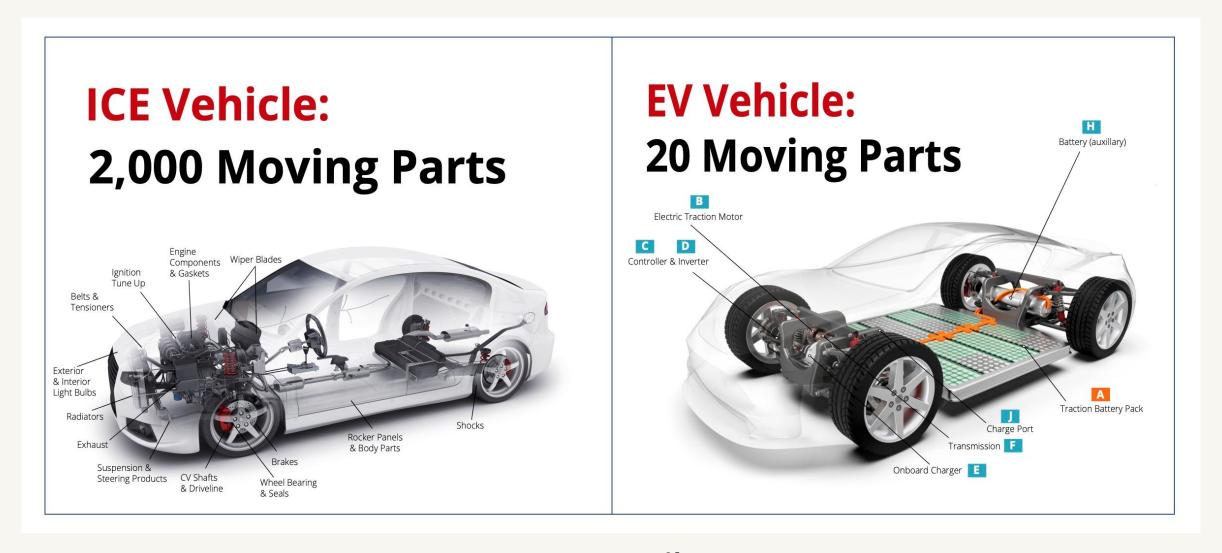






Parte 6: Pós-Vendas

Redução Do Número De Componentes Em Veículos Elétricos



= Menos peças; manutenção menos frequente

Participação das Concessionárias no Serviço Automotivo

1960s

45%

Current Day

30%



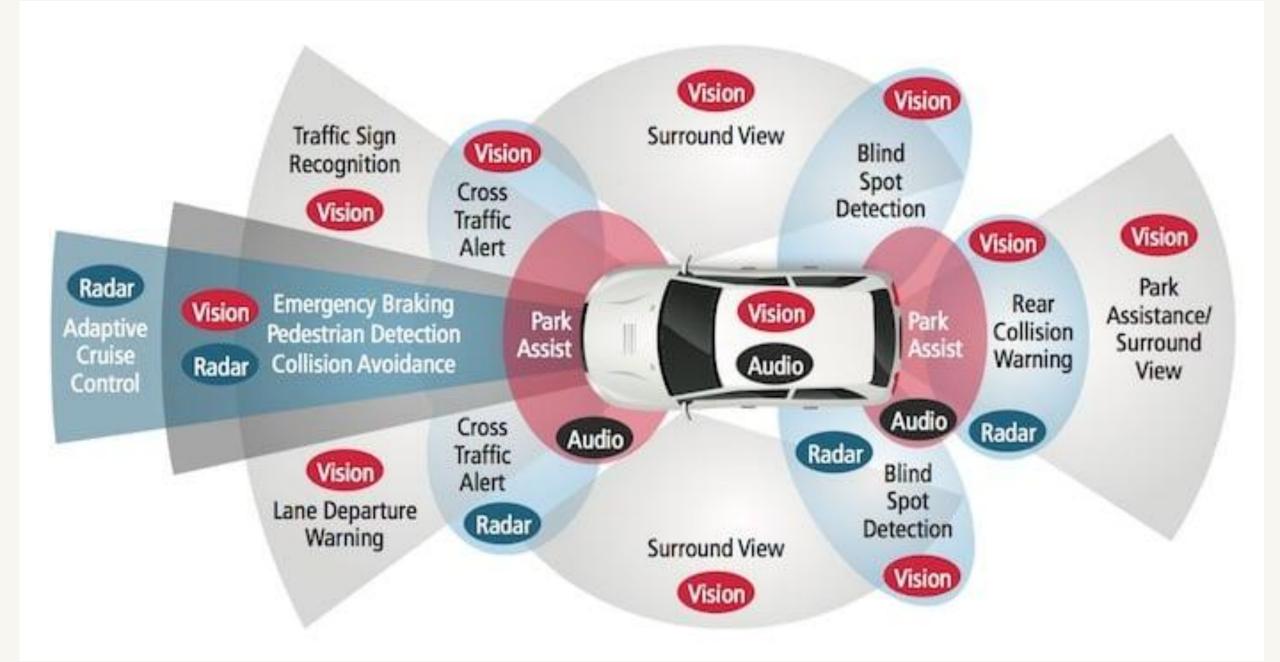


Maintenance Schedule for your 2017 Chevrolet Bolt EV

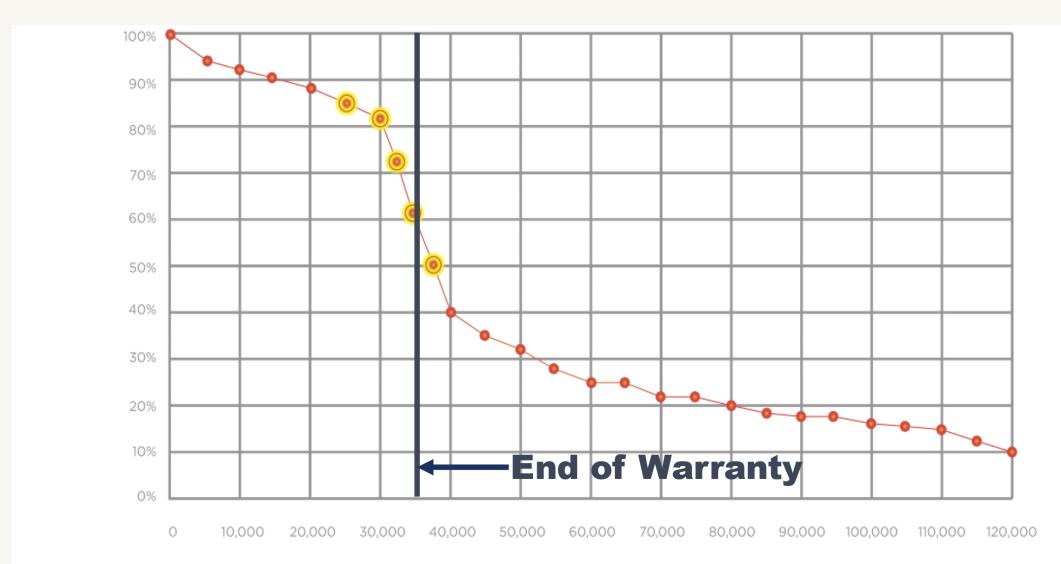


Maintenance Schedule for your 2016 Chevrolet Cruze Limited

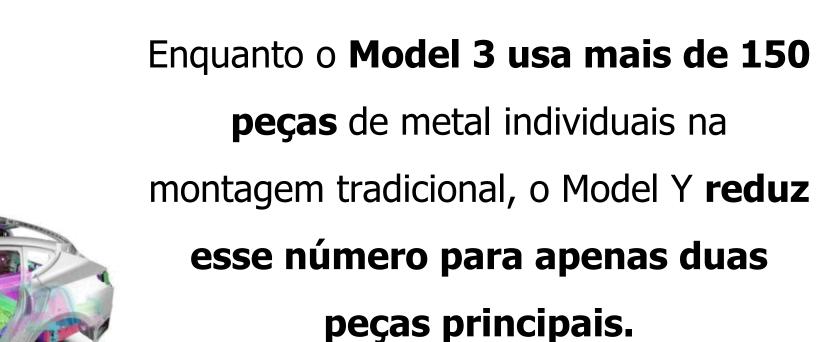
Certified Service	7,500 miles	15,000 miles	22,500 miles	20,000 miles	37,500 miles	45,000 miles	52,500 miles	80,000 miles	67,500 miles	75,000 miles	12.500 miles	90,000 miles	97,500 miles	165,000 miles	112,500 miles	120,000 miles	127,500 miles	135,000 miles	142,500 miles	150,000 miles
Rotate fires, if recommended for the vehicle, and perform Required Services. Check engine oil level and oil life percentage. Change engine oil and filter, if needed.	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
Replace passenger compartment air filter (or 2 years, whichever comes first).			1			1			1			1			1			1		
Reptace engine air cleaner filter (or every 4 years, whichever occurs first).						1						1						1		
Replace spark plugs and inspect spark plug wires.													1							
Replace spark plugs. Inspect ignition coils boots. (Applies to: 1.4 L.)		Г			П			1	П		Г	П				1				
8. Engine Only: Riplace timing belt, idler pulley, and timing belt tensioner (or every 3 years, whichever comes first). (Applies to: 1.8 L)													1							
Change automatic transmission fluid, if equipped. If filter is serviceable, change filter. (Applies to: Severe)						1			П			1						1		
Change manual transmission fluid. (Applies to: Manual, Severe)						1						1						1		
Drain and fill engine cooling system (or every 5 years, whichever comes first).																				1
Change brake fluid (or every 3 years, whichever occurs first).						1						1						1		
Change clutch fluid (or every 3 years, whichever occurs first). (Applies to: Manual)						1						1						1		
Inspect evaporative control system.						1						1						1		
inspect engine accessory drive belts for fraying, excessive cracks or obvious damage (or every 10 years, whichever occurs first).						777														1



Deserção de Serviço

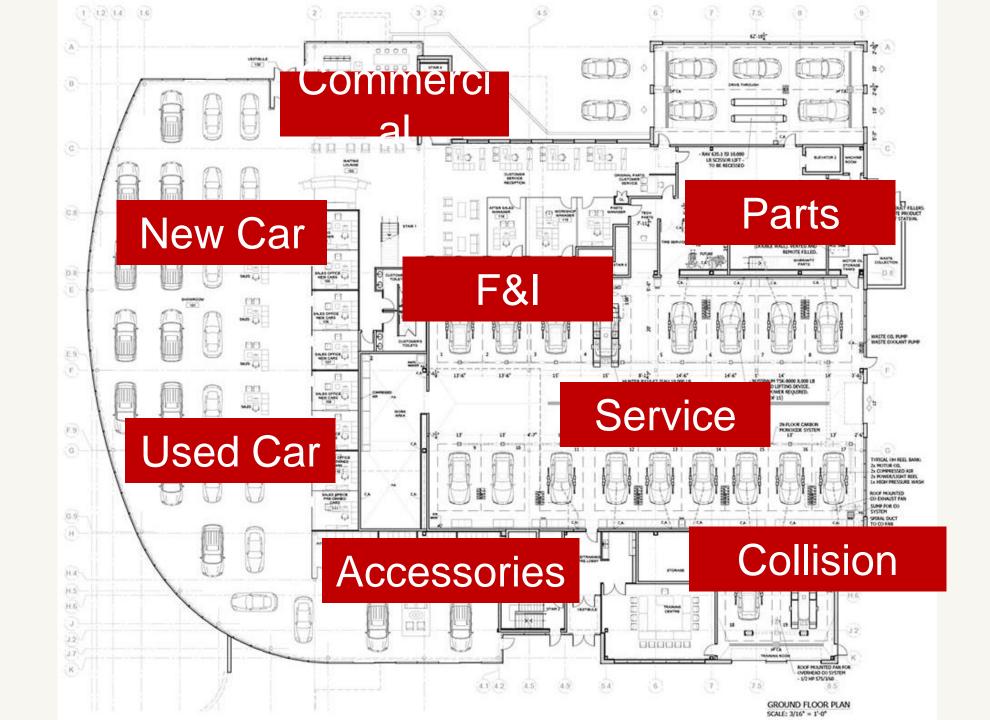


Source: WarrCloud











1950:

10 carros

vendido por

mês por

vendedor

2024:

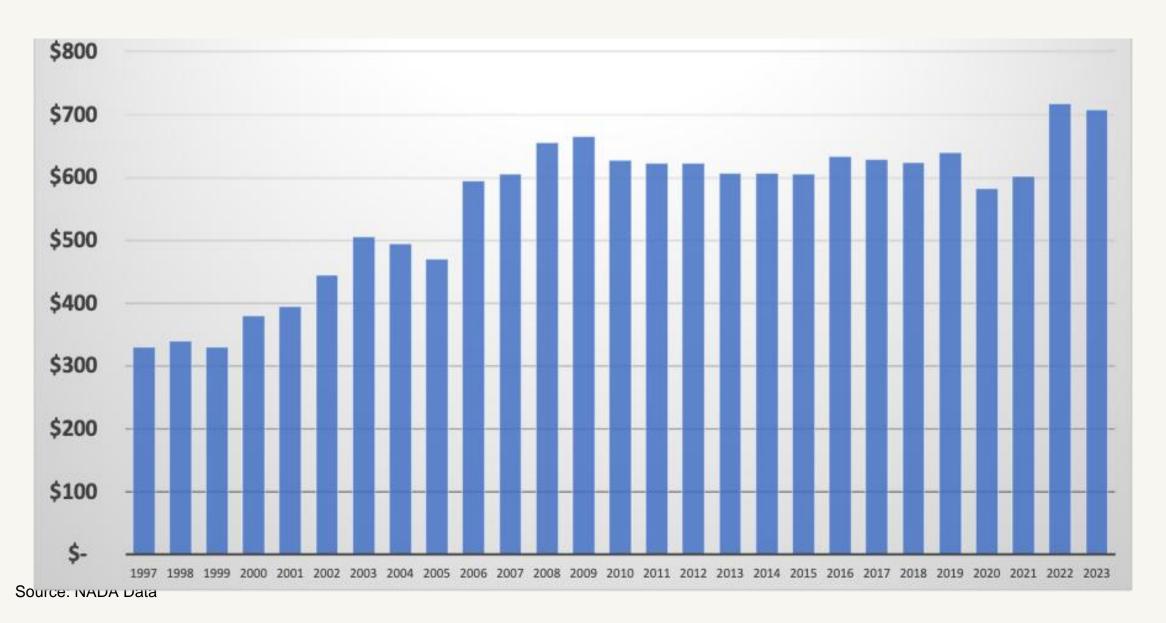
10 carros

vendido por

mês por

vendedor

Investimentos de marketing por carro 0 KM



Onde Uma Concessionária Gasta Seu Dinheiro



Total Franchise Dealer Expense per Year

\$7.0M per Franchise Dealership



INVESTMENT THESIS PROPRIETARY AND CONFIDENTIAL

Nossas teses de investimento

Connectivity, Cybersecurity & Compliance



Autonomy, Robotics & Al



Shared Assets. Subscription & Convenience Economy



Decarbonization & New Energy Sources



Evolution of **Auto Commerce**



Smart City & **Urban Mobility**



Industrial Technology



OTA Cybersecurity

Damage recognition

Shared EV charging infrastructure

Electrification of Fleet

Extended Warranty Marketplace

Parking Payment / Fine

Material Science

Decentralized mapping

Teleoperation

Data Subscriptions

EV to Grid Solutions

P2P Vehicle Marketplace

Traffic Optimization

Manufacturing

Vehicle Cybersecurity

Vehicle manufacturing

Vehicle Subscriptions

Battery Analytics

AR/VR

Micromobility

Public Transport

Mining

Predictive maintenance

Robotics in service/repair

Last Mile Logistics

EV Charging

Digital Customer Experiences

OPtimization

Farming

Usage based insurance

Simulation/Validation

Vehicle Feature Unbundling

Hydrogen

Robotic Process Automation

Routing & Trip Planning

Supply Chain Analytics



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