



Decisiv
VMRS SYSTEM
SERVICE DATA
QUARTERLY REPORT

Parts and Labor Cost
Analysis for the North
American Commercial
Vehicle Market

First Quarter 2021

System Service Data Index

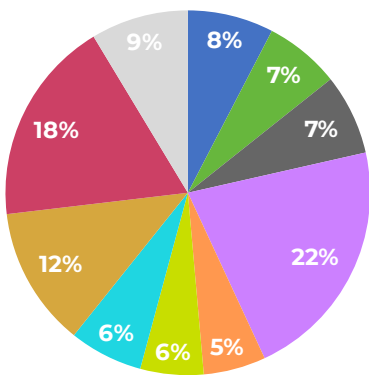
Overview

The Decisiv SRM Ecosystem is the industry's preferred system of engagement for tracking and managing service and repair events for more than 7 million assets on the SRM platform. These summaries are compiled from more than 300,000 monthly service maintenance and repair events conducted at more than 5,000 service locations.

Average Costs by VMRS System Code for 1Q 2021

| Code | System | Parts | Labor | Parts and Labor |
|------------|--------------|---------|-------|-----------------|
| 013 | Brakes | \$469 | \$432 | \$901 |
| 015 | Steering | \$420 | \$370 | \$790 |
| 017 | Tires | \$553 | \$292 | \$845 |
| 026 | Transmission | \$1,640 | \$916 | \$2,556 |
| 031 | Charging | \$374 | \$279 | \$653 |
| 032 | Cranking | \$387 | \$276 | \$662 |
| 034 | Lighting | \$404 | \$368 | \$772 |
| 043 | Exhaust | \$954 | \$511 | \$1,465 |
| 045 | Powerplant | \$1,373 | \$781 | \$2,154 |

First Quarter 2021 Composite View: Service Cost Distribution

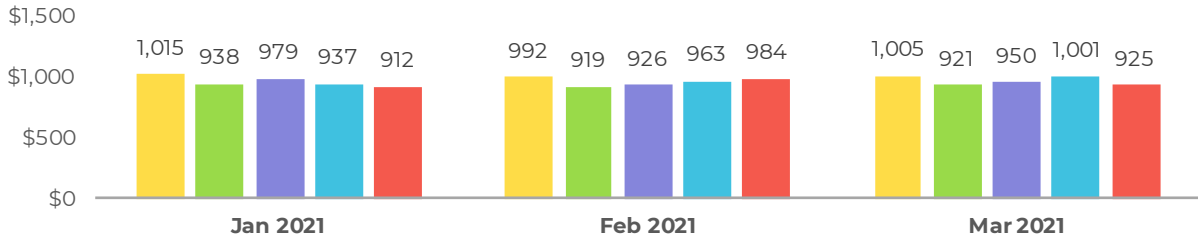


VMRS System Code Key

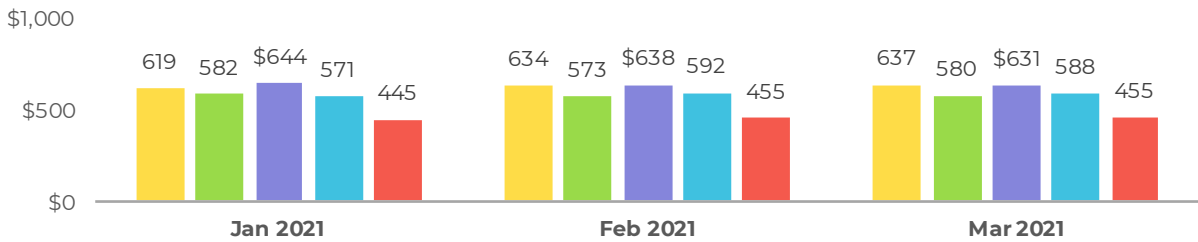
| | | | |
|------------|--------------|------------|---------------|
| 013 | Brakes | 032 | Cranking |
| 015 | Steering | 034 | Lighting |
| 017 | Tires | 043 | Exhaust |
| 026 | Transmission | 045 | Powerplant |
| 031 | Charging | XXX | Other Systems |

Quarterly Highlights

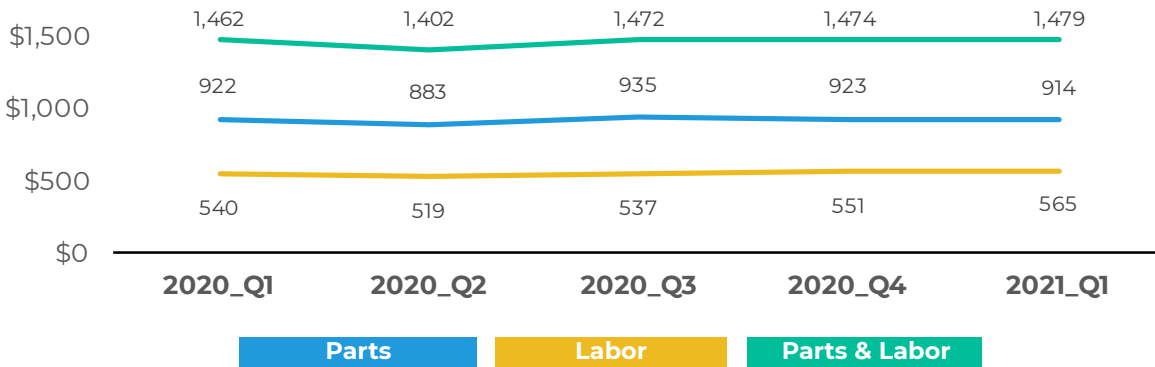
Regional Parts Costs: First Quarter 2021



Regional Labor Costs: First Quarter 2021

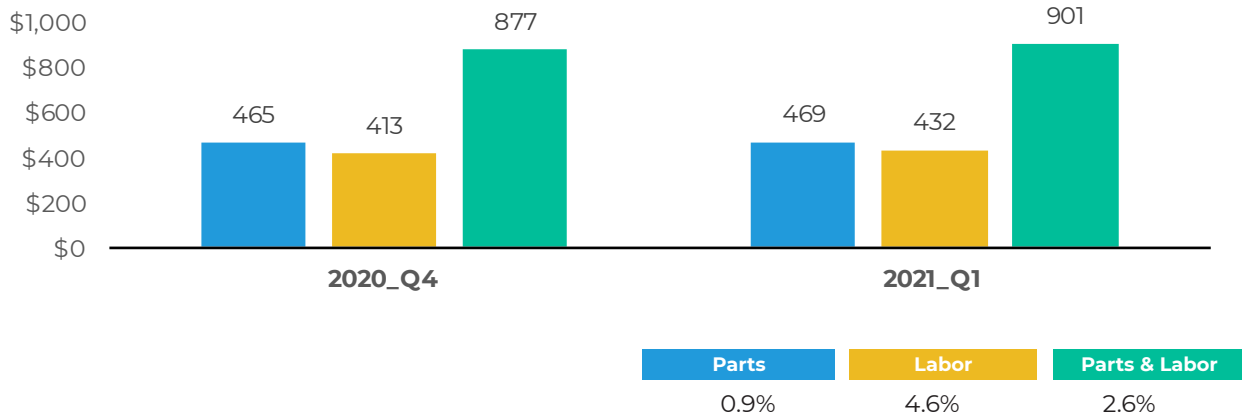


Quarterly Trends for Parts and Labor Costs

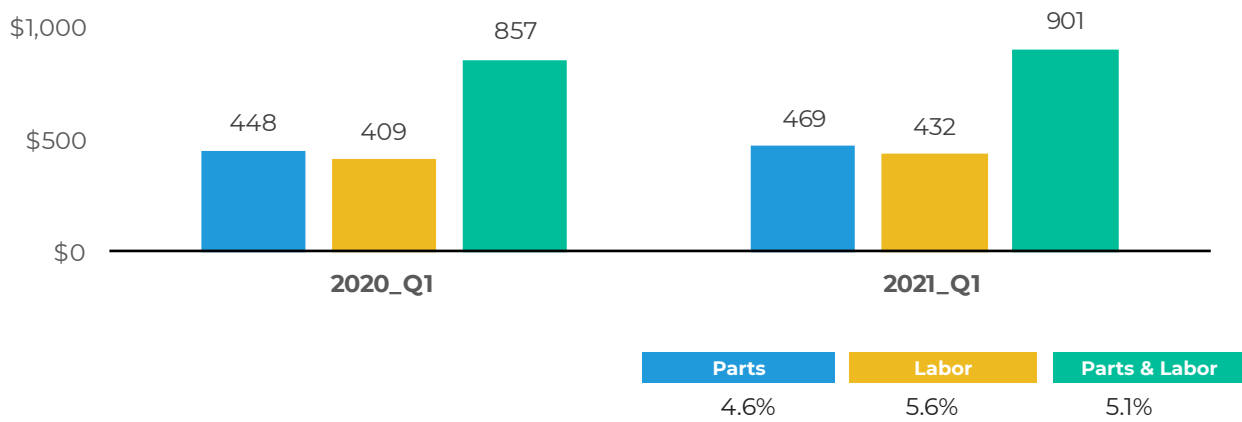


Parts and Labor Costs

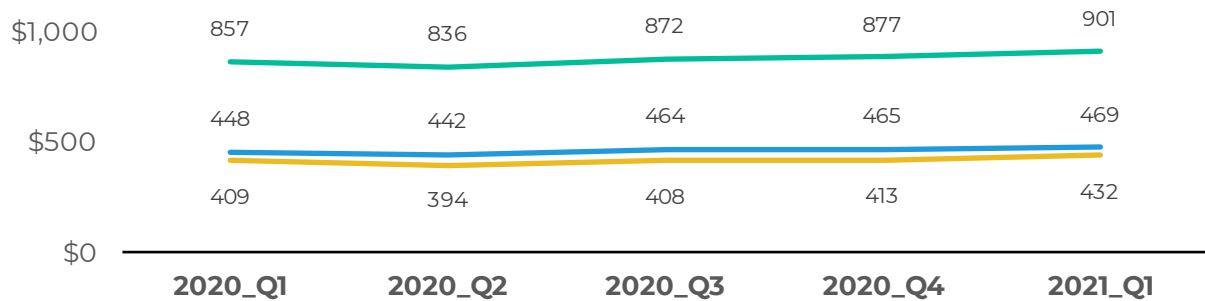
Quarter over Quarter (QoQ)



Year over Year (YoY)



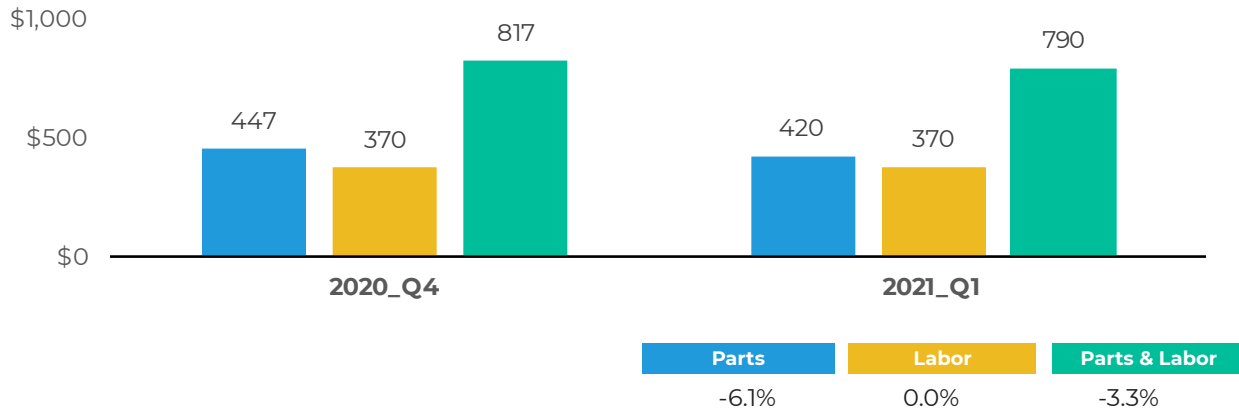
Quarterly Trend



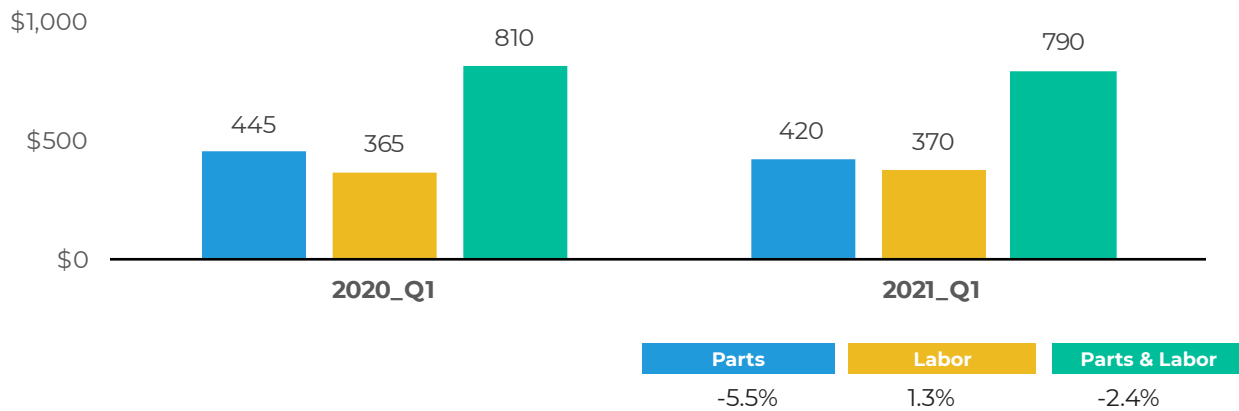
Code 015: Steering

Parts and Labor Costs

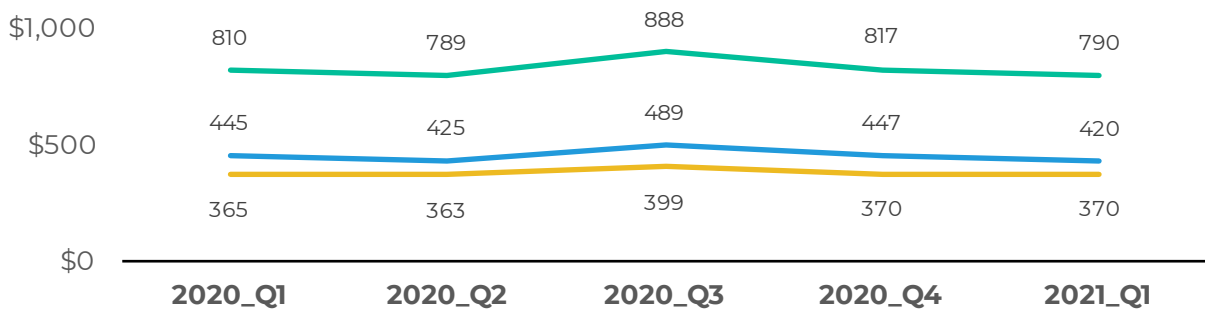
Quarter over Quarter (QoQ)



Year over Year (YoY)



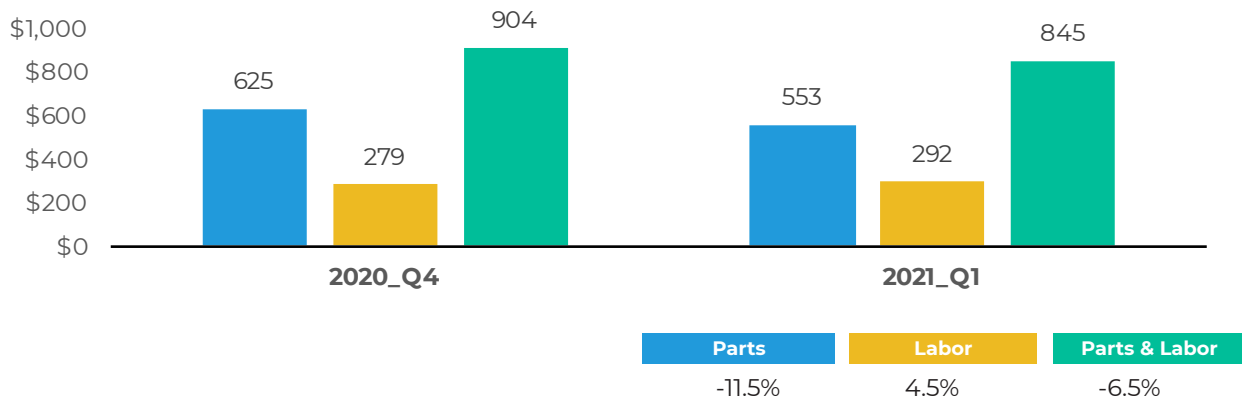
Quarterly Trend



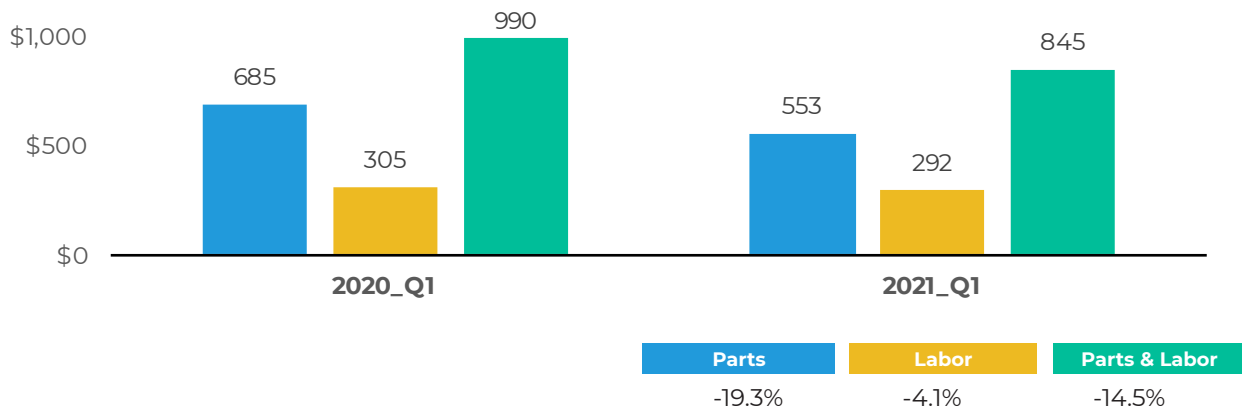
Code 017: Tires

Parts and Labor Costs

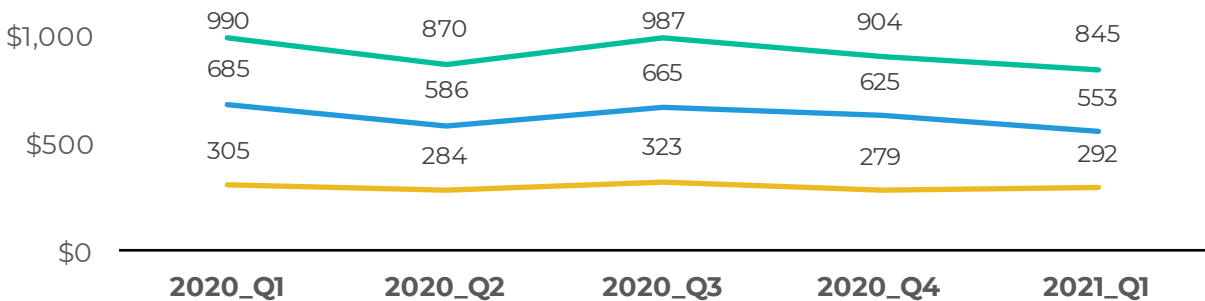
Quarter over Quarter (QoQ)



Year over Year (YoY)



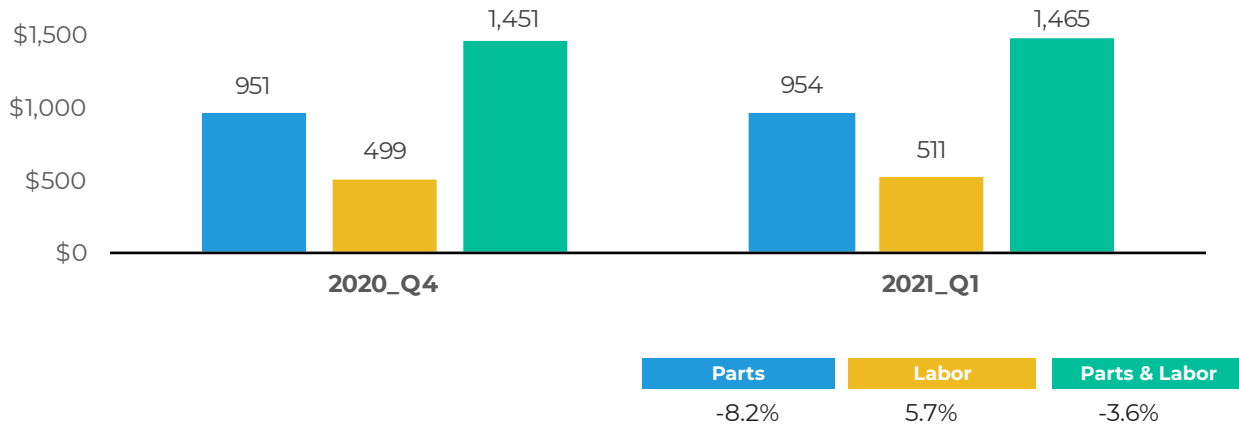
Quarterly Trend



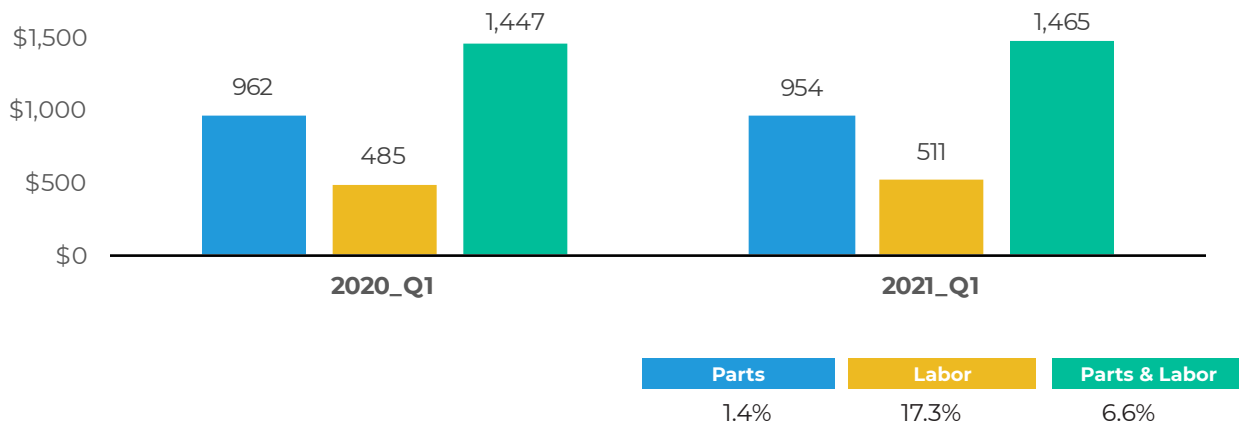
Code 026: Transmission

Parts and Labor Costs

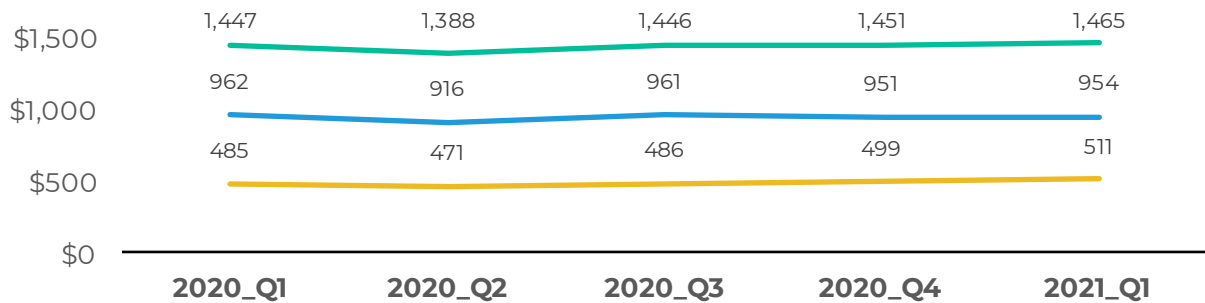
Quarter over Quarter (QoQ)



Year over Year (YoY)



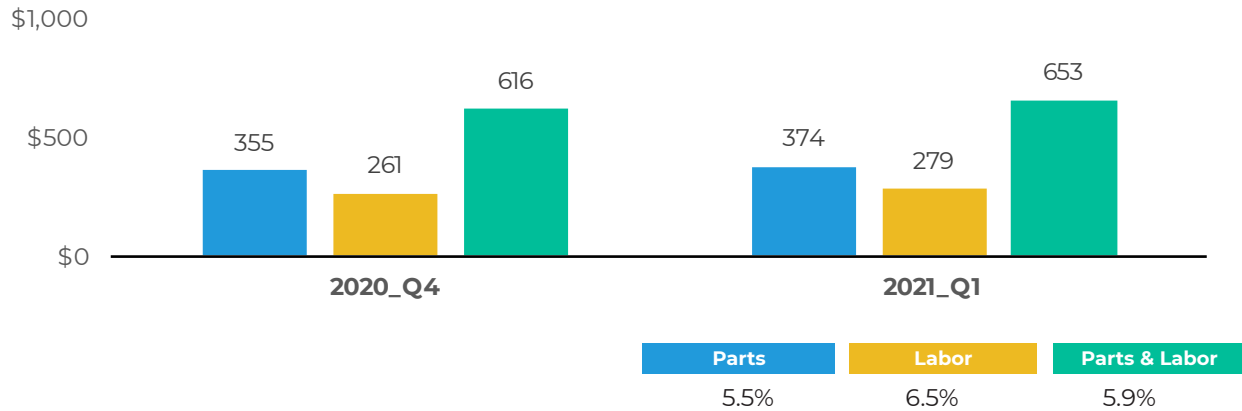
Quarterly Trend



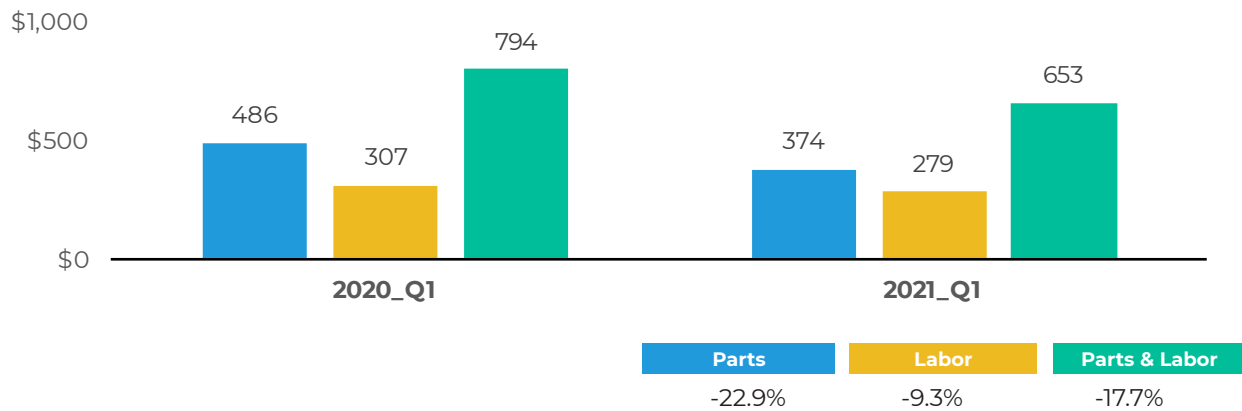
Code 031: Charging

Parts and Labor Costs

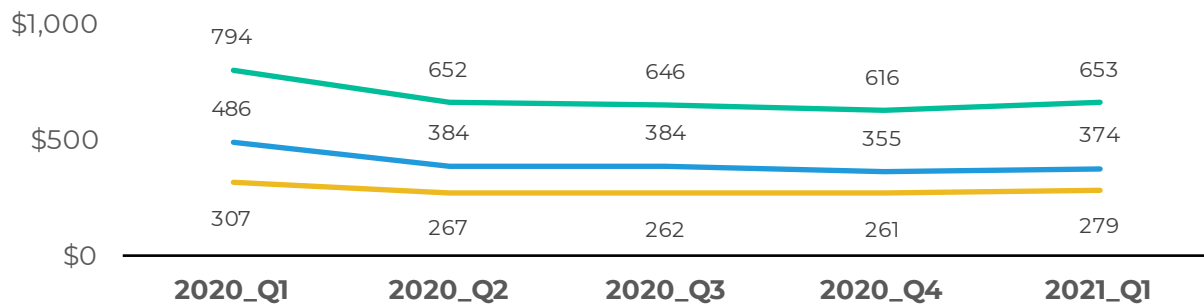
Quarter over Quarter (QoQ)



Year over Year (YoY)



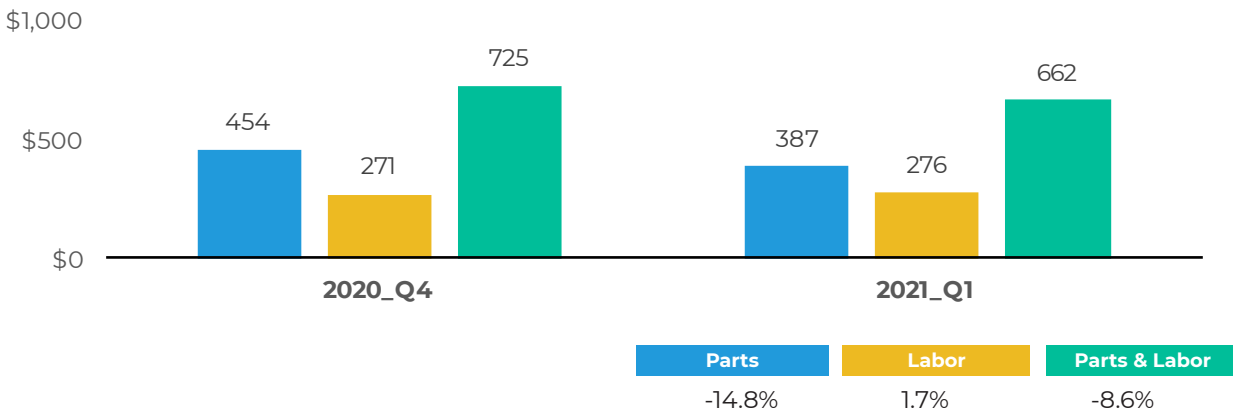
Quarterly Trend



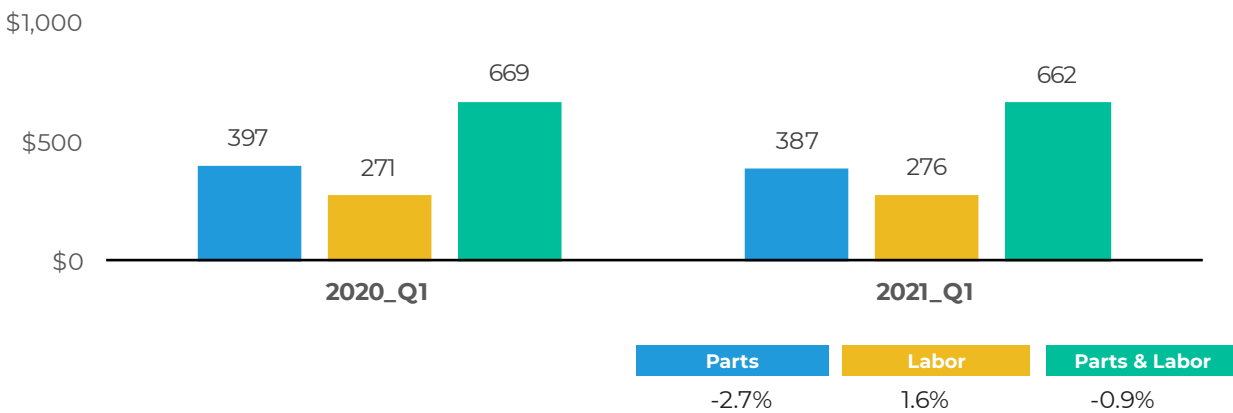
Code 032: Cranking

Parts and Labor Costs

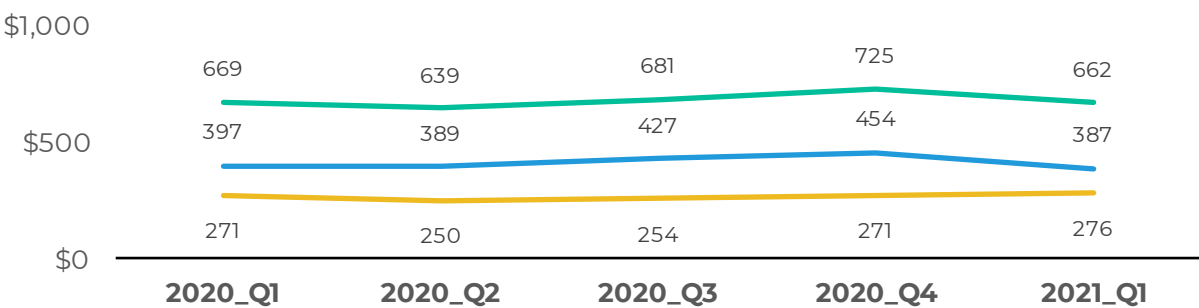
Quarter over Quarter (QoQ)



Year over Year (YoY)



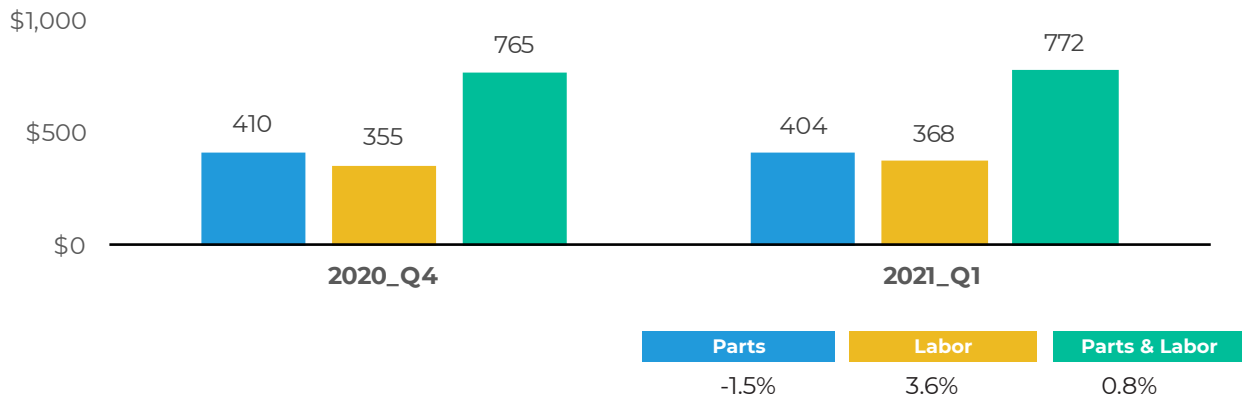
Quarterly Trend



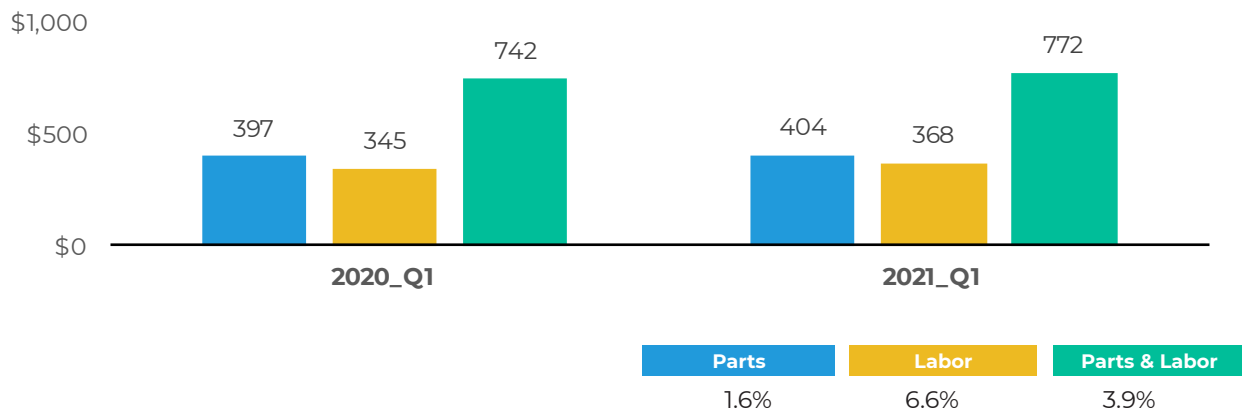
Code 034: Lighting

Parts and Labor Costs

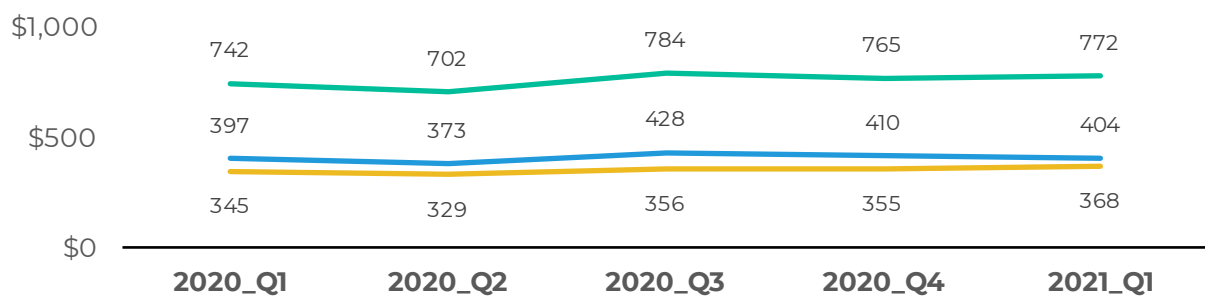
Quarter over Quarter (QoQ)



Year over Year (YoY)



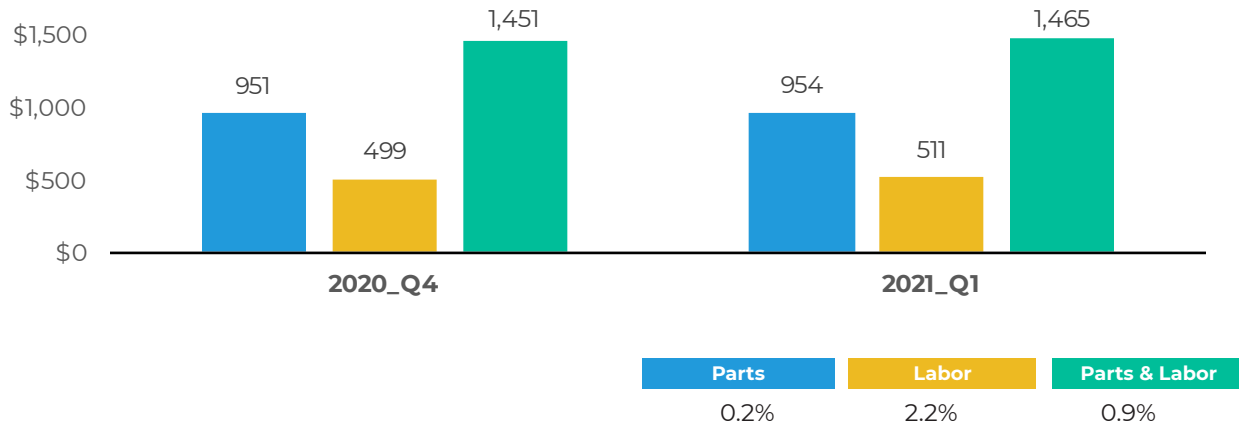
Quarterly Trend



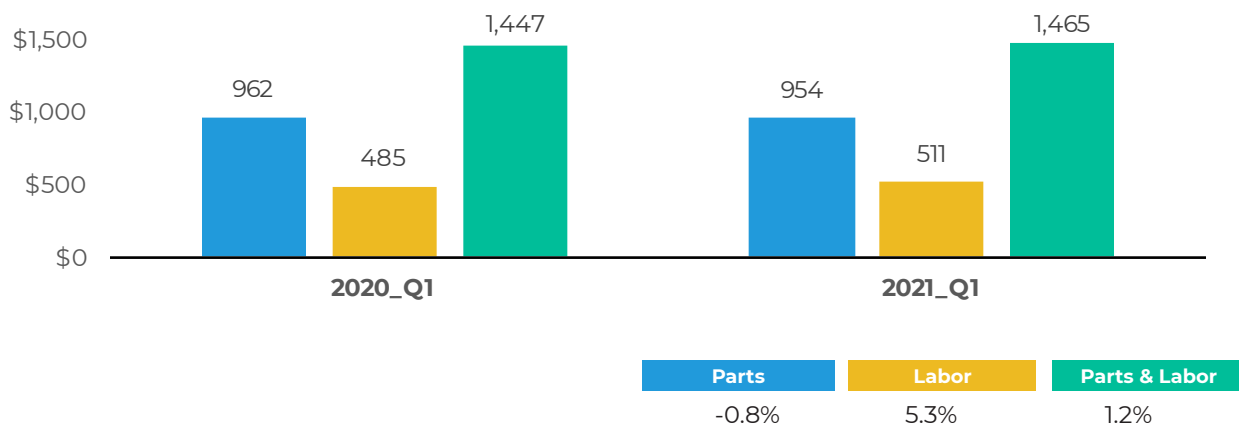
Code 043: Exhaust

Parts and Labor Costs

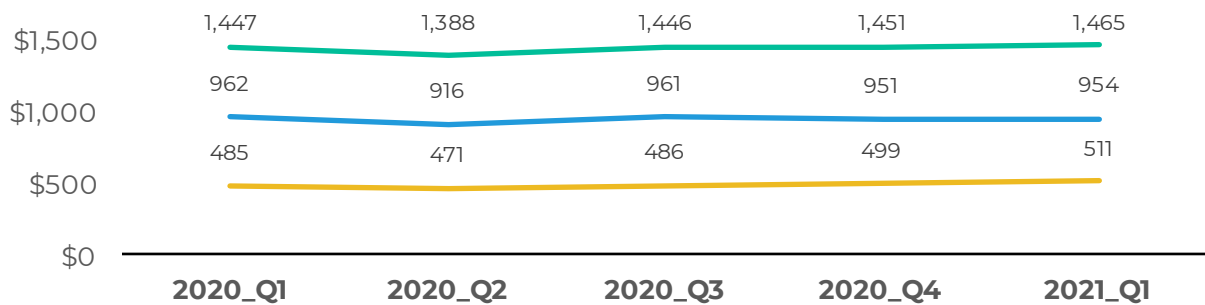
Quarter over Quarter (QoQ)



Year over Year (YoY)



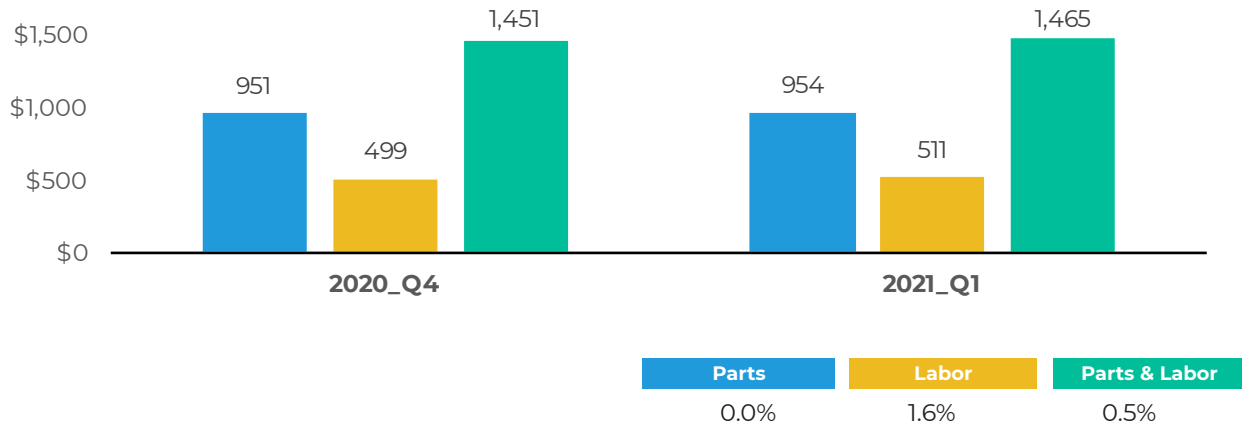
Quarterly Trend



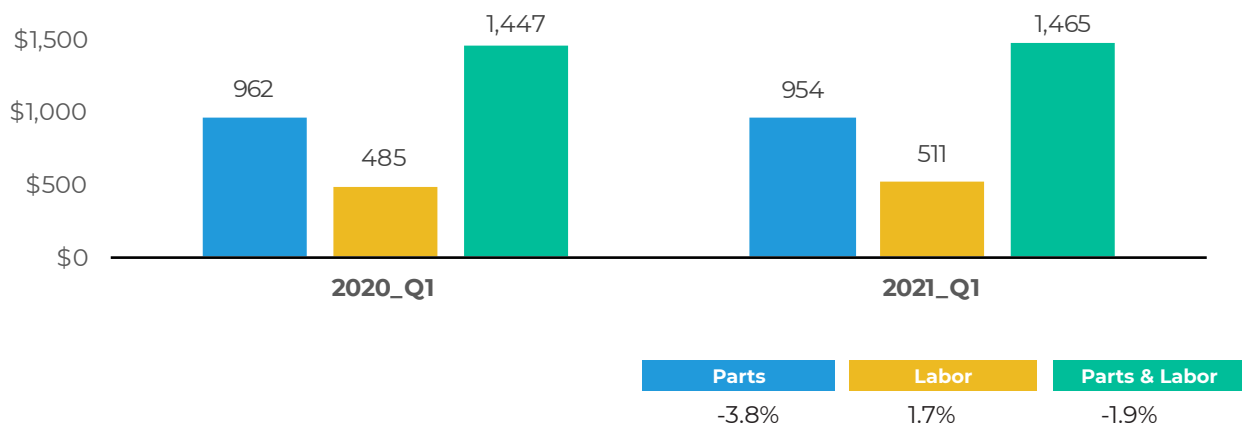
Code 045: Powerplant

Parts and Labor Costs

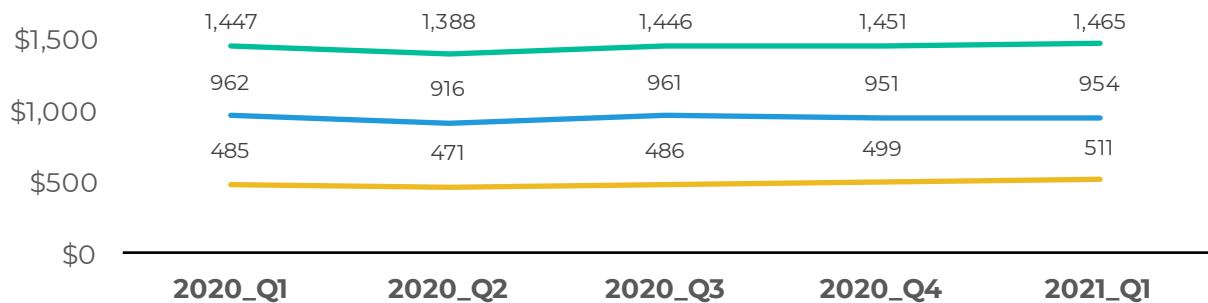
Quarter over Quarter (QoQ)



Year over Year (YoY)



Quarterly Trend





Research Methodology

We currently capture parts and labor information on more than 13,000 weekday repair events and therefore have unique insight and the ability to quantify and dynamically report on changes in parts and labor costs both nationally and on a regional basis. We are the authoritative source for service repair data, able to generate detailed analysis of service repairs at the operation level including the associated Vehicle Maintenance Reporting Standards (VMRS) Group Level and System.

For more information about the Service Data Index, visit [decisivmarketplace.com](https://www.decisivmarketplace.com)