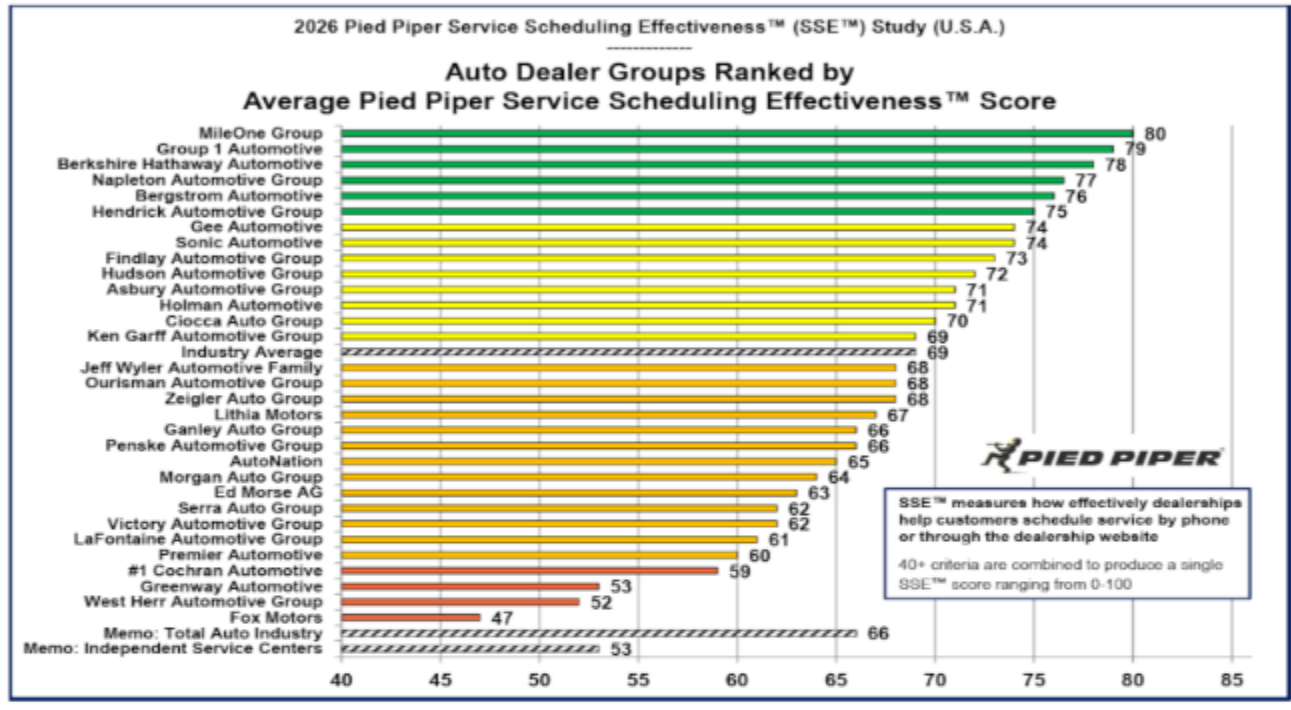


These dealer groups are most effective at scheduling service



Graphic courtesy of Pied Piper.

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By Auto Remarketing Staff

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Aftersales operations account for 70% to 80% of dealer group operating profit, so it's critical these retailers make aftersales service scheduling fast and easy — both online and over the phone, says Pied Piper.

So, what groups do that the best?

According to the company's new 2026 Service Scheduling Effectiveness (SSE) Auto Dealer Group Study, the top-ranked retailer is MileOne Autogroup, with a score of 80 (out of 100).

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The study is touted as the first to measure how effectively dealerships from the 31 largest U.S. groups helped consumers make service appointments, both on the phone and through dealer websites.

Pied Paper uses more than 40 pieces of criteria to determine an SSE score, which range from 0-100.

Group 1 Automotive came in at No. 2 with a score of 79, followed by Berkshire Hathaway Automotive (78), Napleton Automotive Group (77), Bergstrom Automotive (76) and Hendrick (75).

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The average industry score was 69.

Also coming in above average were Gee Automotive and Sonic Automotive (both at 74), followed by Findlay Automotive Group (73), Hudson Automotive Group (72), Asbury Automotive Group (71) Holman Automotive (71) and Ciocca Auto Group (70).

Ken Garff Automotive Group was at 69.

“The difference is that top-performing dealer groups remove friction,” said Cameron O’Hagan, Pied Piper’s vice president of metrics and analytics, in a news release.

“Customers get where they need to go quickly, schedule service with less effort, and know exactly what happens next. Lower-performing groups not only make scheduling harder, they fail customers far more often,” O’Hagan said.