

gm minority dealer development  
**AUTOCONNECT**

Q3,2024

MDAC  
MESSAGE

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## INTERESTED IN BECOMING A MINORITY DEALER COUNCIL MEMBER?

Minority Dealer Advisory Council Self Nomination Process: [September 19th-October 31st, 2024.](#)

The Council consists of 12 elected representatives comprised of minority dealer operators from each ethnic group as follows: 4 African American, 4 Hispanic, 2 Asian and 2 Native American. We are excited to share that the Minority Dealer Advisory Council (MDAC) will have open Asian, Native American and African American seats available December 31, 2024.

The GM Minority Dealer Advisory Council's (MDAC) role is to provide input and recommendations to GM Dealer Development, U.S. Sales Operations, and key GM senior leadership on GM minority dealer issues. The Council will dialogue on key business issues, develop recommendations, supported by action plans and ensure follow-through.

The mission of the MDAC is through a working partnership, GM and its elected dealer representatives, as advocates for the minority dealer body, MDAC will proactively address minority dealer issues striving to increase and retain the number of minority dealers and to match or exceed the profitability of the total GM dealer network.

If you believe in the MDAC's role and mission and are interested in serving on the GM Minority Dealer Advisory Council representing minority dealers in your region (a 3-year term starting January 1, 2025 - December 31, 2027), please review the information below.

### ELIGIBILITY FOR NOMINATION

- Dealer must provide a paragraph indicating why they want to serve which will be circulated to the voting body.
- Dealer must be named as a Dealer Operator in the GM Sales and Service Agreement and must have been a dealer for a minimum of two years at the time of nomination for the elections.
- Dealer must be active in the daily operation of the dealership.

Because of the time required to serve as Council representative, a dealer should carefully consider his/her own situation, particularly:

- Willingness to represent all minority dealers
  - Articulate all GM minority dealers and candidate concerns
  - The Region and GM Dealer Development will confirm there are no legal concerns pending that would impact the dealer nomination. Regional input will be considered in the nomination process.

To self-nominate, please email your paragraph to [krystal.teamer@gm.com](mailto:krystal.teamer@gm.com) no later than close of business, October 31, 2024.

# 2024

## MINORITY DEALER ADVISORY COUNCIL

*Bottom to Top:*

*David Ferraez, Charles Winton,  
Diane Pajouh, Leo Portaluppi,  
Cedric Patton, Todd Ingersoll,  
Barry Carver, Peter Ngo, c  
Steve Song, Bill Perkins,  
Patrick Decuir, Eric Stuteville,*





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*Save the Date*

January 20-22, 2025

2025 GM Winter Business Meeting  
New Orleans, Louisiana



**REGISTRATION BEGINS**  
**Thursday, November 7, 2024**



# ncm\* Guide to Automotive F&I Manager Training

A S S O C I A T E S

Written By: Mike Udell  
Instructor/Consultant



[Click here to learn more from Mike on this topic.](#)

Selling cars is just one of the ways auto dealerships can turn a profit. While service appointments are always a reliable source of revenue, the role of Finance and Insurance (F&I) is pivotal. Since F&I can exponentially increase profits for a dealership, F&I managers need to be equipped with a unique set of skills.

At NCM, we know how important it is for F&I managers to help consumers navigate through these significant steps of the purchasing process. In this blog, NCM Associates instructor and consultant Mike Udell explores how our comprehensive guide to automotive F&I manager training offers a customer-centric approach to fixed ops and gives your business a great opportunity for sustainable success.

## Essential Skills for F&I Manager Training

In order to be successful and excel in their role, F&I managers must have a diverse skill set. From in-depth product training to having a handle on closing techniques and objections, these skills are absolutely essential. This expertise is not only encouraged but is also required to earn a certification from the Association of Finance and Insurance Professionals (AFIP).

Whether your goal is to earn your certification, increase profits, or get glowing reviews from your customers, our F&I training can help you achieve your goals by focusing on the following essential skills:

### Adhering to Latest Requirements and Standards:

Our training guide meticulously addresses the latest requirements and industry standards. It outlines legal responsibilities, ongoing certification maintenance, and updates on consumer-driven laws.

For example, F&I managers need to have a firm grasp on established regulations from Gramm-Leach laws, the Truth in Lending Act, and the Federal Trade Commission (FTC). Additionally, every state has its own legislation that regulates insurance guidelines. For legal reasons, every F&I manager should make staying up to date on these specific regulations a top priority.

By integrating these elements into F&I managers' job descriptions and making them a required part of their onboarding training, we ensure that your dealership always adheres to legal and ethical best practices.

### Effective Communication Techniques

In addition to following regulations, the F&I process should include building trust with customers. After all, the process involves delicate financial decisions. Our guide emphasizes the importance of connecting with the customer through active listening, tailoring offers to their specific needs, and providing detailed information on both product features and their benefits. Plus, with strategies for validation, declining, and closing, your F&I managers will be prepared for any interaction.

### Embracing Technology

Digital transactions are the norm now, which is why F&I manager training needs to feature the latest software and technology. Managers should have an understanding of how customers interact with Customer Relationship Management (CRM), Document Management Systems (DMS), eContracts, and remote sale processes.

Using platforms like Facetime and Zoom for virtual meetings and offering videos on product offerings is a simple yet effective way to adapt to customers' ever-evolving preferences.

### Fostering Collaboration Across Departments:

Collaboration between F&I managers, sales teams, and other departments is vital for success. Our training guide emphasizes the importance of avoiding conflicting processes. Active involvement in sales department training and regular presence in the showroom can promote seamless transition for customers from the showroom to the F&I office. By breaking down those barriers and promoting transparent communication, dealerships can offer a better overall experience for customers.

### Find Out More About Our F&I Manager Training

Our guide to automotive F&I manager training provides a detailed roadmap for enhancing F&I operations in car dealerships. By equipping managers with essential skills, keeping them updated on industry standards, enhancing communication techniques, embracing technology, and fostering collaboration, dealerships can enhance customer satisfaction and drive success in today's competitive automotive landscape. Contact NCM Associates to learn more about our F&I manager training.



# Join now for 2025!

## NCM Associates GMMDD 20 Groups

### What:

Peer-to-peer collaboration is one of the most important benefits of belonging to an NCM 20 Group. However, membership also includes many other elements designed to help you ensure success in your dealership:

- Two 11/2-day engaged meetings at a location thoughtfully selected by GM
- Shared discussions with peers that generate solutions to business challenges
- Access to an assigned 20 Group Moderator and dedicated Program Manager
- Knowledge sessions from the industry's top thought leaders
- Virtual training provided by the NCM Institute
- A multitude of Benchmark composite reports and online resources

### Why:

Using data as the foundation, our moderators and your peers come together to help solve your toughest challenges and hold you accountable to reach your goals.

Since 1947, our 20 Groups have provided thousands of clients— including business owners and their mgmt. staff—across North America with a platform to have honest discussions about their performance when compared against the largest set of Benchmark data.



### Meet the Moderators

Click names below to learn more



**Steve Hollosi**  
(Group 206G)



**Travis Snow**  
(Group 205G)



**TJ Wilson IV**  
(Group 201G)



**Reggie Vaughn**  
(Group 204G)



**George Nance**  
(Group 203G)

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### How:

All GM Minority Dealers are eligible to participate. GM covers enrollment costs and monthly fees for all MDD participants. Enrollment is available on first come, first serve basis.

Scan the QR Code or email  
Krystal Teamer at [krystal.teamer@gm.com](mailto:krystal.teamer@gm.com)  
to apply and learn more.







# 2024 SUMMER BUSINESS MEETING

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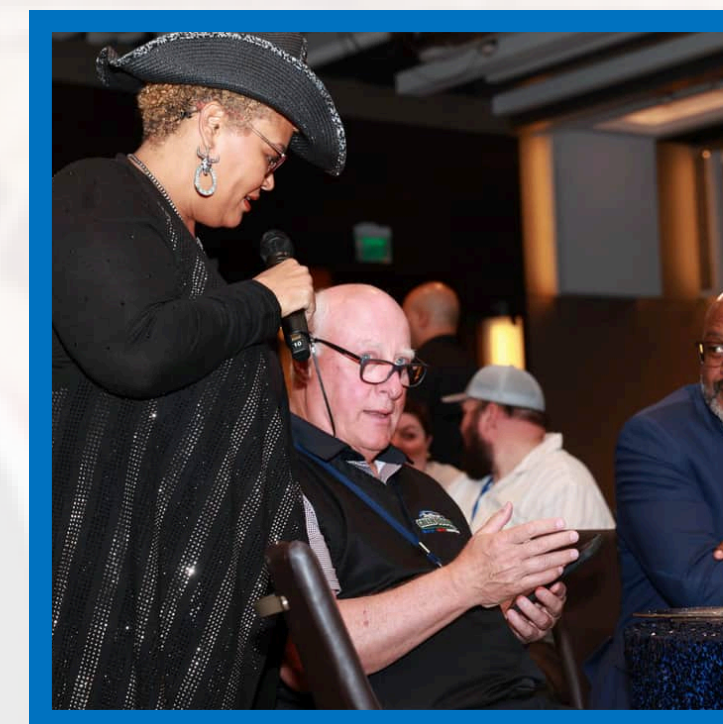
RESOURCES



The 2024 gm Minority Dealer Summer Business meeting, aimed at helping dealers expand their operations and improve their bottom lines, took place in August at the Renaissance Hotel in Nashville, TN.



Our first Inaugural Silent Auction along with several generous donations directly raised over \$100,000 for Scholarships. These funds will impact the life of a student who is pursuing an automotive career.





# 2024 NAMAD

NATIONAL ASSOCIATION OF MINORITY AUTOMOBILE DEALERS

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## 2024 Conference Awardees Woman of the Year

### Jackie Vessel

General Manager of US Sales Support at General Motors



Jacqueline is a powerhouse in the automotive industry, currently serving as the General Manager of US Sales Support at General Motors. In this pivotal role, she wields strategic oversight across critical areas like the GM Dealer Network, fostering diversity through the GM Minority and Women Dealer Programs, Dealer Sales Performance, meticulous Sales Reporting, navigating Legislation impacting the industry, and GM Motors Holding.

Jacqueline's journey began 31 years ago, embarking on a successful career path within Chevrolet. Throughout her tenure, she has tackled diverse challenges and leadership positions. Her impressive resume boasts achievements as the South-Central Chevrolet Regional Director, Senior Manager spearheading General Motors Dealer Diversity initiatives, and a proven track record in various Metro Zone Manager assignments for both Chevrolet and Buick-GMC brands.

Beyond her dedication to her role, Jacqueline finds deep fulfillment in her personal life. A native of Southeast Louisiana and a proud mother of four daughters, she prioritizes unwavering support for her family. Her passion extends beyond her personal circle, as she actively champions the growth of others through mentorship programs, empowering individuals to reach their full potential.

Jacqueline holds a Bachelor of Arts in Mass Communications from Southern University in Baton Rouge, Louisiana. Demonstrating a commitment to continuous learning, she further bolstered her qualifications through a prestigious certification program from Harvard University as part of the GM Emerging Leader Program. Additionally, she completed the rigorous GM Leadership Bootcamp with Corporate Class, Inc.



Our own Jacqueline Vessel was the recipient of the distinguished 2024 NAMAD Woman of the Year Award. Jackie is pictured here with Perry Watson, President of NAMAD.



# 2024 NAMAD

NATIONAL ASSOCIATION OF MINORITY AUTOMOBILE DEALERS

Join us in Miami for our 44th Annual  
**NAMAD**  
 NATIONAL ASSOCIATION OF MINORITY AUTOMOBILE DEALERS  
**MEMBERSHIP MEETING**  
 for General Motors Luncheon  
**2024 GM Fireside Chat – Moderated by**  
**Well-Renowned Journalist Roland Martin**  
 Wednesday August 21, 2024

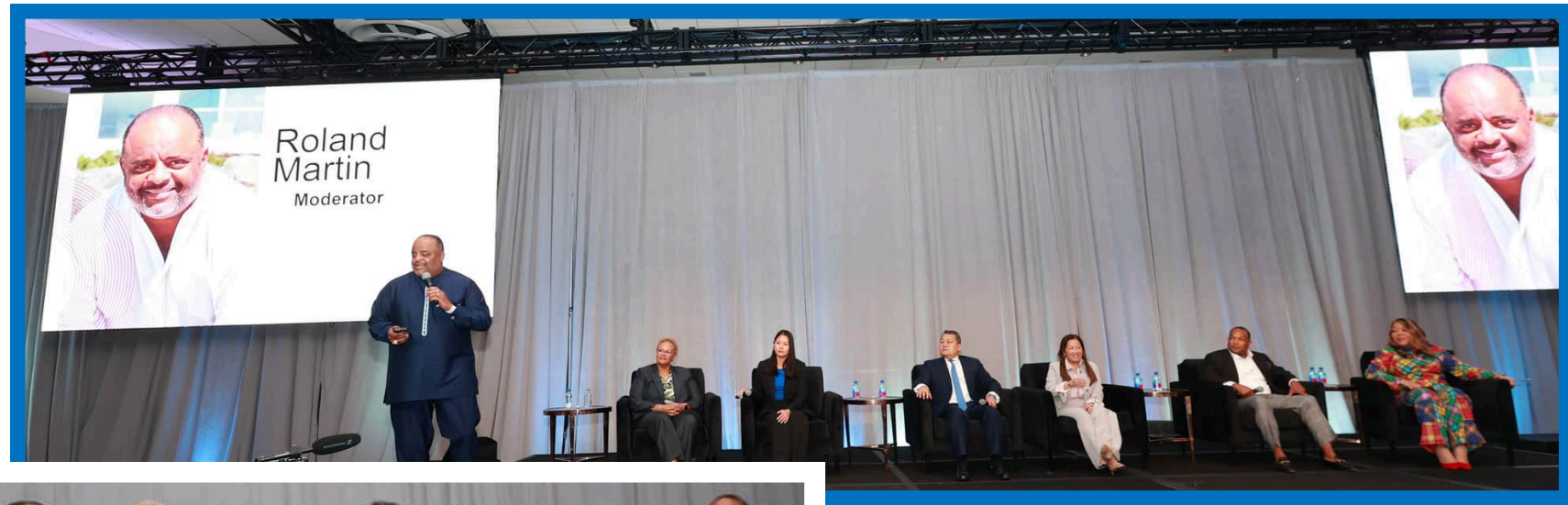


**Jacqueline Vessel**  
General Manager-US Sales Support  
General Motors



**Roland Martin**  
Host Roland Martin Unfiltered  
CEO, Nu Vision Media

Sponsored by: 



**The 2024 GM Fireside Chat, Moderated by Journalist Roland Martin included two Minority Dealers, Darric Sewell, O'Fallon Buick GMC, O'Fallon, MO and Dorian Jimenez, Classic Chevrolet, Oklahoma City, OK**



Presented by the National Association of Minority Automobile Dealers (NAMAD) and S&P Global, the Diversity Volume Leadership Awards pay tribute to automotive brands and models with the highest new vehicle registrations for ethnic, female, and ethnic millennial consumers. This year's awards were based on an analysis of data from S&P Global Mobility representing the period July 2023-June 2024.

- GM won the following four Awards:
1. Three-Quarter to One-Ton Pickup Truck: Chevrolet Silverado
  2. Half-Ton Pickup Truck: Chevrolet Silverado
  3. Full-Size SUV: Chevrolet Tahoe
  4. Luxury Exotic, Prestige Full-Size and Sports Car: Chevrolet Corvette



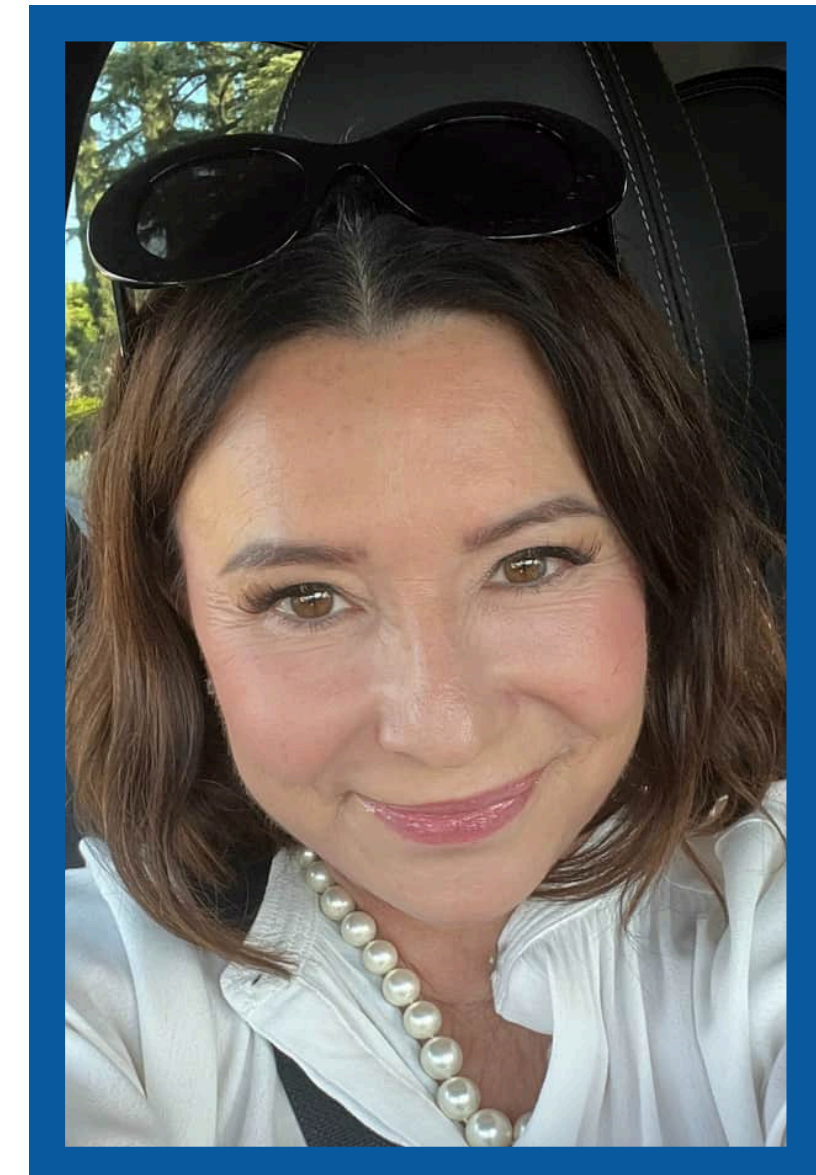
# CONGRATULATIONS!

## NEW MOTORS HOLDING ALUMNI



**DAVID LI**

Mansfield Buick GMC, Mansfield, OH  
MH Buyout: July 22, 2024  
Buyout Time: 5.8 Years



**RAMONA LLAMAS**

Roseville Chevrolet, Roseville, CA  
MH Buyout: September 27, 2024  
Buyout Time: 2.1 Years



# Q3, NEW MINORITY DEALER DEVELOPMENT (MDD) DEALERS

## CONGRATULATIONS!



**BRAD M. NICOLAI**  
JN CHEVROLET  
HONOLULU, HI

**JOHN F. MABE**  
CALDWELL COUNTRY CHEVROLET  
CALDWELL, TX

**GIORGIO E. CACERES**  
THOMPSON CHEVROLET  
UBLY, MI

**AARON V. WILSON**  
WILSON CHEVROLET  
STILLWATER, OK

**KEON J. RHODAN**  
MONTICELLO CHEVROLET GMC  
MONTICELLO, AR

**STEPHEN MASTRO**  
TITAN CHEVROLET  
STARKE, FL

**KHUSHWANT BHATIA**  
ALM CHEVROLET  
UNION CITY, GA

**JEREMY R. HODGE**  
JEREMY HODGE CHEVROLET GMC  
ARDMORE, OK



# Q3, 2024 PERFORMANCE HIGHLIGHTS

- **GM was #1 in total sales, and Q3 was our 9th consecutive quarter of retail sales growth.**
- We had record total EV deliveries of 32,095 units, up 60% year-over-year and up 46% compared to Q3, a faster rate of growth than the industry overall.
- GM earned a record 9.5% share of the U.S. EV market, up from 7.1% in Q3. Total industry EV sales are expected to be a record high, as well.
- More than 9,700 Chevrolet Equinox EVs were sold in its first full quarter on the market, Cadillac LYRIQ retail sales were up 139% compared to last year, and GMC had its first customer deliveries of the Sierra EV Denali Edition 1.
- We're #1 in full-size pickups (best year-to-date total sales since 2007) and full-size SUVs (retail market share of 62.3%).
- We had more than 149,700 Chevrolet Trax deliveries in just 9 months, a 12% increase in year-to-date total Escalade V-Series sales, a 179% year-over-year increase in total Buick Envista sales, and best-ever Q3 total and retail sales of the GMC Canyon.





# MDD KEY OBJECTIVES | Q3, 2024 OVERVIEW:

## Profitability, Growth and Retention

### 2024 OBJECTIVE

### Q3 ACTUAL

- 10 Net Minority Appointments

- +12 Net Minority Appointments

- 20 Vetted and Approved MDD Candidates (4 Per Region)

- 14 New Vetted and Approved MDD Candidates

- MDD Profitability outperform GM Dealers

- 80.7% MDD vs. 85.5% All

- Increase MDD DPS scores compared to 2023

DPS YE 2023 102.3  
DPS Q2 2024 102.4  
All GM Dealers YE 2023-102.41  
All GM Dealers Q2 2024-102.93

- Increase Participation in 20 Groups by 10 members

- 20 Group: +5 YTD New Members



# Q3, 2024 | TOP 20 MDD BY DEALERS BRAND

## gm minority dealer development

- Q3 2024 Retail Sales **101,055**
- **80%** of MDD dealers are profitable.
- Avg. NPBB&T of over **\$1.9M, \$204K+** above all GM Dealers.
- Operating Profit above **\$120,245** (annualized per dealer)
- ROS of **2.50%**
- Sales Volume: **511**
- PVR of **\$1,230**
- Fixed Coverage of **59.8%**



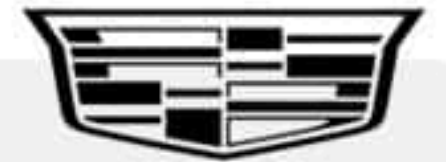
1. **Bomnin Chevrolet West Kendall Miami, FL**
2. **Bomnin Chevrolet Dadeland Miami, FL**
3. **The Ancira-Winton Chevrolet San Antonio, TX**
4. **Dan Cummins Chevrolet - Buick, Inc., Paris, KY**
5. **Miami Lakes Chevrolet, Miami Lakes, FL**
6. **Victorville Chevrolet, Victorville, CA**
7. **Landers McClarty Chevrolet, Huntsville, AL**
8. **Camino Real Chevrolet, Monterey Park, CA**
9. **Gerry Lane Chevrolet, Baton Rouge, LA**
10. **Taylor Chevrolet, Taylor, MI**



1. **Cardinal Buick GMC, Belleville, IL**
2. **Todd Wenzel Buick GMC of Westland, Westland, MI**
3. **South Texas Buick-GMC, Mc Allen, TX**
4. **Todd Wenzel Buick GMC, Grand Rapids, MI**
5. **Todd Wenzel Buick GMC of Davison, Davison, MI**
6. **Dan Cummins Chevrolet-Buick, Paris, KY**
7. **Cavender Buick GMC, San Antonio, TX**
8. **Lorenzo Buick GMC, Miami, FL**
9. **Ferguson Buick GMC, Norman, OK**
10. **Brickell Buick & GMC, Miami, FL**



1. **South Texas Buick-GMC McAllen, TX**
2. **Cavender Buick GMC West, San Antonio, TX**
3. **Cavender Buick GMC, San Antonio, TX**
4. **Gerry Lane Buick, Baton Rouge, LA**
5. **Alpine Buick GMC, Littleton, CO**
6. **Ferguson Buick GMC, Norman, OK**
7. **Casa Buick GMC, El Paso, TX**
8. **Dublin Buick GMC, Dublin, CA**
9. **Simpson Buick GMC of Buena Park, Buena Park, FL**
10. **Robert Brogden's Olathe Buick GMC, Olathe, KS**



1. **Vera Cadillac, Pembroke Pines, FL**
2. **Central Houston Cadillac, Houston, TX**
3. **Cavender Cadillac Company, San Antonio, TX**
4. **Simpson Buick GMC of Buena Park, Buena Park, CA**
5. **Tustin Cadillac, Tustin, CA**
6. **Ocean Cadillac, Miami, FL**
7. **Crestmont Cadillac, Beachwood, OH**
8. **Wilson GMC, Stillwater, OK**
9. **Cable Dahmer Cadillac of Kansas City, Kansas City, MO**
10. **Bomnin Chevrolet Homestead, Homestead, FL**





# Q3, 2024 | TOP 20 MDD EV DEALERS BY SALES



1. Stevens Creek Chevrolet, Miami, FL
2. Simpson Chevrolet of Irvine, Irvine, CA
3. Simpson Buick GMC of Buena Park, Buena Park, CA
4. Culver City Chevrolet, Culver City CA
5. Dublin Chevrolet, Dublin, CA
6. Fremont Chevrolet, Fremont, CA
7. Epic Chevrolet, Sacramento, CA
8. Tustin Cadillac, Tustin, CA
9. Fremont Buick GMC Cadillac, Fremont, CA
10. F H Dailey Chevrolet, San Leandro, CA

11. Ocean Cadillac, Miami, CA
12. Stevens Creek Cadillac, Santa Clara, CA
13. Premier Chevrolet of Buena Park, Buena Park, CA
14. Cadillac of Laguna Niguel, Laguna Niguel, CA
15. Concord Chevrolet, Concord, CA
16. Sierra Chevrolet of Monrovia, Monrovia, CA
17. Crestmont Cadillac Corporation, Beachwood, OH
18. Chevrolet of Watsonville, Watsonville, CA
19. Trinity Cadillac, Englewood Cliffs, NJ
20. Mission Bay Chevrolet, San Diego, CA







**DAVID FERRAEZ**  
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## 2024 gm Minority Dealer Advisory Council

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