



Lehmer's GMC

Concord, California
Darren Anderson, General Manager
Deanna Nyberg, Parts Manager

Family-Owned Legacy Meets Modern Technology

For nearly a century, Lehmer's GMC has stood as a pillar of the Concord community. Fourth-generation General Manager Darren Anderson continues the family's legacy, leading with a focus on trust, loyalty, and enduring relationships. "When customers walk in, there's a genuine sense of family," he says.

Sales, service, and parts form the backbone of the business. "Maintaining precise inventory balance, never overstocking yet always meeting demand is essential," Darren emphasizes.

Building Efficiency and Credibility with PartView

Parts Manager Deanna Nyberg recalls, "Back in the day, we would call GM and spend hours on the phone, and typically the information was inaccurate. PartView has just made things amazing for us. We can actually track the part across the country and give that feedback to our customers."

With PartView's visibility and accurate ETAs, the team keeps customers informed with confidence. "PartView allows us to give an accurate expectation to our customer as to when the part is going to arrive so we can perform the repair," says Darren. "That's critical because we don't want the customer to bring in their car and then have it sit here while we wait for a part."

AI-Powered ETAs that Parts Teams Can Trust

PartView's accuracy gives the Lehmer's team the confidence to commit to repair timelines. "PartView ETAs are on point. If it says it's going to be here in five days, it will be here in five days," says Deanna. This reliability keeps service bays moving and strengthens customer trust.

Key Features Driving Results



Next-Level Tracking
Know exactly where every part is.



Reliable ETAs
Plan repairs with confidence.



Customer Transparency
Share real-time updates that build trust.



Proactive Alerts
Get ahead of delays with instant notifications.



Operational Efficiency
Keep inventory lean and bays productive.



Single Dashboard
One screen, all order data — zero guesswork.



“
The customers can see firsthand, 'Here, we've tracked your part across the country, and it's due to be here tomorrow,' and they love that.
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About PartView

PartView, developed in Ann Arbor and now part of Overhaul platform, delivers real-time tracking, accurate ETAs, and instant alerts helping teams work smarter and keep customers informed.

vimeo

Watch the video
to learn more!



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