

## IT'S IMPORTANT! YOUR CUSTOMER SATISFACTION

### CUSTOMER SATISFACTION SURVEY

The manufacturer will soon be contacting you with a short survey regarding your recent sales/service experience at our dealership. Please take the time to answer all of the questions with a 10 rating. Anything less than a 10 is considered a failing grade.

If you feel you are unable rate us a 10, please contact us before completing your survey & we will do our best to correct any of your concerns.



### THE SURVEY QUESTIONS

1. On a scale of 0 to 10, with 0 being **NOT AT ALL LIKELY** & 10 being **EXTREMELY LIKELY**, how likely are you to **RECOMMEND OUR BRAND** to a friend or colleague?
2. Please rate your **SATISFACTION WITH YOUR VEHICLE** on a scale of 0 to 10, with 0 being **COMPLETELY DISSATISFIED** & 10 being **COMPLETELY SATISFIED**.
3. Now please take a moment to think about all aspects of your **RECENT EXPERIENCE AT OUR DEALERSHIP**. Please rate your satisfaction with this experience on a scale of 0 to 10, with 0 being **COMPLETELY DISSATISFIED** & 10 being **COMPLETELY SATISFIED**.

**WE TRULY APPRECIATE  
YOUR BUSINESS!**

## PROTECT YOUR INVESTMENT!



### LIFETIME PROTECTION PLAN & ROADSIDE ASSISTANCE

Lifetime Protection is available on select models & services.

**INCLUDES:** Coverage up to \$4000.00 on fuel system, engine, drive line, brake system, cooling system, power steering & automatic transmission.

## MULTIPOINT INSPECTION

Provides the customer with the results of their inspection on their vehicle with a professional, easy-to-read report with recommended repairs & preventative maintenance enabling the customer to make informed decisions.

#### INCLUDES

- » Original concern(s) & resolution
- » Complete inspection results
- » Additional recommendations from technicians (as necessary)
- » Any previous recommendations
- » Detailed explanations of the recommended repairs with good/bad part images
- » Complete estimate for all services, including original customer request
- » Reports can be printed or emailed in one mouse click for effective communication with every customer, waiting or not
- » Allows customer to review service recommendation without the pressure to make a decision on the spot
- » Gives customers a complete picture of their service needs & costs



[www.ChilliWackVW.com](http://www.ChilliWackVW.com)

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## PREVENTATIVE MAINTENANCE

FOR YOUR VOLKSWAGEN VEHICLE

YOUR NEXT SERVICE IS DUE

DATE

KMs

ADVISOR

NEXT PACKAGE DUE

A ☐ B ☐ C ☐ D ☐


SIGNATURE \_\_\_\_\_

THANK YOU!



## SERVICE PACKAGE

# A

- Oil & Filter Change
- Brake Inspection
- Check Fluid Levels
- Inspect Battery
- Inspect Suspension, Steering & Exhaust System
- Inspect Engine & Cabin Air Filters
- ✓ Rotate Tires & Inspect For Wear
- ✓ Headlight Alignment (24KM, 56KM, 88KM)
- ✓ Replace Wiper Blades (24KM, 56KM, 88KM)
- ✓ Premium Oil & Filter Change 

**SERVICE AT: 6 MONTHS / 8,000 km**

## SERVICE PACKAGE

# B





- Oil & Filter Change
- Rotate Tires & Inspect For Wear
- Brake Inspection
- Check Fluid Levels
- Lubricate All Door Latches & Hinges
- Check Operation Of Auto Shift Lock
- Inspect Suspension, Steering & Exhaust System
- Inspect Battery & Terminals
- Check Exterior Lights
- Reset Interval Display
- Replace Dust & Pollen Filter (48KM, 80KM, 112KM)
- Manual Transmission Service (48KM, 80KM, 112KM)
- ✓ Wheel Balance & Alignment
- ✓ Front & Rear Brake Service (48KM, 80KM, 112KM)
- ✓ Scan Air Bag Components
- ✓ Major Emission Service   
(48KM, 80KM, 112KM)
- ✓ Premium Oil Engine Service 

**SERVICE AT: 12 MONTHS / 16,000 km**

✓ Premium Services ■ Minimum Manufacturer Services

## SERVICE PACKAGE





# C

- Oil & Filter Change
- Rotate Tires & Inspect For Wear
- Brake Inspection
- Check Fluid Levels
- Lubricate All Door Latches & Hinges
- Check Operation Of Auto Shift Lock
- Inspect Suspension, Steering & Exhaust System
- Inspect Battery & Terminals (service if required)
- Check Exterior Lights & Wipers
- Inspect Drive Shaft & CV Joint Boots
- Inspect Engine & Cabin Air Filters
- Inspect Drive Train For Leaks
- Reset Interval Display
- ✓ Scan Air Bag Components
- ✓ Engine Hot Oil Service
- ✓ Replace PCV Valve (service if required)
- ✓ Engine Coolant Exchange 
- ✓ Four-Wheel Alignment
- ✓ Headlight Alignment
- ✓ Replace Fuel Filter 2.0L
- ✓ Replace Timing Belt (96KM)
- ✓ Coolant Conditioner Service
- ✓ Brake Fluid Exchange & Service 
- ✓ 4X4 Service 
- ✓ Check On-Board Diagnostics
- ✓ Premium Oil Engine Service 

**SERVICE AT: 24 MONTHS / 32,000 km**

## SERVICE PACKAGE

# D

- Oil & Filter Change
- Rotate Tires & Inspect For Wear
- Brake Inspection
- Fuel Filter Replacement 2.0L
- Check Fluid Levels
- Lubricate All Door Latches & Hinges
- Check Operation Of Auto Shift Lock
- Inspect Suspension, Steering & Exhaust System
- Inspect Battery & Terminals (service if required)
- Check Exterior Lights
- Inspect Drive Shaft & CV Joint Boots
- Inspect Engine & Cabin Air Filters
- Replace Spark Plug
- Power Steering Fluid Exchange 
- Reset Interval Display
- ✓ Fuel System Cleaner (minor emission)
- ✓ Coolant System Check & Add Conditioner
- ✓ Four-Wheel Alignment
- ✓ Headlight Alignment
- ✓ Scan Air Bag Components
- ✓ Check On-Board Diagnostics
- ✓ Replace PCV Valve (service if required)
- ✓ Engine Hot Oil Service
- ✓ Auto Transmission & Filter Service 
- ✓ 4X4 Service 
- ✓ Premium Oil Engine Service 

**SERVICE AT: 48 MONTHS / 64,000 km**

## WHICH PACKAGE DO I NEED?

# A

- 6 MONTHS | 8,000 km
- 18 MONTHS | 24,000 km
- 30 MONTHS | 30,000 km
- 42 MONTHS | 42,000 km

# B

- 12 MONTHS | 16,000 km
- 36 MONTHS | 48,000 km
- 54 MONTHS | 54,000 km
- 66 MONTHS | 88,000 km

# C

- 24 MONTHS | 32,000 km
- 60 MONTHS | 80,000 km
- 78 MONTHS | 104,000 km
- 84 MONTHS | 112,000 km

# D

- 48 MONTHS | 64,000 km
- 72 MONTHS | 96,000 km
- 90 MONTHS | 120,000 km
- 96 MONTHS | 128,000 km