

IT'S IMPORTANT! YOUR CUSTOMER SATISFACTION

CUSTOMER SATISFACTION SURVEY

Chrysler LLC 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 9 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 CHRYSLER** 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



**CROSTOWN
AUTO CENTRE**

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CHRYSLER Jeep DODGE RAM

PREVENTATIVE MAINTENANCE

FOR YOUR VEHICLE

YOUR NEXT SERVICE IS DUE

DATE

KMs

ADVISOR

NEXT PACKAGE DUE

A B C D

SIGNATURE _____

THANK YOU!



SERVICE PACKAGE


A

- Engine Oil & Filter Service
- Multi-Point Vehicle Inspection
- Check Fluid Levels
- Check Tire Pressure & Wear
- Check Air Filter
- ✓ Premium Oil Service & Filter Exchange 

SERVICE AT: 3 MONTHS / 6,000 km

SERVICE PACKAGE

B

- Engine Oil & Filter Service
- Multi Point Vehicle Inspection
- Tire Rotation With Brake Inspection
- Check Fluid Levels
- Check Air Filter
- ✓ Minor Emission & Fuel Saver Service
(36KM, 60KM, 84KM)
- ✓ Premium Oil Service & Filter Exchange 

SERVICE AT: 6 MONTHS / 12,000 km




DID YOU KNOW?

FOR EVERY **\$1** SPENT ON VEHICLE MAINTENANCE,
YOU CAN SAVE UP TO **\$8** IN REPAIR COSTS!

We Truly Appreciate Your Business!

SERVICE PACKAGE

C

- Engine Oil & Filter Service
- Multi-Point Vehicle Inspection
- Replace AC Filter if equipped
- Tire Rotation With Brake Inspection
- 4x4 Service 
- ✓ Clean & Adjust Front & Rear Brakes
- ✓ Hot Oil Engine Service
- ✓ 4 Wheel Balance
- ✓ 4 Wheel Alignment
- ✓ Replace Wiper Blades
- ✓ Major Emission & Fuel Saver Service 
- ✓ Throttle Body Service
- ✓ Head Light Alignment
- ✓ PCV Valve (If Required)
- ✓ Battery & Anti Corrosion Service
- ✓ Coolant Conditioner
- ✓ Premium Oil Service & Filter Exchange 

SERVICE AT: 12 MONTHS / 24,000 km

WHICH PACKAGE DO I NEED?

- | | | | |
|------------------------|------------|------------------------|------------|
| ▪ 3 MONTHS 6,000km | <h1>A</h1> | ▪ 6 MONTHS 12,000km | <h1>B</h1> |
| ▪ 9 MONTHS 18,000km | | ▪ 18 MONTHS 36,000km | |
| ▪ 15 MONTHS 30,000km | | ▪ 30 MONTHS 60,000km | |
| ▪ 21 MONTHS 42,000km | | ▪ 42 MONTHS 84,000km | |









- | | | | |
|-------------------------|------------|--------------------------|------------|
| ▪ 12 MONTHS 24,000km | <h1>C</h1> | ▪ 24 MONTHS 48,000km | <h1>D</h1> |
| ▪ 36 MONTHS 72,000km | | ▪ 48 MONTHS 96,000km | |
| ▪ 60 MONTHS 120,000km | | ▪ 96 MONTHS 144,000km | |
| ▪ 84 MONTHS 168,000km | | ▪ 144 MONTHS 192,000km | |

- ✓ Premium Services
- Minimum Manufacturer Services

Service intervals have been adjusted to reflect severe driving & climate conditions

SERVICE PACKAGE

D

- Engine Oil & Filter Service
- Multi-Point Vehicle Inspection
- Replace Spark Plugs
(2.4L PZEV Engine; 3.6 L 144KM; Dart 2L & 2.4L 144KM)
- Coolant System Service 
(130KM)
- Replace AC Filter if equipped
- Tire Rotation & Brake Inspection
- Adjust Parking Brake
(On Vehicles Equipped With Four Wheel Disc Brakes)
- Replace Engine Air Filter
- Timing Belt Replacement
(96KM + 192KM)
- Transmission Service 
(Manual & Automatic Every 96KM)
- ✓ Transmission Pan Remove & Inspect
(96KM + 192KM)
- ✓ Hot Oil Engine Service
- ✓ Rear Driveline Service 
(If Towing)
- ✓ Change Transfer Case Fluid 
(AWD)
- ✓ Headlight Alignment
- ✓ AC/Heat Ventilation Refrigerant Service
- ✓ Clean & Adjust Front & Rear Brakes
- ✓ Brake Fluid Exchange 
- ✓ PCV Valve (If Required)
- ✓ Battery & Anti-Corrosion Service
- ✓ Power Steering Service 
- ✓ 4-Wheel Balance
- ✓ 4-Wheel Alignment
- ✓ Replace Wiper Blades
- ✓ Major Emission & Fuel Saver Service 
- ✓ Premium Oil Service & Filter Exchange 

SERVICE AT: 24 MONTHS / 48,000 km