

## 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



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

61 Athorpe Drive • Dartmouth, NS

**1.877.589.1283**

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