

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



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CHRYSLER Jeep DODGE RAM

PREVENTATIVE MAINTENANCE

FOR YOUR DIESEL

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 Tire Pressure & Wear
- Check Fluid Levels
- ✓ Premium Oil Service & Filter Change 

FIRST SERVICE: 3 MONTHS / 8,000 km

SERVICE PACKAGE

B

- Engine Oil & Filter Service
- Multi Point Vehicle Inspection
- Tire Rotation With Brake Inspection
- Check & Refill DEF Tank
- Check Fluid Levels
- Check Wiper Blades
- Lubricate Drive Shaft Fitting
(4X4 Models)
- Park Brake Adjustment
(32KM, 64KM, 80KM)
- Check Front Suspension & Tie Rods
- ✓ Premium Oil Service & Filter Change 

FIRST SERVICE: 6 MONTHS / 16,000 km

SERVICE PACKAGE








C

- Engine Oil & Filter Service
- Multi Point Vehicle Inspection
- Tire Rotation & Check Wear
- Transmission Service 
(Manual & Automatic - Heavy Duty Or Off Road Every 24KM)
- Inspect & Replace Drive Belt as needed
- Lubricate Drive Shaft Fitting - 4X4
- Check Front Suspension & Tie Rods
- Replace Fuel Filter Element
- Check & Refill DEF Tank
- ✓ Clean & Adjust Front & Rear Brakes
- ✓ Hot Oil Engine Service
- ✓ 4 Wheel Balance
- ✓ 4 Wheel Alignment
- ✓ Replace Wiper Blades
- ✓ Headlight Alignment
- ✓ Battery & Anti Corrosion Service
- ✓ Coolant Conditioner
- ✓ Major Diesel Injector Service 
- ✓ 4X4 Drive Line Service Including Transfer Case 
(Heavy Duty Or Off Road Every 24KM)
- ✓ Premium Oil Service & Filter Change 

FIRST SERVICE: 12 MONTHS / 24,000 km

SERVICE PACKAGE

D

- Engine Oil & Filter Service
- Multi Point Vehicle Inspection
- Tire Rotation & Check Wear
- 4X4 Driveline Service 
(Regular Use Every 48KM)
- Transmission Service 
(Manual & Automatic, Regular Use Every 48KM)
- Inspect & Replace Drive Belt as needed
- Lubricate Drive Shaft Fitting
(4X4 Models)
- Transfer Case Fluid Exchange
(96KM)
- Replace Fuel Filter
- Check Front Suspension & Tie Rods
- Brake Inspection
- Check & Refill DEF Tank
- ✓ Clean & Adjust Front & Rear Brakes
- ✓ Brake Fluid Exchange 
- ✓ Hot Oil Engine Service
- ✓ 4 Wheel Balance
- ✓ 4 Wheel Alignment
- ✓ Replace Wiper Blades
- ✓ Transmission Pan Remove & Inspect
- ✓ Power Steering Fluid Exchange 
- ✓ Major Diesel Injector Service 
- ✓ Head Light Alignment
- ✓ Battery & Anti-Corrosion Service
- ✓ Air Conditioning/Heat Ventilation Refrigerant Exchange
- ✓ Coolant Fluid Exchange Service 
- ✓ Premium Oil Service & Filter Change 

FIRST SERVICE: 24 MONTHS / 48,000 km

WHICH PACKAGE DO I NEED?

- 3 MONTHS | 8,000km
- 9 MONTHS | 16,000km
- 15 MONTHS | 24,000km
- 21 MONTHS | 40,000km

A

- 6 MONTHS | 16,000km
- 18 MONTHS | 32,000km
- 30 MONTHS | 64,000km
- 42 MONTHS | 80,000km

B

- 12 MONTHS | 24,000km
- 36 MONTHS | 72,000km
- 60 MONTHS | 120,000km
- 84 MONTHS | 168,000km

C

- 24 MONTHS | 48,000km
- 48 MONTHS | 96,000km
- 96 MONTHS | 144,000km
- 144 MONTHS | 192,000km

D

- It is recommended to have a service done after 250 running hours on the engine

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

- ✓ Premium Services
- Minimum Manufacturer Services