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 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

- 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?
- Please rate your **SATISFACTION WITH YOUR VEHICLE** on a scale of 0 to 10, with 0 being **COMPLETELY DISSATISFIED** & 10 being **COMPLETELY SATISFIED**.
- 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

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
- Allows customer to review service recommendation without the pressure to make a decision
- » Gives customers a complete picture of their service needs & costs



www.GPHyundai.com

11449 Westgate Drive • Grande Prairie, AB

1.888.420.4846



PREVENTATIVE MAINTENANCE

FOR YOUR HYUNDAI VEHICLE

YOUR NEXT SERVICE IS DUE

DATE

KMs

ADVISOR

NEXT PACKAGE DUE

SIGNATURE



THANK YOU!



PLUS - INFORMATION ON HOW PROTECT YOUR INVESTM

SERVICE PACKAGE



- Replace Engine Oil & Filter
- Inspect Interior Lights
- Inspect Tire Pressure & Wear
- Check All Fluids
- Inspect Air Filter & Wiper Blades
- Complimentary 27-Point Inspection
- Fill Washer Fluid
- Premium Oil Service & Filter Exchange



SERVICE AT: 3 MONTHS / 6,000 km

SERVICE PACKAGE



- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Inspect Tire Pressure & Wear
- Check All Fluids
- Brake Inspection
- Complimentary 27-Point Inspection
- Inspect Air Filter, & Wiper Blades
- Inspect Drive Belts
- Inspect Vacuum, Crankcase Ventilation Hoses
- Inspect Driveshaft & Boots
- Rotate Tires & Check Wear
- Fill Washer Fluid
- Wheel Balance (36KM, 60KM, 84KM, 108KM)

Major Fuel Emission Service

(36KM, 60KM, 84KM, 108KM)

Premium Oil Service & Filter Exchange



SERVICE AT: 6 MONTHS / 12,000 km

Minimum Manufacturer Services **Premium Services**

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

SERVICE PACKAGE



- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Check All Fluids
- Replace Climate Control Air Filter
- Inspect All Drive Belts
- Inspect & Lubricate All Latches, Hinges & Locks
- Inspect Brake Pads, Rotors & Hoses
- Add Coolant Conditioner
- Inspect Exhaust Pipes & Muffler
 - (After Manifold)
- Inspect Vacuum & Crankcase Ventilation Hoses
- Inspect Battery Terminals & Service
- Rotate Tires & Check Wear

Inspect Driveshaft & Boots

- Complimentary 27-Point Inspection
- **Minor Emission & Fuel Saver Service**
- PCV Valve Service (If Required)
- 4-Wheel Alignment
- Headlight Alignment
- Fill Washer Fluid
- Hot Oil Engine Service
- Replace Wiper Blades
- AWD Service



Clean & Adjust Brakes

(Front & Rear)

Premium Oil Service & Filter Exchange



SERVICE AT: 12 MONTHS / 24,000 km

WHICH PACKAGE DO I NEED?

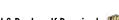
- **3 MONTHS** | 6.000km
- 9 MONTHS | 18.000km
- 15 MONTHS | 30,000km
- 21 MONTHS | 42,000km
- 6 MONTHS | 12,000km
 - 18 MONTHS | 36,000km
 - **30 MONTHS | 60,000**km
 - 42 MONTHS | 84,000km

- 12 MONTHS | 24,000km
- **36 MONTHS** 72.000km
- **60 MONTHS** | **120,000**km
- 84 MONTHS | 168,000 km
- 24 MONTHS | 48.000km
 - 48 MONTHS | 96.000km 96 MONTHS | 144,000km
 - 144 MONTHS | 192.000km

SERVICE PACKAGE



- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Check All Fluids
- Replace Climate Control Air Filter
- Inspect Fuel Lines, Fuel Hoses & Connections
- Inspect Vapor Hoses & Fuel Filler Cap
- Inspect All Drive Belts
- Replace Engine Coolant (192KM)







- Inspect Hoses & Lines
- Inspect Front & Rear Brakes
- Inspect Exhaust Pipes & Muffler (After Manifold)
- Inspect Suspension Mounting Bolts
- Inspect Steering Gear Box, Linkage & Boots/Lower Arm Ball Joint
- Inspect Power Steering Pump & Hoses
- Inspect Battery Terminals & Service
- Rotate Tires & Check Wear
- Inspect Vacuum, Crankcase Ventilation Hoses
- Inspect Driveshaft & Boots
- Inspect Transfer Case & Rear Differential Fluid
- (Change If Required) Complimentary 27-Point Inspection
- Major Transmission Service
- Brake Fluid Exchange
- Clean & Adjust Brakes

(Front & Rear)

Power Steering Fluid Exchange & Service



PCV Valve Service

(If Required) Fill Washer Fluid

- 4-Wheel Alignment
- Headlight Alignment
- **Hot Oil Engine Service**
- **Replace Wiper Blades**
- Premium Oil Service & Filter Exchange

SERVICE AT: 24 MONTHS / 48,000 km