

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

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



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MITSUBISHI MOTORS

PREVENTATIVE MAINTENANCE

FOR YOUR MITSUBISHI VEHICLE

YOUR NEXT SERVICE IS DUE

DATE

KMs

ADVISOR

NEXT PACKAGE DUE

A ☐

B ☐

C ☐

D ☐

SIGNATURE _____

THANK YOU!



SERVICE PACKAGE

A

- Lube Oil & Filter
- Check Air Filter
- Check Tire Pressure & Tread
- Check Wiper Blades
- +14 Point Inspection
- ✓ Premium Upgrade Oil Service* 

SERVICE AT: 3 MONTHS / 6,000 km

SERVICE PACKAGE

B

- Lube Oil & Filter
- Check Air Filter
- Check Wiper Blades
- +14 Point Inspection
- Perform Tire Rotation
- ✓ Perform Visual Brake Inspection
- Minor Emission/Fuel-Saver Service
(36KM, 60KM, 84KM)
- ✓ Premium Upgrade Oil Service* 

SERVICE AT: 6 MONTHS / 12,000 km

IT'S IMPORTANT! YOUR WHEEL ALIGNMENT

**Even if your vehicle does not pull to one side,
YOU MAY NEED AN ALIGNMENT**

By keeping your vehicle in proper alignment, you can avoid unstable handling & uneven treadwear. An alignment will help you get better performance a longer life from your tires.

SERVICE PACKAGE

C

- Lube Oil & Filter
- Check Air Filter & Cabin Filter
- Check Wiper Blades
- +14 Point Inspection
- Anti-Corrosion Battery Service
- A/C Ventilations Service
- Coolant Conditioner
- Wheel Balance
- Headlight Alignment
- ✓ PCV Valve
(If Required)
- ✓ Alignment Check
- ✓ Power Steering Fluid Exchange 
- ✓ Reset Engine Control Management System
- ✓ Engine Hot Oil Service
- ✓ Replace Camshaft Belt
- ✓ Transmission Fluid Exchange 
- ✓ Front & Rear Brake Service
- ✓ Premium Upgrade Oil Service* 

SERVICE AT: 12 MONTHS / 24,000 km

WHICH PACKAGE DO I NEED?

- | | | | |
|------------------------|----------|------------------------|----------|
| ▪ 3 MONTHS 6,000km | A | ▪ 6 MONTHS 12,000km | B |
| ▪ 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 | C | ▪ 24 MONTHS 48,000km | D |
| ▪ 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

- Lube Oil & Filter
- Check Air Filter & Cabin Filter
- Replace Timing Belt
(96KM)
- Check Wiper Blades
- +14 Point Inspection
- Front & Rear Brake Service
- Headlight Alignment
- Major Emission Service 
- ✓ Anti-Corrosion Battery Service
- ✓ Transmission Fluid Exchange 
- ✓ AWD Service 
- ✓ A/C Ventilations Service
- ✓ Wheel Alignment
- ✓ Wheel Balance
- ✓ Engine Coolant Exchange 
- ✓ Inspect Drive Belt
- ✓ Replace Spark Plugs
- ✓ Brake Fluid Exchange 
- ✓ Replace PCV
(If Required)
- ✓ Engine Hot Oil Service
- ✓ Premium Upgrade Oil Service* 

SERVICE AT: 24 MONTHS / 48,000 km

DID YOU KNOW?

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