

## 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 4 rating. Anything less than a 4 is considered a failing grade.

If you feel you are unable rate us a 4, 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 1 to 4, with 1 being **NOT AT ALL LIKELY** & 4 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 1 to 4, with 1 being **COMPLETELY DISSATISFIED** & 4 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 1 to 4, with 1 being **COMPLETELY DISSATISFIED** & 4 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

**SHERWOOD PARK**  
CHEVROLET

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## PREVENTATIVE MAINTENANCE

### FOR YOUR GM VEHICLE

#### YOUR NEXT SERVICE IS DUE

DATE

KMs

ADVISOR

#### NEXT PACKAGE DUE

A ☐

B ☐

C ☐

D ☐

SIGNATURE \_\_\_\_\_

THANK YOU!



## SERVICE PACKAGE

**A**

- Factory Oil Change
- Check All Fluid Levels
- Multi Point Inspection
- Reset Interval Reminder
- Check Wiper Blades
- Check Air Filter
- ✓ Road Side Assistance
- ✓ Premium Oil Change & Service 

**FIRST SERVICE:** 3 MONTHS / 6,000 km

## SERVICE PACKAGE

**B**

- Factory Oil Change
- Check All Fluid Levels
- Multi Point Inspection
- Tire Rotation & Check Wear
- Brake Inspection
- Reset Interval Reminder
- Check Wiper Blades
- Check Air Filter
- ✓ Road Side Assistance
- ✓ Minor Emission Service  
(36KM, 84KM)
- ✓ Wheel Balance  
(36KM, 60KM, 84KM)
- ✓ Premium Oil Change & Service 




**FIRST SERVICE:** 6 MONTHS / 12,000 km

✓ Premium Services ■ Minimum Manufacturer Services

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

## SERVICE PACKAGE

**C**

- Factory Oil Change
- Check All Fluid Levels
- Multi Point Inspection
- Road Side Assistance
- Transmission Fluid Exchange   
(heavy duty, off-road & towing)
- Reset Interval Reminder
- Brake Inspection
- ✓ PCV Valve Service (if required)
- ✓ Front & Rear Brake Service
- ✓ Tire Rotation & Check Wear
- ✓ Battery & Anti Corrosion Service
- ✓ 4 Wheel Alignment
- ✓ 4X4 Driveline Service   
(72KM, 144KM)
- ✓ Headlight Alignment
- ✓ Hot Oil Engine Service
- ✓ Coolant Conditioner
- ✓ Replace Wiper Blades
- ✓ Premium Oil Change & Service 

**FIRST SERVICE:** 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

**A**

- 6 MONTHS | 12,000km
- 18 MONTHS | 36,000km
- 30 MONTHS | 60,000km
- 42 MONTHS | 84,000km

**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**

## SERVICE PACKAGE

**D**

- Factory Oil Change
- Check All Fluid Levels
- Multi Point Inspection
- Tire Rotation
- Brake Fluid Exchange   
(240KM)
- Coolant Fluid Exchange   
(240KM)
- Reset Interval Reminder
- Brake Inspection
- 4X4 Driveline Service 
- Transmission Fluid Exchange 
- ✓ Major Emission Service 
- ✓ AC Performance Test (up to 0.5lb refrigerant)
- ✓ PCV Valve Service (if required)
- ✓ Headlight Alignment
- ✓ Hot Oil Engine Service
- ✓ Replace Wiper Blades
- ✓ Fuel Filter (if required at additional charge)
- ✓ Remove & Inspect Spark Plugs  
(156KM - replace if required at additional charge)
- ✓ Pollen Filter (if required at additional charge)
- ✓ Front & Rear Brake Service
- ✓ Battery & Anti Corrosion Service
- ✓ 4-Wheel Alignment
- ✓ Road Side Assistance
- ✓ Power Steering Service 
- ✓ Premium Oil Change & Service 

**FIRST SERVICE:** 24 MONTHS / 48,000 km

## DID YOU KNOW?

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