# 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.

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— PASS —

### THE SURVEY QUESTIONS

- 1. 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.

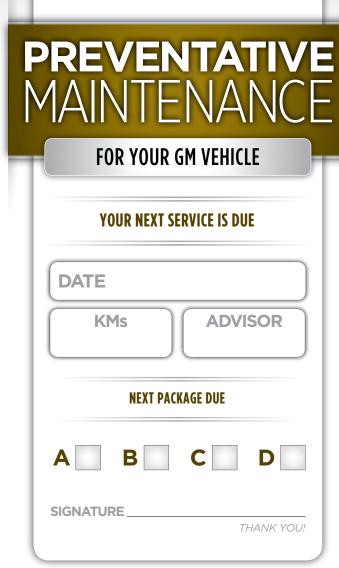
# **MULTIPOINT INSPECTION**

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 snot
- » Gives customers a complete picture of their service needs & costs

















### **SERVICE PACKAGE**



- 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



## SERVICE PACKAGE



- 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

 Minimum Manufacturer Services **Premium Services** 

# SERVICE PACKAGE



- 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
- 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 **24 MONTHS** | **48,000**km 48 MONTHS | 96.000km 36 MONTHS | 72,000km
  - 60 MONTHS | 120,000km 96 MONTHS | 144,000km
  - 84 MONTHS | 168,000km 144 MONTHS | 192,000km

### **SERVICE PACKAGE**



- 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 \$2 IN REPAIR COSTS!

