

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

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?
2. Please rate your **SATISFACTION WITH YOUR VEHICLE** on a scale of 1 to 4, with 1 being **COMPLETELY DISSATISFIED** & 4 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 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

PETERSEN BUICK
GMC

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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 | <h1>A</h1> | ▪ 6 MONTHS 12,000km | <h1>B</h1> |
| ▪ 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 | <h1>C</h1> | ▪ 24 MONTHS 48,000km | <h1>D</h1> |
| ▪ 36 MONTHS 72,000km | | ▪ 48 MONTHS 96,000km | |
| ▪ 60 MONTHS 120,000km | | ▪ 96 MONTHS 144,000km | |
| ▪ 84 MONTHS 168,000km | | ▪ 144 MONTHS 192,000km | |

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!