

Participant Information

Service Information

Dealer Code: 61148

RO Date: 1/27/2015

VIN: JALC4W163E7002829

Business

Name: XXXXXXXX

Address 1: XXXXXXXX

Address 2:

City: XXXXXXXX

State:

Zip: XXXXXXXX

Person responsible for maintenance

First Name: XXXXXXXX

Last Name: XXXXXXXX

Email: XXXXXXXX

Survey

Q1. Which one answer best describes your role with your company? Are you the Read Choices (Check only one)

- None Selected
- 1. Owner of truck
- 2. Driver of truck
- 3. Owner and driver of truck
- 4. Office staff / handle scheduling maintenance
- 5. Management role in the company
- 6. Other (specify):

A. SATISFACTION WITH SERVICE PROCESS AND SERVICE CONSULTANT

For the next few questions, please use a scale of 1 to 5 where 5=very satisfied, 4=somewhat satisfied, 3=neutral, 2=somewhat dissatisfied, and 1=very dissatisfied. You can also say "Not Applicable" to any of these items.

Q2. How satisfied were you with the following...

e.	Being kept informed about the status of your service work?	[5 - Very Satisfied √]
f.	The explanation of the service once it was performed on your truck?	[5 - Very Satisfied √]
a.	Being able to obtain a service appointment that was convenient to your needs	[5 - Very Satisfied √]

c.	The explanation of the service to be done prior to beginning the service?	[5 - Very Satisfied ✓]
g.	Being given a copy of the completed repair order and the invoice promptly upon picking up the truck?	[5 - Very Satisfied ✓]
b.	The Service Consultant listened to and understood your specific service issues with your truck?	[5 - Very Satisfied ✓]
d.	Additional unexpected charges to the service?	[5 - Very Satisfied ✓]

Comments

B. SATISFACTION WITH SERVICE PERFORMANCE

Q3. Using the same 1 to 5 scale where 5=very satisfied and 1=very dissatisfied how satisfied were you with the following...

d.	No delays in the service work being performed due to a lack of parts?	[5 - Very Satisfied ✓]
e.	Quality of repair work performed?	[5 - Very Satisfied ✓]
a.	Service work being completed right the first time?	[5 - Very Satisfied ✓]
c.	The amount of time needed to complete the repair work and have my truck ready for pick up was reasonable.	[5 - Very Satisfied ✓]

Comments

C. OTHER SERVICE SUGGESTED

Okay, now please answer the following questions either yes, no or not applicable.

Q4a. Did the dealership suggest any additional services while your truck was in for repair?

[No ✓]

Comments

D. SERVICE PAPERWORK and FOLLOW UP

Q5. I show this was a diesel truck, were you offered a copy of truck Health Report? (Read if necessary: Health Report is a summary of fuel economy, engine performance, and driving habits)

[Don't know/Not sure [DO NOT READ] ✓]

Comments

Q6. Were you contacted by COFFMAN ISUZU TRUCKS after the service was done to

see if the work was performed to your satisfaction?

[Yes √]

Comments

Q7. How satisfied were you with the honesty, courteousness and professionalism of the service consultant? please use a scale of 1 to 5 where 5=very satisfied, 4=somewhat satisfied, 3=neutral, 2=somewhat dissatisfied, and 1=very dissatisfied. You can also say "Not Applicable".

[5 - Very Satisfied √]

Comments

E. OTHER

Q8. What was the reason you chose COFFMAN ISUZU TRUCKS to service the truck?

(read all and check all that apply):

1. [] There was a problem with dealership who sold us the truck
2. [X] Servicing dealership was chosen by our management owner
3. [] Servicing dealership was recommended by someone
4. [] Servicing dealership was the closest / most convenient location.
5. [] Servicing dealership could service the truck promptly.
6. [] Servicing dealership was chosen because they perform quality work, does warranty work, authorized, Isuzu certified.
7. [] Other (specify):
8. [] Servicing dealership is where truck was purchased.

F. OVERALL SATISFACTION

Q9. Based on this service visit to COFFMAN ISUZU TRUCKS , how satisfied are you overall with this dealership? Use a scale of 1 to 5 where 5=very satisfied, 4=somewhat satisfied, 3=neutral, 2=somewhat dissatisfied, and 1=very dissatisfied.

[5 - Very Satisfied √]

Comments

Q10. Thank you for taking time to discuss your service visit. Would you be available for Isuzu and the dealer to contact you if they have any additional questions regarding this survey?

[Yes √]