

## Participant Information

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### Service Information

Dealer Code: 61148

RO Date: 2/20/2015

VIN: JALC4W163E7004998

### Business

Name: XXXXXXXXXXXXXXXX

Address 1: XXXXXXXXXXXXXXXX

Address 2:

City: NAPERVILLE

State: IL

Zip: 60564

### Person responsible for maintenance

First Name: Ryan

Last Name: Tris

Email:

## Survey

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**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...**

b.	<b>The Service Consultant listened to and understood your specific service issues with your truck?</b>	[4 - Somewhat Satisfied √]
c.	<b>The explanation of the service to be done prior to beginning the service?</b>	[5 - Very Satisfied √]
e.	<b>Being kept informed about the status of your service work?</b>	[4 - Somewhat Satisfied √]

f.	The explanation of the service once it was performed on your truck?	[5 - Very Satisfied <input checked="" type="checkbox"/>
a.	Being able to obtain a service appointment that was convenient to your needs	[5 - Very Satisfied <input checked="" type="checkbox"/>
d.	Additional unexpected charges to the service?	[5 - Very Satisfied <input checked="" type="checkbox"/>
g.	Being given a copy of the completed repair order and the invoice promptly upon picking up the truck?	[5 - Very Satisfied <input checked="" type="checkbox"/>

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...

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

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

Q5a. 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)

[No

Comments

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

**see if the work was performed to your satisfaction?**

[Don't know/Not sure [DO NOT READ] \]

**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. [ ] 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. [X] 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 \]