

## 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 10 rating. Anything less than a 9 is considered a failing grade.

If you feel you are unable rate us a 10, 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 0 to 10, with 0 being **NOT AT ALL LIKELY** & 10 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 0 to 10, with 0 being **COMPLETELY DISSATISFIED** & 10 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 0 to 10, with 0 being **COMPLETELY DISSATISFIED** & 10 being **COMPLETELY SATISFIED**.

**WE TRULY APPRECIATE  
YOUR BUSINESS!**

## PROTECT YOUR INVESTMENT!



### LIFETIME PROTECTION PLAN & ROADSIDE ASSISTANCE

FREE WITH PERFORMED SERVICES!

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



[www.401DixieHyundai.com](http://www.401DixieHyundai.com)

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# PREVENTATIVE MAINTENANCE

FOR YOUR HYUNDAI VEHICLE

YOUR NEXT SERVICE IS DUE

DATE

KMs

ADVISOR

NEXT PACKAGE DUE

A  B  C  D

SIGNATURE \_\_\_\_\_


THANK YOU!



**PLUS:** INFORMATION ON HOW TO  
PROTECT YOUR INVESTMENT

## SERVICE PACKAGE



# A

- Replace Engine Oil & Filter
- Inspect Interior Lights
- Inspect Tire Pressure & Wear
- Check All Fluids
- Inspect Air Filter & Wiper Blades
- Complimentary 27-Point Inspection
- ✔ Fill Washer Fluid
- ✔ Premium Oil Service & Filter Exchange 

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

## SERVICE PACKAGE

# B

- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Inspect Tire Pressure & Wear
- Check All Fluids
- Brake Inspection
- Complimentary 27-Point Inspection
- Inspect Air Filter, & Wiper Blades
- Inspect Drive Belts
- Inspect Vacuum, Crankcase Ventilation Hoses
- Inspect Driveshaft & Boots
- Rotate Tires & Check Wear
- ✔ Fill Washer Fluid
- ✔ Wheel Balance  
(36KM, 60KM, 84KM, 108KM)
- ✔ Major Fuel Emission Service 
- (36KM, 60KM, 84KM, 108KM)
- ✔ Premium Oil Service & Filter Exchange 



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

✔ Premium Services ■ Minimum Manufacturer Services

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

## SERVICE PACKAGE

# C

- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Check All Fluids
- Replace Climate Control Air Filter
- Inspect All Drive Belts
- Inspect & Lubricate All Latches, Hinges & Locks
- Inspect Brake Pads, Rotors & Hoses
- Add Coolant Conditioner
- Inspect Exhaust Pipes & Muffler  
(After Manifold)
- Inspect Driveshaft & Boots
- Inspect Vacuum & Crankcase Ventilation Hoses
- Inspect Battery Terminals & Service
- Rotate Tires & Check Wear
- Complimentary 27-Point Inspection
- ✔ Minor Emission & Fuel Saver Service
- ✔ PCV Valve Service (If Required)
- ✔ 4-Wheel Alignment
- ✔ Headlight Alignment
- ✔ Fill Washer Fluid
- ✔ Hot Oil Engine Service
- ✔ Replace Wiper Blades
- ✔ AWD Service 
- ✔ Clean & Adjust Brakes  
(Front & Rear)
- ✔ Premium Oil Service & Filter Exchange 

**SERVICE AT: 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

- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Check All Fluids
- Replace Climate Control Air Filter
- Inspect Fuel Lines, Fuel Hoses & Connections
- Inspect Vapor Hoses & Fuel Filler Cap
- Inspect All Drive Belts
- Replace Engine Coolant   
(192KM)
- Inspect Manual Trans-axle Oil & Replace If Required 
- Inspect Hoses & Lines
- Inspect Front & Rear Brakes
- Inspect Exhaust Pipes & Muffler (After Manifold)
- Inspect Suspension Mounting Bolts
- Inspect Steering Gear Box, Linkage & Boots/Lower Arm Ball Joint
- Inspect Power Steering Pump & Hoses
- Inspect Battery Terminals & Service
- Rotate Tires & Check Wear
- Inspect Vacuum, Crankcase Ventilation Hoses
- Inspect Driveshaft & Boots
- Inspect Transfer Case & Rear Differential Fluid  
(Change If Required)
- Complimentary 27-Point Inspection
- Major Transmission Service 
- ✔ Brake Fluid Exchange 
- ✔ Clean & Adjust Brakes  
(Front & Rear)
- ✔ Power Steering Fluid Exchange & Service 
- ✔ PCV Valve Service  
(If Required)
- ✔ Fill Washer Fluid
- ✔ 4-Wheel Alignment
- ✔ Headlight Alignment
- ✔ Hot Oil Engine Service
- ✔ Replace Wiper Blades
- ✔ Premium Oil Service & Filter Exchange 

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