

Name: SARAH VIN: [REDACTED]

Survey Type: PDS

Event Date: 07/22/15

Survey Mail Date: 07/31/15

Receipt Date: 08/07/15

DealerPulse Post Date: 08/11/15



Chevrolet Purchase and Delivery Satisfaction Survey

About Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
1. How satisfied are you that you were treated in a professional and courteous manner?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2. How satisfied were you with the Sales Consultant's willingness to take the time necessary to thoroughly understand your vehicle needs?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. How satisfied were you with the Sales Consultant's knowledge of Chevrolet vehicles?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Yes	No	Does Not Apply/Not Required			
4. Were you <u>offered</u> an orientation tour of the dealership, including the Service Department?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>			

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
5. How satisfied were you with the explanation of your vehicle's features and operations?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6. Overall, how satisfied were you with how the financial process was handled by your dealership?	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Based on your overall purchase/lease <u>and</u> delivery experience, how satisfied are you with this dealership?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Definitely Would Recommend			Neutral				Definitely Would Not Recommend		
8. Based on your overall purchase/lease and delivery experience, how likely are you to recommend dealership to a friend, family member, or colleague?	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	10	9	8	7	6	5	4	3	2	1 0

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 9. Overall, how satisfied were you with the assistance you received from your Sales Consultant? | <input checked="" type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Yes | No | | | |
| 10. Since taking delivery of your new vehicle, were you contacted by the dealership to determine your satisfaction with the purchase experience? | <input checked="" type="radio"/> | <input type="radio"/> | | | |
| 11. Did the dealership staff offer to pair/connect your phone to the Bluetooth system? | <input checked="" type="radio"/> | <input type="radio"/> | | | |

12. Are you... ☐ Male ☒ Female

13. Your age... ☐ Under 25 ☒ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65 or older

14. Do you have any comments/recommendations that you would like to share with your dealership and Chevrolet?

Customer comments appear below.

Overall, we are satisfied. There are a few comments I have regarding our experience. The new vehicle we purchased had a couple of imperfections. The front bumper needed a touch up and there was a knob missing that locks in the floor mats. We had a date/time given to us to being the car in for the paint touch up. We arrived at that time only to be told the paint person called in. We should have been notified about this prior to coming in. At that time we also discovered that the part ordered for the floor mats was incorrect. The part person had to guess what to order because he wasn't specifically told. It's been a couple weeks and we still haven't been notified that the part is in. The paint touch up that was done really doesn't look very good at all. It's disheartening to spend over \$700 per month on a \$40k vehicle and have missing paint/poor touch up right from the get go. When you buy a brand new car, you aren't looking for imperfections! We also don't understand why Chevrolet does not make floor mats that cover the space between captains chairs. We want to preserve the interior as long as possible and neither the regular floor mats or the all weather ones that we spent over \$200 on cover the floor. Aside from those issues, we had a great experience. Gio was great. We got a fair trade in amount for my car and he lead us to a car we hadn't previously considered buying and it's the perfect vehicle for our family. We would definitely do business with this dealer in the future. All staff was nice and knowledgeable.

15. May we include your name when providing this survey information to your dealership?
Your dealership or Chevrolet may follow up with you to resolve any customer concerns you have indicated

Yes ☒ No ☐

Not all customers are asked all of the questions below. They are presented based on the customers response to the earlier question. The capitalized portion of each question indicates the responses that will trigger these follow-up questions.

16. You mentioned you were SOMEWHAT SATISFIED or NOT AT ALL SATISFIED with the explanation of your vehicle's features and operations. Please tell us specifically what happened and how we can improve.

Based on previous responses, this customer was not presented with this question.

17. You mentioned you were SOMEWHAT SATISFIED or NOT AT ALL SATISFIED with how the financial process was handled by your dealership. Please tell us specifically what happened and how we can improve.

Based on previous responses, this customer was not presented with this question.

18. You mentioned you were COMPLETELY SATISFIED, VERY SATISFIED, SOMEWHAT SATISFIED or NOT AT ALL SATISFIED with the assistance you received from your Sales Consultant. Please tell us more about your experience.

Gio called us after we inquired about a used vehicle. I told him we weren't going to be interested in purchasing a vehicle if the estimate the site gave us for trade in value was accurate. He wanted to see the car in person and luckily he did. We were given \$5k more than the estimate listed. We were looking at a used SUV (Dodge Durango) but after listening to what we needed/wanted, Gio brought the 2015 Chevy Traverse over for us to look at. We loved it, it was the perfect vehicle for our family. He was very patient with us and our kids, he was quick with the process, and very courteous and helpful throughout. We would definitely go through him again and recommend him to anyone we know looking to purchase a vehicle.