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VEHICLE SERVICE SURVEY

Dealer: 04108 Elmore Toyota
Region: 11 Los Angeles
District: 01
Customer Name: [redacted]
VIN: 4T1BK36B45U[redacted]
Vehicle: AVALON

Transaction Date: 3/13/2006
RO Number: 75391
Report Month: May 2006
Pay Type: Customer Pay
ASM: 300-Beatty, Alan
Technician: 700-TEAM, BLUE
SPSI: 75.00
ASM Index: 87.50

1. Reasons for servicing at this dealership

2. Making your service appointment

Waiting time on phone	Good
Effort to understand needs	Good
Avail of appointment times	Good
Confirmation call	Good

3. Bringing your vehicle in for service

Promptness of greeting you	Excellent
Courtesy of service advisor	Excellent
Effort to understand svc needs	Good
Recommend appropriate work	
Explain work/cost/time required	Good
Length of time to drop-off vehicle	Good

4. Quality of work

Completed all requested work
Quality of work performed
Work completed on time
Effort to obtain parts
Comment: Still do not know if there is a problem.

5. Was vehicle Fixed right first time?
Reasons not fixed right...

6. When service was completed

Explanation of costs
Explanation of work done
Price paid met estimate
Helpfulness of cashier
Ease of picking up vehicle
Length of time to pick up vehicle
Cleanliness of vehicle

7. Dealership communications

Follow-up	No
Satisfaction with follow-up	N/A

8. Asked dealer to resolve problem Yes

Efforts to resolve concern
Outcome of the contact

9. Facilities

Hours of operation	Good
Cleanliness	Good
Comfort of waiting area	Good
Amenities in waiting area	Good
Ease/convenience of parking	Good

10. Overall

Overall performance	Good

11.

Would return for service	
Would recommend for service	Undecided

Most liked: Polite & seemed anxious to help but noise still there!
Could be improved: Fix the noise!

Survey 1 of 1