

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

1. 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?
2. Please rate your **SATISFACTION WITH YOUR VEHICLE** on a scale of 0 to 10, with 0 being **COMPLETELY DISSATISFIED** & 10 being **COMPLETELY SATISFIED**.
3. 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

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



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SUBARU

PREVENTATIVE MAINTENANCE

FOR YOUR SUBARU 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

- Lube Oil & Filter
- + 14 Point Inspection
- Check Tire Pressure & Tread
- Check Wiper Blades
- Check Air Filter
- ✓ Premium Engine Oil Service & Filter Change 

SERVICE AT: 3 MONTHS / 6,000 km

SERVICE PACKAGE

B

- Lube Oil & Filter
- Inspect Cabin Filter
- Check Wiper Blades
- + 14 Point Inspection
- Tire Rotation
- Visual Brake Inspection
- ✓ Minor Emission/Fuel Saver Service
(36KM, 60KM, 84KM)
- ✓ Premium Engine Oil Service & Filter Change 

SERVICE AT: 6 MONTHS / 12,000 km



IT'S IMPORTANT! YOUR WHEEL ALIGNMENT

Even if your vehicle does not pull to one side, YOU MAY NEED AN ALIGNMENT

By keeping your vehicle in proper alignment, you can avoid unstable handling & uneven treadwear. An alignment will help you get better performance a longer life from your tires.

SERVICE PACKAGE

C

- Lube Oil & Filter
- Inspect Cabin Filter
- + 14 Point Inspection
- Tire Rotation & Brake Inspection
- ✓ Replace PCV Valve
(if required)
- ✓ Replace Wiper Blades
- ✓ Major Emissions Service 
- ✓ Front & Rear Brake Service
- ✓ Battery & Anti-Corrosion Service
- ✓ Wheel Alignment
- ✓ AC Ventilations Service
- ✓ Coolant Conditioner
- ✓ Wheel Balance
- ✓ Replace Camshaft Belt
- ✓ Engine Hot Oil Service
- ✓ Aim Headlights
- ✓ Reset Engine Control Management System
- ✓ Premium Engine Oil Service & Filter Change 

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 | |

- ✓ Premium Services
- Minimum Manufacturer Services

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

SERVICE PACKAGE

D

- Lube Oil & Filter
- Inspect & Replace Air Filter
- + 14 Point Inspection
- Tire Rotation & Brake Inspection
- Replace Fuel Filter
(if required)
- Inspect & Replace Drive Belt
(96KM, 192KM)
- Replace Spark Plugs
(2.5L)
- Brake Fluid Exchange 
- Engine Coolant Exchange 
- Transmission Service 
- ✓ Inspect & Replace PCV Valve
(if required)
- ✓ Aim Headlights
- ✓ AWD Service 
- ✓ Power Steering Fluid Exchange 
- ✓ A/C Ventilations Service
- ✓ Add Coolant Conditioner
- ✓ Replace Wiper Blades
- ✓ Engine Hot Oil Service
- ✓ Inspect All Emission Related Hoses
- ✓ Major Emissions Service 
- ✓ Front & Rear Brake Service
- ✓ Battery & Anti-Corrosion Service
- ✓ Premium Engine Oil Service & Filter Change 

SERVICE AT: 24 MONTHS / 48,000 km

DID YOU KNOW?

FOR EVERY \$1 SPENT ON VEHICLE MAINTENANCE,
YOU CAN SAVE UP TO \$8 IN REPAIR COSTS!