

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

**Northland
NISSAN**

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PREVENTATIVE MAINTENANCE

FOR YOUR NISSAN VEHICLE

YOUR NEXT SERVICE IS DUE

DATE

KMs

ADVISOR

NEXT PACKAGE DUE

A B C D

SIGNATURE _____

THANK YOU!



SERVICE PACKAGE


A

- Lube Oil & Filter Service
- Multi-Point Vehicle Inspection
- Check Tire Pressure & Tread
- Check Wiper Blades
- Check Fluid Levels
- Check Air Filter
- ✓ Premium Oil Service & Filter Exchange 

SERVICE AT: 3 MONTHS / 6,000 km

SERVICE PACKAGE






B

- Lube Oil & Filter Service
- Multi-Point Vehicle Inspection
- Tire Rotation Includes Brake Inspection
(Except 370Z)
- Check Fluid Levels
- Check Wiper Blades
- Check Air Filter
- ✓ Minor Emission & Fuel Saver Service
(36KM, 84KM)
- ✓ Premium Oil Service & Filter Exchange 

SERVICE AT: 6 MONTHS / 12,000 km

SERVICE PACKAGE









C

- Lube Oil & Filter Service
- Multi-Point Vehicle Inspection
- Tire Rotation & Brake Check *(except 370Z)*
- Brake Fluid Exchange 
- Replace Cabin Air Filter
- Engine Coolant Exchange 
- Replace Spark Plugs
(168KM or 84 months)
- Check Air Filter
- ✓ 4X4 Service 
- ✓ Wheel Balance
- ✓ Hot Oil Engine Service
- ✓ Brake Service - Front & Rear Brakes
- ✓ PCV Valve Service *(if required)*
- ✓ 4-Wheel Balance
- ✓ Coolant Conditioner
- ✓ Replace Wiper Blades
- ✓ Headlight Alignment
- ✓ Battery & Anti-Corrosion Service
- ✓ Wheel Alignment
- ✓ Major Emission & Fuel Saver Service 
- ✓ Premium Oil Service & Filter Change 

SERVICE AT: 12 MONTHS / 24,000 km

SERVICE PACKAGE

D

- Lube Oil & Filter Service
- Multi-Point Vehicle Inspection
- Tire Rotation
(except 370Z)
- Brake Fluid Exchange 
- Replace Cabin Air Filter
- Transmission Fluid Service 
- Replace HEV Inverter Coolant
(96KM, 144KM, 192KM)
- Transfer Case Oil Exchange 
- Check Air Filter
(4W/AWD 120KM)
- ✓ Hot Oil Engine Service
- ✓ 4X4 Service 
- ✓ Coolant System Service 
- ✓ Replace Drive Belts
- ✓ Replace Radiator Cap
- ✓ Replace Radiator Hoses
(96KM, 192KM)
- ✓ PCV Valve Service *(if required)*
- ✓ Brake Service - Front & Rear Brakes
- ✓ Headlight Alignment
- ✓ Power Steering System Service 
- ✓ Battery & Anti-Corrosion Service
- ✓ Air Conditioning/Heat Ventilation Fluid Exchange
- ✓ Wheel Alignment
- ✓ 4-Wheel Balance
- ✓ Replace Wiper Blades
- ✓ Major Emission & Fuel Saver Service 
- ✓ Premium Oil Service & Filter Change 

SERVICE AT: 24 MONTHS / 48,000 km

WHICH PACKAGE DO I NEED?

- 3 MONTHS | 6,000km
- 9 MONTHS | 18,000km
- 15 MONTHS | 30,000km
- 21 MONTHS | 42,000km

A

- 6 MONTHS | 12,000km
- 18 MONTHS | 36,000km
- 30 MONTHS | 60,000km
- 42 MONTHS | 84,000km

B

- 12 MONTHS | 24,000km
- 36 MONTHS | 72,000km
- 60 MONTHS | 120,000km
- 84 MONTHS | 168,000km

C

- 24 MONTHS | 48,000km
- 48 MONTHS | 96,000km
- 96 MONTHS | 144,000km
- 144 MONTHS | 192,000km

D

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

✓ Premium Services ▪ Minimum Manufacturer Services

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