



Driven By You



## FREIGHTLINER CUSTOM CHASSIS CORPORATION

### Freightliner Dealer Service Survey

Thank you for visiting one of our Freightliner Dealer Service Facilities. Help us make our service program grow and improve. Please take a few moments to answer the following questions.

#### Dealer Information

\* denotes required field

Dealer Name\*:  
(Freightliner Service Facility)

Contact Person\*:

Address:

City\*:

State\*:

Zip:

Telephone:

#### Customer Information

Name\*:

Telephone\*

VIN #\*:

E-mail:

What type of FCCC product do you own?\*

- Motorhome       Walk-In Van  
 Commercial Bus       School Bus

Select the option below which best describes your answer

If you have any suggestions or comments on how we can improve or expand, please give us your comments below. Please answer all multiple-choice questions so the scoring accurately reflects your experience; comments are optional.

1. How was the overall appearance of the facility as you drove up to the service area?\*

- Very organized (15)
- Organized (10)
- Disorganized (2)
- Very disorganized (1)

Additional comments (optional):

2. How satisfied were you with the greeting that you received from the service department?\*

- Very satisfied (15)
- Satisfied (10)
- Dissatisfied (2)
- Very dissatisfied (1)

Additional comments (optional):

3. How satisfied were you with the repairs or service that was performed?\*

- Very satisfied (15)
- Satisfied (10)
- Dissatisfied (2)
- Very dissatisfied (1)

Additional comments (optional):

4. How satisfied were you with the timeliness of the repairs or service work being done?\*

- Very satisfied (10)
- Satisfied (5)
- Dissatisfied (2)
- Very dissatisfied (1)

Additional comments (optional):

5. How satisfied were you with the customer lounge and waiting area?\*

- Very satisfied (10)
- Satisfied (5)
- Dissatisfied (2)
- Very dissatisfied (1)

Additional comments (optional):

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6. Was the service department knowledgeable about your FCCC product?\*

Very knowledgeable (15) Additional comments (optional):

Knowledgeable (10)

Unknowledgeable (2)

Very unknowledgeable (1)

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7. Would you recommend this dealer to others?\*

Yes (10)

Additional comments (optional):

No (5)

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8. Was your appointment taken and adhered to?\*

Yes (10)

Additional comments (optional):

No (5)

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9. Are you a member of the Freightliner Chassis Owner's Club?\*

Yes

No

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