

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

FREE WITH PERFORMED SERVICES!

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



www.CambridgeHyundai.com

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PREVENTATIVE MAINTENANCE

FOR YOUR HYUNDAI 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

- Replace Engine Oil & Filter
- Inspect Interior Lights
- Inspect Tire Pressure & Wear
- Check All Fluids
- Inspect Air Filter & Wiper Blades
- Complimentary 27-Point Inspection
- ✔ Fill Washer Fluid
- ✔ Premium Oil Service & Filter Exchange 

SERVICE AT: 3 MONTHS / 6,000 km

SERVICE PACKAGE

B

- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Inspect Tire Pressure & Wear
- Check All Fluids
- Brake Inspection
- Complimentary 27-Point Inspection
- Inspect Air Filter, & Wiper Blades
- Inspect Drive Belts
- Inspect Vacuum, Crankcase Ventilation Hoses
- Inspect Driveshaft & Boots
- Rotate Tires & Check Wear
- ✔ Fill Washer Fluid
- ✔ Wheel Balance
(36KM, 60KM, 84KM, 108KM)
- ✔ Major Fuel Emission Service 
- (36KM, 60KM, 84KM, 108KM)
- ✔ Premium Oil Service & Filter Exchange 



SERVICE AT: 6 MONTHS / 12,000 km

✔ Premium Services ■ Minimum Manufacturer Services

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

SERVICE PACKAGE

C

- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Check All Fluids
- Replace Climate Control Air Filter
- Inspect All Drive Belts
- Inspect & Lubricate All Latches, Hinges & Locks
- Inspect Brake Pads, Rotors & Hoses
- Add Coolant Conditioner
- Inspect Exhaust Pipes & Muffler
(After Manifold)
- Inspect Driveshaft & Boots
- Inspect Vacuum & Crankcase Ventilation Hoses
- Inspect Battery Terminals & Service
- Rotate Tires & Check Wear
- Complimentary 27-Point Inspection
- ✔ Minor Emission & Fuel Saver Service
- ✔ PCV Valve Service (If Required)
- ✔ 4-Wheel Alignment
- ✔ Headlight Alignment
- ✔ Fill Washer Fluid
- ✔ Hot Oil Engine Service
- ✔ Replace Wiper Blades
- ✔ AWD Service 
- ✔ Clean & Adjust Brakes
(Front & Rear)
- ✔ Premium Oil Service & Filter Exchange 

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 | |

SERVICE PACKAGE

D

- Replace Engine Oil & Oil Filter
- Inspect Interior Lights
- Check All Fluids
- Replace Climate Control Air Filter
- Inspect Fuel Lines, Fuel Hoses & Connections
- Inspect Vapor Hoses & Fuel Filler Cap
- Inspect All Drive Belts
- Replace Engine Coolant 
(192KM)
- Inspect Manual Trans-axle Oil & Replace If Required 
- Inspect Hoses & Lines
- Inspect Front & Rear Brakes
- Inspect Exhaust Pipes & Muffler (After Manifold)
- Inspect Suspension Mounting Bolts
- Inspect Steering Gear Box, Linkage & Boots/Lower Arm Ball Joint
- Inspect Power Steering Pump & Hoses
- Inspect Battery Terminals & Service
- Rotate Tires & Check Wear
- Inspect Vacuum, Crankcase Ventilation Hoses
- Inspect Driveshaft & Boots
- Inspect Transfer Case & Rear Differential Fluid
(Change If Required)
- Complimentary 27-Point Inspection
- Major Transmission Service 
- ✔ Brake Fluid Exchange 
- ✔ Clean & Adjust Brakes
(Front & Rear)
- ✔ Power Steering Fluid Exchange & Service 
- ✔ PCV Valve Service
(If Required)
- ✔ Fill Washer Fluid
- ✔ 4-Wheel Alignment
- ✔ Headlight Alignment
- ✔ Hot Oil Engine Service
- ✔ Replace Wiper Blades
- ✔ Premium Oil Service & Filter Exchange 

SERVICE AT: 24 MONTHS / 48,000 km