



Parts Customer Feedback Questionnaire

1. Was your contact with our Parts dept. handled courteously? Yes ___ No ___
2. Did our personnel do all that was expected in helping you determine your needs? Yes ___ No ___
3. Did we have everything you needed? Yes ___ No ___
4. If we didn't have a part you wanted, did we give you a proper explanation as to why not? Yes ___ No ___
5. If your parts need was an emergency, did our personnel give you different freight options and costs? Yes ___ No ___
6. Did our personnel recommend other associated parts that may be needed in conjunction with the ones you were looking for? Yes ___ No ___
7. Overall, were you satisfied? Yes ___ No ___
8. Would you use us again? Yes ___ No ___
9. Would you recommend us to others? Yes ___ No ___
10. Do you have any additional comments you would like to share with us? _____

Name _____ *Please Print* _____ Tel# _____ Ext. _____

Customer# _____

All of us at New England Detroit Diesel-Allison, Inc. look forward to serving your future needs.

Sincerely,

New England Detroit Diesel-Allison, Inc.

Jeffrey P. Manning, President

90 Bay State Road, Wakefield, MA 01880