



NEW ENGLAND

DETROIT DIESEL-ALLISON



To our valued customer:

Thank you for giving us the opportunity to service your equipment. Our personnel pride themselves on providing the best quality service, in a reasonable time, at a fair price.

However, it is not how **we feel** about the quality of our efforts, but more important, **how you, our customer,** feels about the repairs recently completed. To accurately monitor our efforts, we need your feedback.

Your response to the questions below will be greatly appreciated; we sincerely want to know your true level of satisfaction.

- | | YES | NO |
|---|--------------------------|--------------------------|
| 1. Was your contact with our Service Department handled courteously? | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. During the repair, were our service personnel courteous and efficient regarding answers to your questions on the progress of your repairs? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Was your job completed within the time frame discussed? | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. If your job involved warranty, were you given proper explanation for any participation? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Did we solve your problem without doing more than you thought was required? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Was the job completed in accordance with the price quoted? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Was the job completed to your satisfaction? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Will you use our Service Department again, if the need arises? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Would you recommend us to others? | <input type="checkbox"/> | <input type="checkbox"/> |

Additional comments _____

Name _____ Tel # _____ Ext. _____

Please Print

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

RO # _____ Serial # _____