

DEALERSHIP EXPERIENCE

11. Please tell us how satisfied you were with your dealership sales personnel in these areas:

	Extremely Satisfied				Extremely Dissatisfied
	5	4	3	2	1
a. Helpfulness & courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Treated fairly and honestly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Product knowledge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Explanation of operating features	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Explanation of financing alternatives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Explanation of warranty coverage	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Overall satisfaction with sales personnel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Have you taken delivery of your new RV?

Yes  
 No

13. If you have taken delivery, please tell us how satisfied you were with the dealership in these areas:

	Extremely Satisfied				Extremely Dissatisfied
	5	4	3	2	1
a. Product available when promised	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Product delivered as ordered	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Installation of all accessories/options	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Explanation of maintenance and adjustments	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Appearance and condition	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Overall satisfaction with delivery experience	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. If you have taken delivery, did someone from the dealership review the following items with you:

	Yes	No
a. Thor Motor Coach owners manual?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Thor Motor Coach's limited warranty?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Required maintenance on your new motorhome?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Basic operations (driving, sliderooms, leveling jacks, generator, HVAC, water system)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Detailed operations (TV's, Radio's, Appliances)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

OVERALL SATISFACTION

	Extremely Satisfied				Extremely Dissatisfied
	5	4	3	2	1
15. Overall, how satisfied are you with your dealer experience?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Overall, how satisfied are you with your new motorhome?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>