



Choose Language: English ▼



Welcome. Thank you, Joe, Smith, for your Hyundai purchase/lease. Hyundai Motor America is committed to Customer Satisfaction and we look forward to learning about your recent purchase experience.

[Begin Survey](#)

Rating Your Selling Dealer:

Describe the way you were greeted when you first arrived at EXAMPLE DEALER 2.

- Took too long to greet me
- Greeted in right amount of time
- Felt that the dealer staff was too aggressive

Did your salesperson ask questions to determine your vehicle needs? (e.g., safety, performance, gas mileage, seating capacity, etc.)

- Yes
- No
- I had already decided on a vehicle based on online/outside research

Not at all

Partially

Completely

How well did your salesperson understand your vehicle needs?



If you took a test drive, was it thorough enough for you to adequately understand what the vehicle offered?

- Yes
- No
- Did not take a test drive

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FINISH

Please tell us the reason(s) why you felt your test drive was not thorough enough? Select all that apply

- The salesperson did not adequately explain the features of the vehicle
- The test drive was too short in length
- The salesperson did not take me on a variety of roads (highways, city streets, etc.)

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	Yes	No
At any point during your purchase process, did you experience unprofessional behavior at EXAMPLE DEALER 2?	<input type="radio"/>	<input type="radio"/>
Did the dealership provide vehicle pricing discussions that were straightforward and professional?	<input type="radio"/>	<input type="radio"/>
Did your salesperson try to sell you a vehicle that <u>didn't</u> meet your needs?	<input type="radio"/>	<input type="radio"/>
Did the dealership attempt to charge for something that you <u>did not</u> agree to?	<input type="radio"/>	<input type="radio"/>
Did the dealer's staff professionally present Finance & Insurance products to help protect your vehicle investment?	<input type="radio"/>	<input type="radio"/>

Did the dealer's staff:

	Yes	No	Not Applicable
Pair/connect your phone to the Bluetooth system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Show you how to operate the navigation system?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explain how to operate Blue Link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Yes	No	
Show you how to operate the audio system?	<input type="radio"/>	<input type="radio"/>	
Review the factory recommended maintenance schedule?	<input type="radio"/>	<input type="radio"/>	
Review your Quick Reference Guide with you?	<input type="radio"/>	<input type="radio"/>	
Deliver your vehicle with a full tank of gas?	<input type="radio"/>	<input type="radio"/>	
<u>Contact you after your purchase</u> to ensure that everything was satisfactory?	<input type="radio"/>	<input type="radio"/>	

Did the dealer's staff give you an overview of or introduce you to someone in the service department?

- Yes
- No
- I am a returning customer and already familiar with the service department

Did the dealer's staff offer to help you set up your vehicle's first service visit?

- Yes
- No
- Customer indicated living/working outside of the area

Please describe the condition of your vehicle at delivery. Select all that apply

- My vehicle was delivered to me to my satisfaction
- My vehicle had dings/dents
- My vehicle was not washed/clean
- My vehicle was missing some of the features that were promised

Did not meet my
expectation at all

Partially met my
expectations

Completely met my
expectations

Did the dealer staff conduct a vehicle delivery that met your expectations? (e.g., vehicle condition, explanation of features, controls and technology, and time and effort spent)



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Summing it All Up

	<u>Poor</u>		<u>Average</u>			<u>Very Good</u>		<u>Excellent</u>		
	1	2	3	4	5	6	7	8	9	10
Taking everything into consideration, how would you rate your OVERALL EXPERIENCE buying your new vehicle from EXAMPLE DEALER 2?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us how much time you spent at EXAMPLE DEALER 2 relative to your expectations. Please reference only the time that you were physically present at this dealership during all of your visits.

	Not Enough Time	Right Amount of Time	Too Much Time
Taking delivery (actual demonstration of features)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us how much you agree with the following relative to your expectations.

	Strongly Disagree	Somewhat Disagree	Neither Agree Nor Disagree	Somewhat Agree	Strongly Agree
My vehicle purchase experience was conducted <u>in a timely manner</u> .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Would you personally recommend EXAMPLE DEALER 2 as a place to purchase/lease a Hyundai vehicle?

- Definitely will
- Probably will
- Probably will not
- Definitely will not

How likely will you be to return to EXAMPLE DEALER 2 for routine maintenance (i.e. oil/filter change, minor/major service, tire/belt replacement)?

- Definitely will
- Probably will
- Probably will not
- Definitely will not

Did anyone at the dealership influence you on the way to score the survey?

- Yes
- No

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Are you:

- Male
- Female
- Prefer not to answer

In what year were you born?

Please share your comments regarding anything you would like Hyundai to know.

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