

2017 Service Survey

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Mercedes-Benz

Welcome Page



Mercedes-Benz

Choose Language: English ▼

Your experience with Mercedes-Benz is very important to us. Thank you in advance for taking the time to complete this survey regarding your service experience at TEST DEALERSHIP.

Start

Rescue AssistSM

Something this simple can help save lives.

www.mbusa.com/rescueassist



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Mercedes-Benz

START

FINISH

Just to confirm, are you Customer?

- ☐ YES, I am Customer
- ☐ I or an immediate family member (living with you in the same household) work for one of the following: the dealership, a company associated with the dealership, or a Daimler company
- ☐ YES, I am Customer... but I did not service a vehicle at Your Dealership
- ☐ NO, I am not Customer... but I am involved enough with this service visit to provide feedback concerning the overall customer experience
- ☐ NO, I am not Customer

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Next

Type of Service



Mercedes-Benz

START

FINISH


Which best describes the type of work that was performed during this service visit? (Please select all that apply)

- ☐ **Maintenance...** Scheduled Maintenance, wear items such as brakes, air filters, wiper blades, Pre-Paid Maintenance service contract work
- ☐ **Maintenance Premier Express...** Scheduled Maintenance completed through the "Premier Express" service program
- ☐ **Warranty...** Repairs made which are covered by the factory warranty or the Extended Limited Warranty
- ☐ **Collision and Body Shop Repair...** Any paint or touchup, bumper, or body work, including body and mechanical work paid by an insurance company
- ☐ **Repair...** Any repair not covered under Maintenance, Warranty, or Collision and Body Shop as defined above
- ☐ **Roadside Assistance...** When a roadside technician was dispatched for a flat tire, fuel, battery, jumpstart
- ☐ Quote for service only, parts counter purchase only, car wash only

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If type of service selected is ineligible

 Mercedes-Benz

START

FINISH

	No									Yes
	1	2	3	4	5	6	7	8	9	10
For others that are considering TEST DEALERSHIP, how likely are you to recommend?	<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"/>

Back

Submit

If type of service selected is ineligible or customer self-excludes



Thank you for taking the time to share your opinions with us. Please be assured your responses will be carefully reviewed. We appreciate your business and are committed to providing the best experience for you.

Please use the links below for additional information:


- [Instructional Videos \(Bluetooth, mbrace, other features\)](#)
- [Digital Copy of Your Owner's Manual](#)
- [To Download the Mercedes-Benz Roadside App](#)
 - [Google Play™](#)
 - [iTunes®](#)
- [Mercedes-Benz Hotel Program](#)

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Likelihood to Recommend (LTR)
(If type of service selected is eligible)

Mercedes-Benz

START

FINISH

No

Yes

1

2

3

4

5

6

7

8

9

10

For others that are considering TEST DEALERSHIP, how likely are you to recommend?

Back

Next



Unacceptable Truly
Exceptional

1 2 3 4 5 6 7 8 9 10

Please rate your service representative on their thoroughness in explaining your maintenance/repair work

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Unacceptable Truly
Exceptional

1 2 3 4 5 6 7 8 9 10

Please rate the dealership on the promptness of their pick-up process (waiting to be attended to, finishing the paperwork, picking up the vehicle) or overall delivery process if you did not visit the dealership

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Unacceptable Truly
Exceptional

1 2 3 4 5 6 7 8 9 10

Please rate the dealership on their ability to complete service on your vehicle within the time estimate provided

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Was all of the authorized work completed right the first time?

- ☐ Yes
☐ No

Were you contacted by the dealership after the service was complete to see if work performed was to your satisfaction?

- ☐ Yes
☐ No

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Next

If “No” selected for question:

“Was all of the authorized work completed right the first time?”



If NO, what was the reason given? (select all that apply)

- ☐ Elected not to perform the repairs
- ☐ Dealership did not have time to complete the work
- ☐ Broke again after being fixed
- ☐ A new problem occurred
- ☐ More work was required than expected
- ☐ Problem was not corrected
- ☐ Dealership could not find the problem
- ☐ Parts needed to be ordered

[Back](#) [Next](#)



Average question score is greater than 6 and/or Likelihood to Recommend (LTR) is greater than 6



Do you have any unresolved questions or concerns that you would like to be contacted about?

- ☐ Yes
- ☐ No

[Back](#) [Next](#)



If LTR and/or average required question score is ≤ 6 , first sentence highlighted below is presented




We've noticed your experience was less than exceptional. Do you have any unresolved questions or concerns that you would like to be contacted about?

- ☐ Yes
- ☐ No

[Back](#) [Next](#)



If “Yes” selected for “Do you have any unresolved questions or concerns you would like to be contacted about?”

 Mercedes-Benz

START

FINISH

In order to address your questions or concerns, who would you like to be contacted by?

☐ TEST DEALERSHIP

☐ Mercedes-Benz USA

Please provide any comments regarding your unresolved questions or concerns and the best time and phone number to reach you.

Which factor most influenced your scores on this survey? Please select one:

☐ Overall experience with the service process

☐ Facility and amenities

☐ Overall experience with the brand

☐ Relationship with dealership personnel


☐ Pressure from dealership employee to provide high scores

☐ Other (Please tell us in the comment box below)

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Next

If “No” selected for “Do you have any unresolved questions or concerns you would like to be contacted about?”

 Mercedes-Benz

START

FINISH

Please provide any additional comments or suggestions to help us improve your next vehicle service experience at TEST DEALERSHIP.

Which factor most influenced your scores on this survey? Please select one:

- ☐ Overall experience with the service process
- ☐ Facility and amenities
- ☐ Overall experience with the brand
- ☐ Relationship with dealership personnel
- ☐ Pressure from dealership employee to provide high scores
- ☐ Other (Please tell us in the comment box below)

Back

Next



Mercedes-Benz

START

FINISH

Would you be willing to answer additional questions about your experience? Answering these questions will take less than 1 minute of your time.

- ☐ Yes
- ☐ No

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Submit

Flex Questions – A

If “Yes” selected to “Would you be willing to answer additional questions...”

The survey interface features a dark header bar with the Mercedes-Benz logo and name on the left, and a progress bar on the right with 'START' and 'FINISH' markers. Below the header, four rating questions are presented, each with a 10-point scale. The scale is divided into 'Unacceptable' (1-5) and 'Truly Exceptional' (6-10) sections. Each question has a corresponding radio button for each point on the scale.

Question 1: Please rate the dealership on their drop-off process (time waiting to be greeted, time conferring with representative, time to hand over keys and complete any initial paperwork) or overall pick-up process if you did not visit the dealership

Question 2: Please rate your service representative on their attentiveness to and fulfillment of your requests

Question 3: Please rate the dealership's ability to accommodate your schedule

Question 4: Please rate the simplicity of scheduling your appointment with this dealership

Continued on next page

Customer views one single page in survey

Flex Questions – A (continued)



	Telephone	Online Scheduling via website	Via Email	Via Text	In-Person	Walk-in (No Appointment Scheduled)					
Please indicate how you scheduled this service appointment:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
Please select your preferred method for scheduling a service appointment:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
		Text	Email	Phone	No update required	No update given					
What method of communication was used to keep you informed of your vehicle status?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
What is your preferred method of communication to keep you informed of your vehicle status?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
	Did not enhance at All				Greatly Enhanced	Dealer did not use a tablet					
	1	2	3	4	5	6	7	8	9	10	
Please rate if the use of a tablet device (such as an iPad) enhanced your service experience?	<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"/>	<input type="radio"/>

Continued on next page



Customer views one single page in survey

Flex Questions – A (continued)



Please estimate the time it took to be provided with alternate transportation

- ☐ Less than 5 Minutes
- ☐ 5-10 Minutes
- ☐ 10-15 Minutes
- ☐ 15-20 Minutes
- ☐ More than 20 Minutes
- ☐ Used Drop Box
- ☐ N/A

Please indicate how you paid for your service during this visit:

- ☐ Credit Card directly with your Service Advisor
- ☐ Online before picking-up your vehicle
- ☐ Credit Card at the dealership's Cashier Desk
- ☐ Cash or Check at the dealership's Cashier Desk
- ☐ No Payment necessary (Third party covered repair Ex: Warranty, Insurance)

Please indicate your preferred method of payment at your dealership's service center:

- ☐ Credit Card directly with your Service Advisor
- ☐ Online before picking-up your vehicle
- ☐ Credit Card at the dealership's Cashier Desk
- ☐ Cash or Check at the dealership's Cashier Desk

Back

Submit



Flex Questions – B

If “Yes” selected to “Would you be willing to answer additional questions...”



After you arrived at the facility, how long did it take before you spoke to a representative about your service needs?

- ☐ Immediately
- ☐ 1-2 Minutes
- ☐ 3-5 Minutes
- ☐ More than 5 Minutes
- ☐ Used Drop Box
- ☐ Don't Know

	Unacceptable						Truly Exceptional				
	1	2	3	4	5	6	7	8	9	10	
Please rate the courtesy and respect of your service representative	<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 rate your service representative on their overall knowledge regarding the servicing of your vehicle	<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 rate the dealership on reasonableness (value) of charges	<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 rate the helpfulness of staff at pick-up (service representative, valet, cashier, etc.), or individual delivering your vehicle if you did not visit the dealership	<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 rate the condition of your vehicle at pick-up (clean, undamaged, controls and positions not modified)	<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 rate the dealership on the thoroughness of maintenance/repair work performed	<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"/>	

Continued on next page



Customer views one single page in survey

Flex Questions – B (continued)



Upon return of your vehicle was it...

- ☐ Cleaner
- ☐ The same condition
- ☐ Not as clean

For the following questions: If you did not physically visit the dealership during this service, please respond based on your prior experiences with this dealership.

	Unacceptable								Truly Exceptional	
	1	2	3	4	5	6	7	8	9	10
Please rate the ease of driving in/out of the dealership	<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 rate the overall cleanliness and appearance of the facility	<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 rate the dealership's waiting area (e.g. size, location, comfort)	<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 rate the amenities offered by the dealership (WiFi, workspace, TV, beverages, snacks, etc.)	<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"/>

Back

Submit



Flex Questions – C

If “Yes” selected to “Would you be willing to answer additional questions...”



	Did not meet expectations	Met expectations	Exceeded expectations
Did your experience at TEST DEALERSHIP meet your expectations?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The employees at the dealership...

	Agree	Disagree
Provided a welcoming environment	<input type="radio"/>	<input type="radio"/>
Assisted me in a timely manner	<input type="radio"/>	<input type="radio"/>
Made me feel like a valued customer	<input type="radio"/>	<input type="radio"/>
Understood my needs	<input type="radio"/>	<input type="radio"/>
Kept me updated on the progress of service being done on my vehicle	<input type="radio"/>	<input type="radio"/>
Serviced my vehicle quickly and efficiently	<input type="radio"/>	<input type="radio"/>
Made getting my vehicle serviced easy.	<input type="radio"/>	<input type="radio"/>

Continued on next page



Customer views one single page in survey

Flex Questions – C (continued)



Of the following alternative transportation options...

Which were offered to you? (Check all that apply)

- ☐ Courtesy Car
- ☐ Shuttle Service
- ☐ Pick-up & Drop-off of your vehicle
- ☐ None Offered

	Courtesy Car	Shuttle Service	Pick-up & Drop-off of your vehicle	None
Which did you actually use? (Select one)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Which would you have preferred? (Select one)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Regarding this service visit, describe when you were able to schedule your appointment:

- ☐ Same day as preferred
- ☐ 1 day wait
- ☐ 2 day wait
- ☐ 3 day wait
- ☐ 4-5 day wait
- ☐ 6+ day wait

Continued on next page



Customer views one single page in survey

Flex Questions – C (continued)

Only presented if customer selected 9 or 10 on LTR



(Optional) Did anyone go above and beyond to provide you with truly exceptional service? If so, please tell us about your experience:

Back

Submit



Thank You Page



Mercedes-Benz

Thank you for taking the time to share your opinions with us. Please be assured your responses will be carefully reviewed. We appreciate your business and are committed to providing the best experience for you.

Please use the links below for additional information:

- [Instructional Videos \(Bluetooth, mbrace, other features\)](#)
- [Digital Copy of Your Owner's Manual](#)
- To Download the Mercedes-Benz Roadside App
 - [Google Play™](#)
 - [iTunes®](#)
- [Mercedes-Benz Hotel Program](#)

Rescue AssistSM

Something this simple can help save lives.
www.mbusa.com/rescueassist



Survey Expiration Message

Shown if customer views link to survey after the survey expires



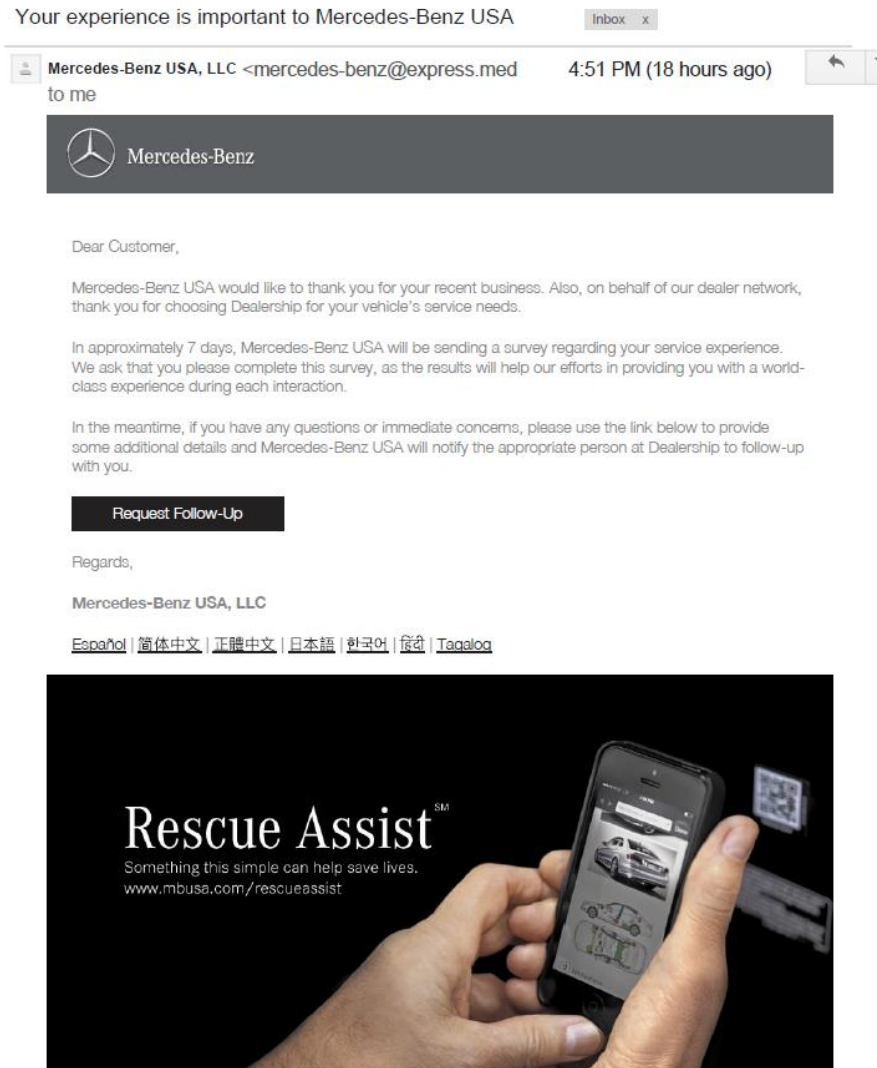
Mercedes-Benz

We apologize for any inconvenience. The link you were provided has expired as the survey time period has closed. Please contact Dealership or MBUSA at 1-800-FOR-MERCEdes should you have any concerns or require assistance.

Thank You.



Thank You Email



Survey Invitation

Your recent Mercedes-Benz service experience

Inbox x



Mercedes-Benz USA, LLC <mercedes-benz@express.med>
to me

4:51 PM (19 hours ago)



Mercedes-Benz

Dear Customer,

On behalf of Mercedes-Benz USA and Dealership, thank you for choosing us for your vehicle's service needs. Please be assured that we are committed to improve upon any area of our service to you and will continue to strive to exceed your expectations.

Your trust and confidence helps keep us on course in delivering the best customer experience. Please take a few moments to complete this brief survey to let us know how we're doing. You can access the below survey link at a time convenient for you via your mobile device or desktop computer. The results will be shared with Dealership to help our joint efforts in providing a world-class experience with each and every interaction.

[Launch Survey](#)

Sincerely,

Christian Treiber
Vice President Customer Services
Mercedes-Benz USA, LLC

[Español](#) | [简体中文](#) | [正體中文](#) | [日本語](#) | [한국어](#) | [हिन्दी](#) | [Tagalog](#)

We look forward to hearing from you by March 4, 2016.
Please note that this survey can be completed in approximately 6 minutes.



If you have trouble accessing the survey, you may also copy and paste the following URL into your browser:

Unsubscribe link at bottom of emails

<http://example.com/?ctc4wvmtvw7rwe9>

[Unsubscribe](#) from future sales and service Customer Experience surveys from Mercedes-Benz USA, LLC.

This survey is being conducted by Medallia Inc. on behalf of MBUSA. Medallia does not use this information for any other purpose and you can find the Medallia information privacy statement at: [Privacy Policy](#).

For assistance, should you have any problems accessing or completing the information, please e-mail Medallia, our partner in this process: [Survey Support](#).

Please do NOT forward this email to others. You have been given a unique URL with which to take the survey. The system accepts only one response for each unique URL.



Survey Reminder

Please provide your feedback to Mercedes-Benz USA

Inbox x



Mercedes-Benz USA, LLC <mercedes-benz@express.med>
to me

4:51 PM (18 hours ago)



Mercedes-Benz

Dear Customer,

Once again, Mercedes-Benz USA and Dealership thank you for choosing us for your vehicle's service needs. Please be assured that we are committed to improve upon any area of our service to you and will continue to strive to exceed your expectations.

We recently emailed you a request for feedback regarding your recent service experience. We are committed to delivering the finest service experience and your feedback is essential in this mission. The results will be shared with Dealership to help our joint efforts in providing a world-class experience with each and every interaction.

If you have already completed this online customer experience survey, thank you and disregard this reminder.

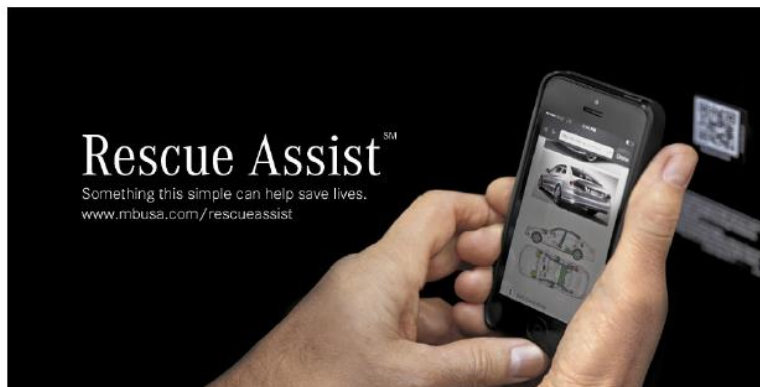
[Launch Survey](#)

Best regards,

Christian Treiber
Vice President Customer Services
Mercedes-Benz USA, LLC

[Español](#) | [简体中文](#) | [正體中文](#) | [日本語](#) | [한국어](#) | [हिन्दी](#) | [Tagalog](#)

Please note the survey link will expire on February 27, 2016.



If you have trouble accessing the survey, you may also copy and paste the following URL into your browser:

Unsubscribe link at bottom of emails

<http://example.com/?ctc4wvmtvw7rwe9>

[Unsubscribe](#) from future sales and service Customer Experience surveys from Mercedes-Benz USA, LLC.

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Please do NOT forward this email to others. You have been given a unique URL with which to take the survey. The system accepts only one response for each unique URL.



Email Auto-Reply



Mercedes-Benz

Thank you for contacting us. You replied to an email address that cannot accept incoming messages.

To access your survey, click directly on the link located in your email invitation.

The survey is the best way to leave feedback regarding your experience with Mercedes-Benz.

If you require technical assistance with this survey, please email Medallia, our partner in this process at mbusa_techsupport.cp35d2bcdy52y35@express.medallia.com.

Mercedes-Benz has contracted Medallia, an independent market research firm, to conduct this survey.

Thank you,

Mercedes-Benz USA, LLC

Thank You Survey Question



Mercedes-Benz

Who would you prefer to contact you?

- ☐ Sales Department
- ☐ Service Department

Please provide details regarding your question or concern and the best time and phone number to reach you.

Submit

Thank You Survey Submit Page



Mercedes-Benz

Thank you for taking the time to request follow up.

A dealership employee will be in contact with you.

Close the Loop Survey Follow Up Invitation

Your recent contact request (1 minute of your time)

Inbox x



Mercedes-Benz USA, LLC <mercedes-benz@express.m>
to me

Feb 9 (3 days ago)



Mercedes-Benz

Dear Customer,

You recently requested to be contacted by Dealership. Mercedes-Benz USA values your feedback on the follow-up that you received. Please share your thoughts by completing the 1-minute (3 question) survey that begins below:

Did Dealership contact you per your request on your recent survey?

Yes

No

Thank you for your feedback and your continued business.

Best regards,

Christian Treiber

Vice President Customer Services
Mercedes-Benz USA, LLC

If you have trouble accessing the survey, you may also copy and paste the following URL into your browser:
<http://survey.medallia.com/2om282od4y66w7>

[Unsubscribe](#) from future sales and service Customer Experience surveys from Mercedes-Benz USA, LLC.

This survey is being conducted by Medallia Inc. on behalf of MBUSA. Medallia does not use this information for any other purpose, and you can find the Medallia information privacy statement at: [Privacy Policy](#).

For assistance, should you have any problems accessing or completing the survey, please e-mail Medallia, our partner in this process: [Survey Support](#).

Please do NOT forward this email to others. You have been given a unique URL with which to take the survey. The system accepts only one response for each unique URL.

Close the Loop Survey

 Mercedes-Benz

START

FINISH

Did TEST DEALERSHIP contact you per your request on your recent survey?


- ☐ Yes
- ☐ No

	No									Yes
	1	2	3	4	5	6	7	8	9	10
For others that are considering TEST DEALERSHIP, how likely are you to recommend?	<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"/>

Next



Close the Loop Survey (continued)

 Mercedes-Benz

STARTFINISH

Not at all Satisfied

Very Satisfied

12345678910

Please rate your satisfaction with TEST DEALERSHIP'S handling of your request for follow-up.

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Submit

Close the Loop Survey Thank You Page



Mercedes-Benz

Thank you for taking the time to share your feedback with us. We appreciate your business and are committed to providing the best experience for you.

Have thoughts you want to share, questions that need answering? Mercedes-Benz USA is always available and can be reached at:

Phone: 1-800-367-6372 (1-800-For-Mercedes)

Website/Email: [Link](#)

Thank You.

