

In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click Take Survey.

You will need to have your unique User ID available to access the survey.

*This Survey Aid is a tool and not a substitute for an online survey.*



## NADA Winter 2018 Dealer Attitude Survey Aid

NADA encourages the Dealer Principle or General Manager to involve his/her department managers- sales, service, parts, etc. – in the completion of the semiannual Dealer Attitude Survey. To facilitate this input, we have created this Survey Aid as a tool to help obtain the opinion of your staff before completing the survey online.

The Survey Aid mirrors the online survey. You can record your answers on paper and have a member of your staff enter them online.

### Overall Attitude

The Overall Attitude questions are the cornerstone of the Dealer Attitude Survey. Since the inception of the survey in 1985, these questions have remained essentially the same and measure changes over time. Often, referred to as the Trend Questions, they ask about the franchise value, policies, and people.

### Detailed Issues and Attitudes

The Detailed Issues and Attitudes questions capture the underlying issues that influence the value, policies, procedures, and people of your franchise operations. Although many of the questions are the same over time, they do change periodically as new issues arise in the industry.

**Confidential**

User ID: \_\_\_\_\_ (7 digits)

### General Instructions

Please answer **Franchise, ZIP Code, and the Value, Policy and People Sections** for each new vehicle franchise you sell at this dealership. The remaining questions only need to be answered once, for your entire dealership.

In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click the Take Survey tab.

You will need to have you unique User ID available to access the survey.

*This Survey Aid is a tool and not a substitute for an online survey.*

**Franchise** (Select the franchise you want to evaluate from the list below.)

- |                                 |                                |                                     |                                  |
|---------------------------------|--------------------------------|-------------------------------------|----------------------------------|
| <input type="radio"/> Acura     | <input type="radio"/> Fiat     | <input type="radio"/> Land Rover    | <input type="radio"/> Porsche    |
| <input type="radio"/> Audi      | <input type="radio"/> Ford     | <input type="radio"/> Lexus         | <input type="radio"/> RAM        |
| <input type="radio"/> BMW       | <input type="radio"/> Honda    | <input type="radio"/> Lincoln       | <input type="radio"/> Subaru     |
| <input type="radio"/> Buick-GMC | <input type="radio"/> Hyundai  | <input type="radio"/> Mazda         | <input type="radio"/> Sprinter   |
| <input type="radio"/> Cadillac  | <input type="radio"/> Infiniti | <input type="radio"/> Mercedes-Benz | <input type="radio"/> Toyota     |
| <input type="radio"/> Chevrolet | <input type="radio"/> Jaguar   | <input type="radio"/> MINI          | <input type="radio"/> Volkswagen |
| <input type="radio"/> Chrysler  | <input type="radio"/> Jeep     | <input type="radio"/> Mitsubishi    | <input type="radio"/> Volvo      |
| <input type="radio"/> Dodge     | <input type="radio"/> Kia      | <input type="radio"/> Nissan        |                                  |

Enter the **Zip Code** for the physical location of this franchise: \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ \_\_\_\_ (5 digits)

How many new vehicles did you retail last year for only this franchise? \_\_\_\_\_, \_\_\_\_\_

### Overall Satisfaction

Overall, how satisfied are you with your franchise?

- Very Satisfied  
 Satisfied  
 Neutral  
 Dissatisfied  
 Very Dissatisfied

### Value – Overall Attitude

Discuss the statements below about your franchise's Value and decide whether you **strongly agree**, **agree**, **are neutral**, **disagree**, or **strongly disagree**, with each.

The **value of my franchise** has increased over the **past 12 months**.

The **value of my franchise** will increase over the **next 12 months**.

My franchisor's **products are what customers want**.

My franchisor's **product quality** is competitive.

Rate the value of your franchise on a **scale of 1 to 10**, where 1 is low and 10 is high. \_\_\_\_\_

- Strongly Agree  
 Agree  
 Neutral  
 Disagree  
 Strongly Disagree

### Value – Detailed Issues and Attitudes

Discuss the following aspects of your franchisor's products and operations and decide whether you are **very satisfied**, **satisfied**, **neutral**, **dissatisfied**, or **very dissatisfied** with each.

Evaluate your franchisor's **current product** in the following areas:

- Product reliability in first 90 days
- Overall product reliability/dependability "long-term"
- Warranty policy support of the product

- Very Satisfied  
 Satisfied  
 Neutral  
 Dissatisfied  
 Very Dissatisfied

In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click the Take Survey tab.

You will need to have your unique User ID available to access the survey.

*This Survey Aid is a tool and not a substitute for an online survey.*

Evaluate your franchisor in the area of **vehicle distribution**:

- Allocation system
- Product availability
- Fairness

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Evaluate your franchisor's **marketing efforts**:

- National advertising – new vehicle
- National advertising – certified pre-owned
- Digital (Includes OEM's brand websites & online leads)
- OEM sponsored dealer website platform
- Social media

	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Policy – Overall Attitude

Discuss the statements below about your franchisor's policies and decide whether you **strongly agree, agree, are neutral, disagree, or strongly disagree** with each.

- My franchisor **considers dealer input** before making decisions that affect dealers.
- My franchisor's **policies** support my efforts to achieve customer satisfaction.
- My franchisor's **policies and procedures** are fair.
- My franchisor's **customer satisfaction system** of rating my dealership is fair.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	<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"/>	<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"/>

## Policy – Detailed Issues and Attitudes

Evaluate your franchisor's **responsiveness to dealer input** in the following areas:

- Product
- Product quality
- Product advertising

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
	<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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Evaluate your franchisor's **dealer relations efforts**:

- Franchisor to dealer communications
- Dealer Council to dealer communications
- National Council accomplishments
- Overall satisfaction

	<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"/>	<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"/>

Evaluate the **ease of doing business** with your franchisor:

	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
--	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------

In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click the Take Survey tab.

You will need to have you unique User ID available to access the survey.

*This Survey Aid is a tool and not a substitute for an online survey.*

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>Evaluate your franchisor's customer satisfaction rating system:</b>					
• My franchisor's <b>sales</b> customer satisfaction rating (CSI) system for my dealership is fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• My franchisor's <b>service</b> customer satisfaction rating (CSI) system for my dealership is fair.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• My franchisor uses my CSI score fairly. (Example: impact on bonuses, rewards program, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<b>Evaluate your franchisor's new vehicle sales incentives:</b>					
• Industry competitiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Fairness to my dealership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Fairness to dealership of all sizes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Efforts to avoid complexity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Considers my product availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Competitiveness of <u>new</u> vehicle <u>leasing</u> plans and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<b>Evaluate your franchisor's certified used car program:</b>					
• Provides additional profit opportunity for my dealership.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Overall value of the program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you use your franchisor's **captive/manufacturer preferred finance source**? Yes  No

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
<b>If yes, evaluate your franchisor's captive/manufacturer preferred finance arm:</b>					
• Competitiveness of <u>new vehicle financing</u> plans and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please select a **non-captive lender** that you use from the list below to evaluate.

- |  |   |
|--|---|
| <input type="radio"/> 5 <sup>th</sup> 3 <sup>rd</sup> Bank | <input type="radio"/> RBS Citizens                              |
| <input type="radio"/> Ally Financial                       | <input type="radio"/> Regional Acceptance                       |
| <input type="radio"/> Bank of America                      | <input type="radio"/> SunTrust Bank                             |
| <input type="radio"/> Bank of the West                     | <input type="radio"/> TD Auto Finance                           |
| <input type="radio"/> BB&T Bank                            | <input type="radio"/> US Bank                                   |
| <input type="radio"/> BMO Harris Bank NA                   | <input type="radio"/> USAA Federal Savings Bank                 |
| <input type="radio"/> Capital One Auto Finance             | <input type="radio"/> Wells Fargo Dealer Services               |
| <input type="radio"/> Chase Auto Finance                   | <input type="radio"/> World Omni Financial                      |
| <input type="radio"/> Exeter Finance Corp.                 | <input type="radio"/> My non-captive lender is not on this list |
| <input type="radio"/> Huntington National Bank             |   |
| <input type="radio"/> PNC Bank                             |   |

In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click the Take Survey tab. You will need to have your unique User ID available to access the survey.

*This Survey Aid is a tool and not a substitute for an online survey.*

20C. If selected, evaluate your **non-captive lender** on the following:

- Competitiveness of new vehicle financing plans and programs
- Overall satisfaction

	Very Satisfied
	Satisfied
	Neutral
	Disagree
	Very Dissatisfied
<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"/>

### People – Overall Attitude

Discuss the statements below about your franchisor’s people and decide whether you **strongly agree, agree, are neutral, disagree, or strongly disagree** with each.

- The **sales contact** of this franchise is helpful.

	Strongly Agree
	Agree
	Neutral
	Disagree
	Strongly Disagree
<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"/>

Evaluate your franchisor’s **sales contact** in the areas of:

- Fulfillment of commitments
- Decision-making authority
- Accessibility

	Very Satisfied
	Satisfied
	Neutral
	Dissatisfied
	Very Dissatisfied
<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"/>

Answer below question only if you **strongly agree/agree** with “The **sales contact** of this franchise is helpful”.

Please select from the attributes below the one which **best describes** your **sales contact**. (Select only one.)

- Helps me sell cars
- Responsive/Gets me answers quickly
- Experience
- Has the proper job training to be effective
- Works in my best interest

Please select from the attributes below the one that represents the biggest **IMPROVEMENT opportunity for your sales contact**. (Select only one.)

- Helps me sell cars
- Responsive/Gets me answers quickly
- Experience
- Has the proper job training to be effective
- Works in my best interest

Discuss the statements below about your franchisor’s people and decide whether you **strongly agree, agree, are neutral, disagree, or strongly disagree** with each.

- The **Fixed Operations (Service & Parts)** of this franchise is helpful.

	Strongly Agree
	Agree
	Neutral
	Disagree
	Strongly Disagree
<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"/>

In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click the Take Survey tab.  
You will need to have your unique User ID available to access the survey.

*This Survey Aid is a tool and not a substitute for an online survey.*

## People – Detailed Issues and Attitudes

Discuss the following aspects of your franchisor's people (i.e., field staff, Sr. Management, etc.) and decide whether you are **very satisfied**, **satisfied**, **neutral**, **dissatisfied**, or **very dissatisfied** with each.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Evaluate your franchisor's <b>part operations</b> :					
• Stock order availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Emergency order availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate your franchisor's <b>regional management</b> :					
• Overall capabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Fulfillment of commitments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Visibility in the field	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Timeliness of response to dealer inquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate your <b>franchisor's national senior management</b> :					
• Overall effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Overall leadership ability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate your franchisor's <b>sales training efforts</b> :					
• Cost effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Adds value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• OEM sponsored training meets my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate your franchisor's <b>fixed operations training efforts</b> :					
• Cost effectiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Adds value	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• OEM sponsored training meets my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluate your franchisor's <b>fixed operations contact</b> in the areas of:					
• Handling of customer complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Fulfillment of commitments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Decision-making authority	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Facilities

Evaluate the reasonableness of your franchisor's approach to **dealership facility requirements**:

In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click the Take Survey tab.

You will need to have you unique User ID available to access the survey.

*This Survey Aid is a tool and not a substitute for an online survey.*

## Future

Discuss the statements below about your franchisor’s people and decide whether you **strongly agree, agree, are neutral, disagree, or strongly disagree** with each.

- Overall, this franchise has a clear strategy for the future.
- It is clear to me how my dealership fits in this franchisor’s overall future strategy.
- I **understand** my OEM’s electric vehicle strategy.
- I **agree** with my OEM’s electric vehicle strategy.
- My dealership is prepared for the future of electric vehicle.
- I am satisfied of my OEM’s communication on the electric vehicle strategy.
- There is an interest in electric vehicle from the customer base.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	<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"/>	<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"/>	<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"/>	<input type="radio"/>	<input type="radio"/>

Please help your management better understand your responses. Take a moment to explain what you see as the most pressing issues for your dealership as well as your OEM. Your comments continue to provide important context to the survey scores. Your OEM management team pays close attention to these comments.

*These responses ARE confidential. Not even NADA knows who writes which comment. If you ever have a concern with confidentiality, please email us at: [industryrelations@nada.org](mailto:industryrelations@nada.org)*

---



---



---



---



---



---



---

Audi, BMW, Buick-GMC, Cadillac, Chevrolet, Chrysler, Dodge, Fiat, Ford, Jeep, Lexus, Lincoln, Mazda, MINI, RAM and Toyota will be asked to complete some additional questions. These questions can only be viewed in the online survey.

In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click the Take Survey tab.

You will need to have your unique User ID available to access the survey.

*This Survey Aid is a tool and not a substitute for an online survey.*

## Takata Airbag Recalls

(Please skip this section if your franchise is not affected by the Takata recall.)

**You have almost completed the survey! Now we have a few questions regarding the Takata airbag recalls. Your answers to these questions could be crucial to the recall process, and would be greatly appreciated!**

In one or two words, how would you describe your dealership's experience with your OEM when it comes to their engagement regarding the Takata airbag recalls?

---

---

---

What changes could your OEMs make to improve your ability to assist with the Takata airbag recalls repair efforts and owner outreach? Please be as specific as possible.

---

---

---

From your perspective, what services, offers, incentives or other strategies could your OEMs use to accelerate the completion of the Takata airbag recalls? Again, please be as specific as possible.

---

---

---

How important do you think the Takata airbag repair services are compared to the repair services your dealership provides in other recalls? (Please select one.)

- Much more important
- Somewhat more important
- Equally important
- Somewhat less important
- Much less important
- Don't know (volunteer only)



In order for your opinions to be included in the survey results, you must complete your survey online.

Go to [www.nadasurvey.com](http://www.nadasurvey.com); then click the Take Survey tab.

You will need to have you unique User ID available to access the survey.

***This Survey Aid is a tool and not a substitute for an online survey.***

This evaluation was completed by:

Dealer Principal

General Manager

Both

## Optional Overview of NADA's Meeting With Your Franchisor's Senior Management

Upon the survey's completion, NADA meets with your franchisor's senior management to review their franchise-level results. When they become available, NADA plans to email an overview of the meeting to dealers who participated in the survey.

If you do **NOT** want to receive the overview, please indicate this below.

\_\_\_\_\_ I do **NOT** want to receive the overview of the survey results.

## Survey Confirmation

You'll receive confirmation that your survey has been submitted in **two ways**.

You can **print your confirmation immediately**, as well as **receive it by e-mail**.

To obtain a confirmation acknowledging the receipt of your completed survey, you must specify your dealership name and e-mail address below.

To protect the integrity of your survey responses, it is recommended that the confirmation be e-mailed directly to your dealership.

Dealership name: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Please re-type your e-mail address: \_\_\_\_\_



### Printable Survey Confirmation

If your computer is connected to a printer, you can print your own official survey confirmation from the NADA Chairman, Mark Scarpelli, indicating that your Winter 2018 Dealer Attitude Survey has been submitted to NADA. Just follow the instructions on the next page.



### E-mail Survey Confirmation

Everyone who inputs their e-mail address will receive an official confirmation via e-mail from the NADA Chairman, Mark Scarpelli, indicating that their Winter 2018 Dealer Attitude Survey has been submitted and received by NADA ([www.nadasurvey.com](http://www.nadasurvey.com)).

To ensure proper delivery of the confirmation e-mail to you, please add [chairman@nadasurvey.com](mailto:chairman@nadasurvey.com) to your safe/trusted sender list and adjust your SPAM filter to approve the sender. If you are not sure how to add this e-mail address or adjust your SPAM filter, please contact your e-mail administrator.

**IMPORTANT:** If you do not receive a response from us, please check your Junk mail or SPAM e-mail folder first, as it may have been filtered there for your review.