

Rocco Cundari
Thanks!

Check-In

Repair

Payment

Vehicle Check-In



Mobile Payment

See dealer for final invoice.

Labor

Parts

Sublet

Gas, Oil, Lube

Deductible, Rental, Supplies

Sales Tax

Subtotal

Less Discount

Convenience Fee

\$0.00

Total

Feedback

Thanks! Your feedback has been sent to the dealer.

Advisor: Jeanette Vaccaro
RO: 282754

[Call](#)

[Text](#)

Score Report

For best print results, choose PDF in the export menu.

Experience Metrics

| | |
|----------------------------------|---|
| Dealer - Likelihood to Recommend | 5 |
| Dealer Satisfaction | 5 |

CEI Metrics

| | |
|--|------|
| CEI | 5.00 |
| Service Advisor Overall | 5 |
| Quality of Service Performed | 5 |
| Overall Vehicle Pick-up and Return Process | 5 |
| Follow Through on Commitments | 5 |

CEI Drivers

| | |
|--|---|
| Overall Scheduling Process | 4 |
| Service advisor treated you as a valued customer | 5 |
| Staff understood your service needs | 5 |
| Explanation of service and charges | 5 |
| Amount of time it took to get your vehicle back | 5 |

Brand Metrics

| | |
|---------------------------------|---|
| Brand - Trust | 5 |
| Brand - Likelihood to Recommend | 5 |

Additional Drivers

| | | |
|--------------------------------------|---|--|
| Keep You Informed | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Vehicle ready when promised? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Vehicle Check-Up Report | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Schedule Appointment (Y/N) | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Did dealer offer MS/Pickup/Delivery? | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |



Respond

Add Note

Subscribe

Customer Information

Customer Data

Customer Email bestgranddoggie@aol.com

Customer Address 851 FOREST ST

State Province 851 FOREST ST

Customer ID 19268480550

Vehicle Data

VIN 1FMSK8FH6LGB38194

Model Year 2020

Vehicle Make FORD

Vehicle Model EXPLORER

Body Style Description/Trim Level SUV

Ford NA Vehicle Segmentation Passenger Vehicle

Warranty Start Date 06/20/2020

Reported Odometer Reading 16,274

Dealer Data

Dealer Name Paramus Ford, Inc. - F13143/08190

P&A Code 08190

Dealer Code F13143

Dealer Service Advisor JEANETTE VACCARO - 000087463

Dealer Technician USA-F13143-08190: Unidentified

Survey Data

Journey Segment Service

Response Date 02/07/2023, 05:20 PM

Final Posted Date 02/07/2023, 05:20 PM

TREAD ACT Keywords Y/N No

Survey ID 128014385

Sales Details

Service Details

Repair Order Number 00000000083814A

Service Open Date 01/31/2023

Service Close Date 02/01/2023

Labor Operation Code 99PX

Transaction Type Maintenance

Department Ind Standard Service

Mobile Service Flag No

Pickup and Delivery Flag No

Event Details

Activity

No activities yet.