

Responses are kept strictly confidential and are reported in aggregate only

INSTRUCTIONS

Please complete ALL sections of the survey for the engine and component manufacturers and OEM's component operations. Each section should be completed by the most knowledgeable person(s) in your dealership. Respond ONLY for those products that you sell or service. Please complete your survey online by December 3, 2020.

Before you provide feedback on specific topics, we would first like to know your thoughts regarding your supplier's response to the COVID-19 crisis.

COVID-19		Rating sca	ile:	Stro	(1) ngly Disa	gree	(2) Disagree		(3) Neutral		(4) Agree	S	(5) trongly	Agree						
			Eı	ngine Ma	nufacture	rs		Transmission Manufacturers							Axle Manufacturers					onent
My supplier provioupdates regarding	the impact		DETROIT		PACCAR	MAER	VOLVO	Allison Transmission	DETROIT	Roadranger	MAER	PACCAR	(VOLVO)	DANA	DETROIT	MAER	MERITOR	PACCAR	Bendix	MERITOR.
What other aspect Supplier's response COVID-19 crisis do y your Supplier to kno	to the you want	Supplie	r:							Sup	plier:									
OVERALL SATISFACTIO)N	Rating sca	ale:	Ve	(1) ry Dissatis	sfied	(2) Dissatisfie	ed .	(3) Neutra	I	(4) Satisfi	ed	(5) Very Sat							
Select your level of			Eı	ngine Ma	nufacture	rs			Transmission Manufacturers					Axle Manufacturers					onent acturers	
for each supplier in the following OEM		Committee .	DETROIT		PACCAR	MAER	VOLVO	Allison Transmission.	DETROIT	FACON Roadranger	MAEK	PACCAR	(VOLVO)	DANA	DETROIT	MAEK	MERITOR.	PACCAR	Bendix	MERITOR.
FREIGHTLINER	Freightline	r																		
	Internationa																			
	Kenworth																			
MACK	Mac	C																		
Peterbilt	Peterbil	t																		
	Volve																			
WESTERN STAR	We stern Sta	r 🔲																		



EXECUTIVE SECTION	Rating sca	le:	Ve	(1) ery Dissatis	fied	(2) Dissatisfie	ed	(3) Neutra	I	(4) Satisfi	ed	(5) Very Sa						
Rate your engine and		Er	ngine Ma	nufacturer	s	1		Trans	mission N	Manufact	urers			Axle	Manufa	cturers		onent
component manufacturers with respect to:		DETROIT		PACCAR	MAER	VOLVO	Allison Transmission.	DETROIT	Roadranger	MAEK	PACCAR	(volvo)	DANA	DETROIT	MAEK	MERITOR PACCAR	Bendix	MERITOR.
Consideration of truck dealers' input																		
Effective ness of sales representatives	s																	
Your overall satisfaction with company policies and procedures	ny																	
Rate your engine and component manufacturer's products with respect to:	Confidence .	DETROIT		PACCAR	MAER	Korvo	Allison Transmission.	DETROIT	F-T•N Roadranger	MAER	PACCA R	Volvo	DANA	DETROIT	MAER	MERITOR PACCAR	Bendix	MERITOR.
Technological innovation																		
Adding resale value to chassis																		
Dura bility																		
Acceptance in the marketplace																		
Rate your engine and component manufacturer's overall support of the OEM dealer network as its:		DETROIT		PACCAR	MAER	KOLYO	Allison Transmission.	DETROIT	FATON Roadranger	MAER	PACCAR	KOLYO	DANA	DETROIT	MAEÑ	MERITOR PACCAR	Bendix	MERITOR
Channel for parts/components distribution																		
Me thod for a ftermarket distribution																		
Warranty service provider																		



EXECUTIVE SECTION	Rating sca	le:	Ve	(1) ery Dissatis	sfied	(2) Dissatisfie	:d	(3) Neutra	ı	(4) Satisfi		(5) Very Sa							
Rate your engine and		Ei	ngine Ma	nufacturer	's			Trans	mission I	Manufac	turers		1	Axle	Manufa	acturers	S		onent
component manufacturer's senior management with respect to:		DETROIT		PACCAR	MAER	(vorvo)	Allison	DETROIT	F.T.N Roadranger	MAER	PACCAR	VOLVO	DANA	DETROIT	MAER	MERITO	DR PACCAR	Bendix	MERITOR.
Accessibility to dealers																			
Responsiveness to dealer concerns																			
Rate your engine and component manufacturer's website (the website dealer use for information they need from Suppliers) with respect	ed																		
Us e fulness																			
Product information provided																			
Service information provided																			
Rate your local <u>Cummins e</u>	ngine distributo	or with res	pect to:			Cummins													
Effective ness of field sales represer	ntatives					\Box													
Effective ness of field parts represer	ntatives					\perp													
Support of OEM dealers as a source	e for engine and se	rvi ce sales				Ш	Is th	ere anythin	g else that										
Support of OEM dealerships as a ch	annel for engine w	arranty and o	ut-of-warra	nty s ervice wor	k		you	would like to mins?		h									
Their overall policies and procedure	es						cuii	1111115!											
Accessibility of senior management																			
Warranty administration training																			



SALES TRAINING SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied		
	E	Engine Manufacturers		Transmission	Manufacturers		Axle Manufacturers	Component Manufacturers
Please rate your satisfaction for the Sales Training (online or in-person) that you have received in the last 12 months	DETROIT	PACCAR	VOLCO Transmission.	DETROIT Roadranger	MAER PACCA	R VOLEYO DANA	DETROIT MERITOR PACCAR	Bendix MERITOR
What did you like about the Sales Training (online or in-person)	Supplier:			Sup	oplier:			
What about the Sales Training (online or in-person) would you like to see improved?	Supplier:			Sup	oplier:			
PARTS TRAINING SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied		
	E	Engine Manufacturers		Transmission	Manufacturers		Axle Manufacturers	Component Manufacturers
Please rate your satisfaction for the Parts Training (online or in-person) that you have received in the last 12 months	DETROIT	PACCAR MARIE	Allison Transmission.	DETROIT Roadranger	MAER PACCA	R VOLUME DANA	DETROIT MERITOR PACCAR	Bendix MERITOR
What did you like about the Parts Training (online or in-person)	Supplier:			Suţ	oplier:			
What about the Parts Training (online or in-person) would you like to see improved?	Supplier:			Sup	oplier:			



SERVICE TRAINING SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied		
		Engine Manufacturers		Transmission	Manufacturers		Axle Manufacturers	Component Manufacturers
Please rate your satisfaction for the Service Training (online or in-person) that yo have received in the last 12 months	Comments _	PACCAR MARIE	Transmission	DETROIT Rootdanger	MACH PACCA	R VOIXO DANA	DETROIT MASS MERITOR PACCAR	Bendix MERITOR
What did you like about the Service Training (online or in-person)	Supplier:			Su _l	oplier:			
What about the Service Trainin (online or in-person) would you like to see improved?				Su	oplier:			
WARRANTY ADMIN TRAINING SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied		
		Engine Manufacturers		Transmission	Manufacturers		Axle Manufacturers	Component Manufacturers
Please rate your satisfaction for the Warranty Admin Training (online or in-person) that you have received in the last 12 months		PACCAR MASS	Transmission	DETROIT Rootdanger	MACH PA(VA	R COEXE DANA	DETROIT MARKETOR PACCAR	Bendix MERITOR
What did you like about the Warranty Administration Training (online or in-person)	Supplier:			Su	pplier:	·		
What about the Warranty Administration Training (online or in-person) would you like to see improved?	Juppiici.			SuSu	pplier:			



SERVICE SECTION	Rating sca	le:	Ve	(1) ry Dissatis	fied	(2) Dissatisfie	d	(3) Neutra	I	(4) Satisfi	ed	(5) Very Sat							
B-td		Ei	ngine Ma	nufacture	's			Transi	mission N	1anufact	urers			Axle	Manufa	cturers			onent
Rate your engine and component manufacturer's warranty policies & processing with respect to:	Confession	DETROIT	THE PROPERTY OF THE PROPERTY O	PACCAR	MAEK	VOLVO	Allison Transmission.	DETROIT	FAT • N Roadranger	MAEK	PACCAR	COLVO	DANA	DETROIT	MAER	MERITOR.	PACCAR	Bendix	MERITOR.
Standard repair times																			
Ease of claims submission																			
Timely settlement of claims																			
Margins on repairs																			
Fairness of goodwill settlements																			
Rate your engine and component manufacturer's service support/training wit respect to:																			
Expertise gained by technicians at service schools																			
Accessibility of technical training																			
Direct and indirect costs of training																			
Cost of special tools required																			
Effectiveness of technical support at dealership in a timely manner																			
Availability of course options																			



SERVICE SECTION	Rating sca	(1) Very Dissatisfied I			(2) Dissatisfied		(3) Neutral		(4) Satisfied Ve		(5) Very Satisfied						
Data was and	Engine Manufacturers							Transmission Manufacturers			urers			Axle	Manufa	acturers	Component Manufacturers
Rate your engine and component manufacturer's field service representative with respect to:	_	DETROIT		PACCAR	MAER	(vorzo)	Allison Transmission.	DETROIT	FATON Roadranger	MAER	PACCAR	(VOLVO)	DANA	DETROIT	MAER	MERITOR PACCAR	Bendix MERITOR
Technical expertise																	
Accessibility																	
Responsiveness																	
Empowered to make goodwill																	



PARTS SECTION	Rating scale:	Very [(1) Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied	
Rate your engine manufacture support/training with respect		DETROIT	VOLVO		PACCAR			
Expertise gained by parts personnel								
Accessibility of technical training								
Direct and indirect cost of training								
Technical support of parts questions								
Utility and accuracy of parts catalogs (all formats)								
Rate your engine manufacture parts representative with response								
Technical expertise								
Accessibility								
Responsiveness								
Rate your engine manufacturer's parts	s fill rate:							
Rate your engine manufacture field parts distribution system with respect to:								
Processing of stock orders								
Processing of emergency orders								
Efficiency of parts ordering/tracking/cancellations ystems								
Responsiveness of order management staff								
Annual parts return program								



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COMMENTS **SECTION**

Engine Manufacturers

Transmission Manufacturers

Axle Manufacturers

Other Component Manufacturers

Please circle which supplier you are commenting on. Please share any additional



























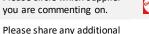






comments you would like to share with the suppliers (Please be specific and include details):

Please circle which supplier you are commenting on.





































to share with the suppliers (Please be specific and include details):

comments you would like

Please circle which supplier you are commenting on.





































Please share any additional comments you would like to share with the suppliers (Please be specific and include details):