





















2020 Dealer Attitude Survey of Suppliers

Survey Aid

Responses are kept strictly confidential
and are reported in aggregate only

EXECUTIVE SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied												
Rate your engine and component manufacturer's senior management with respect to:							<div> <div>Engine Manufacturers</div>       </div>											
Accessibility to dealers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
Responsiveness to dealer concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
Rate your engine and component manufacturer's website (the website dealers use for information they need from Suppliers) with respect to:							<div> <div>Transmission Manufacturers</div>       </div>											
Usefulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
Product information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
Service information provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>												
							<div> <div>Axle Manufacturers</div>      </div>											
							<div> <div>Component Manufacturers</div>   </div>											

Rate your local <u>Cummins</u> engine distributor with respect to:		
Effectiveness of field sales representatives		<input type="checkbox"/>
Effectiveness of field parts representatives		<input type="checkbox"/>
Support of OEM dealers as a source for engine and service sales		<input type="checkbox"/>
Support of OEM dealerships as a channel for engine warranty and out-of-warranty service work		<input type="checkbox"/>
Their overall policies and procedures		<input type="checkbox"/>
Accessibility of senior management		<input type="checkbox"/>
Warranty administration training		<input type="checkbox"/>

Is there anything else that
you would like to share with
Cummins?

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SALES TRAINING SECTION

Rating scale: (1) Very Dissatisfied (2) Dissatisfied (3) Neutral (4) Satisfied (5) Very Satisfied

Please rate your satisfaction
for the Sales Training (online
or in-person) that you have
received in the last 12
months

Engine Manufacturers



Transmission Manufacturers



Axle Manufacturers



Component Manufacturers



What did you like about the
Sales Training
(online or in-person)

Supplier: _____ Supplier: _____

What about the Sales Training
(online or in-person) would you
like to see improved?

Supplier: _____ Supplier: _____

PARTS TRAINING SECTION

Rating scale: (1) Very Dissatisfied (2) Dissatisfied (3) Neutral (4) Satisfied (5) Very Satisfied

Please rate your satisfaction
for the Parts Training (online
or in-person) that you have
received in the last 12
months

Engine Manufacturers



Transmission Manufacturers



Axle Manufacturers



Component Manufacturers



What did you like about the
Parts Training
(online or in-person)

Supplier: _____ Supplier: _____

What about the Parts Training
(online or in-person) would you
like to see improved?

Supplier: _____ Supplier: _____

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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 you
have received in the last 12
months

																		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

What did you like about the
Service Training
(online or in-person)

Supplier: _____ Supplier: _____

What about the Service Training
(online or in-person) would you
like to see improved?

Supplier: _____ Supplier: _____

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

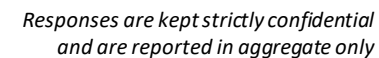
																		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

What did you like about the
Warranty Administration
Training (online or in-person)

Supplier: _____ Supplier: _____

















What about the Warranty
Administration Training (online
or in-person) would you like to
see improved?

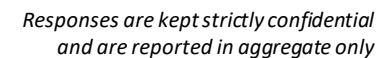
Supplier: _____ Supplier: _____





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SERVICE SECTION	Rating scale:																			
	(1) Very Dissatisfied		(2) Dissatisfied		(3) Neutral		(4) Satisfied		(5) Very Satisfied											
Rate your engine and component manufacturer's field service representative with respect to:	Engine Manufacturers						Transmission Manufacturers						Axle Manufacturers						Component Manufacturers	
				PACCAR							PACCAR						PACCAR			
	Technical expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Responsiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Empowered to make goodwill adjustments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



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COMMENTS SECTION

Engine Manufacturers

Transmission Manufacturers

Axle Manufacturers

Other Component Manufacturers

Please circle which supplier
you are commenting on.



PACCAR



PACCAR



PACCAR



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.



PACCAR



PACCAR



PACCAR



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.



PACCAR



PACCAR



PACCAR



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