

The anonymous survey results, collected and compiled by an outside vendor, provide suppliers with a timely and comprehensive assessment of franchised dealer sentiment and encourages suppliers to engage in constructive and beneficial discussions with their dealers to improve business practices.

**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 8, 2023.** 

Before you provide feedback on specific topics, we would first like to know what current issues you want Supplier(s) to know about.

CURRENT ISS	SUES		Er	ngine Man	ufacture	rs		Transmi	ssion Mar	nufacture	rs		Axl	e Manufa	cturers				Other Co Manufa		
		Supplie	er				Supp	plier				Suppli	er				Su	pplier			
What current issu you want Supplie know about?	r(s) to	Supplie	er	(1)				Supplier					er				 _ Su	upplier			
OVERALL SATISFACTIO	N	Ratin	g sca	le:	Ve	(1) ry Dissatis	fied	(2) Dissatisfie	ed	(3) Neutra	ı	(4) Satisfi	ed	(5) Very Sat							
Select your level of for each supplier in the following OEMs	relation to			E	ngine Ma	nufacturer	S	VOLVO	Allison		mission N	/Janufact		VOLVO	DANA	<b>Q</b>	Manufa	acturers	PACCAR		oonent acturers
				DETROIT					Transmission.	DETROIT	Roadranger		PACCAR			DETROIT		MERITOR	PACOR		
FREIGHTLINER	Freightlin	er		Ш					Ш	Ш	Ш					Ш		Ш		Ш	Ш
	Internation	al																			
	Kenwor	th																			
MACK	Ma	ck																			
Peterbilt	Peterb	ilt																			
COLVO	Volv	/o																			
WESTERN STAR	Western St	ar																			



EXECUTIVE SECTION	Rating sca	le:	Ve	(1) ry Dissatis	fied Di	(2) ssatisfie	d	(3) Neutra	I	(4) Satisfi	ed \	(5) Very Sat	isfied						
Rate your engine and		Е	ngine Ma	nufacturer	s			Transi	mission N	/lanufact	urers			Axle	Manufa	cturers			onent acturers
component manufacturers with respect to:		DETROIT		PACCAR	MAEK.	OLVO	Allison Transmission.	DETROIT	Roadranger	MAER	PACCAR	0 L V 0	DANA	DETROIT	MAEK	MERITOR.	PACCAR	Bendix	MERITOR
Consideration of truck dealers' input																			
Effectiveness of sales representative	s																		
Your overall satisfaction with compa policies and procedures	ny																		
Rate your engine and component manufacturer's products with respect to:	Company	DETROIT		PACCAR	MAEK.	0 L V 0	Allison Transmission.	DETROIT	FATON Roadranger	MAEK.	PACCAR	70 L V (	DANA	DETROIT	MAEK.	MERITOR I	PACCAR	Bendix	MERITOR.
Technological innovation																			
Adding resale value to chassis																Ш			
Durability																			
Acceptance in the marketplace																			
Rate your engine and component manufacturer's overall support of the OEM dealer network as its:	Confederation	DETROIT		PACCAR	WACK.	0 L V 0	Allison Transmission.	DETROIT	F_TON Roadranger	MAEK.	v PACCAR	0 L V 0	DANA	DETROIT	MAEK.	MERITOR	PACCAR	Bendix	MERITOR.
Channel for parts/components distribution																			
Method for aftermarket distribution																			
Warranty service provider																			



EXECUTIVE SECTION	Rating sca	le:	Ve	(1) ry Dissatis	fied	(2) Dissatisfie	ed	(3) Neutra	ıl	(4) Satisfi		(5) Very Sat							
Rate your engine and		E	ngine Ma	nufacturer	S		1	Trans	mission N	/lanufact	turers		ı	Axle	Manuf	acturers	6	Comp Manufa	onent acturers
component manufacturer's senior management with respect to:		DETROIT		PACCAR	MAEK.	VOLVO	Allison Transmission	DETROIT	FATON Roadranger	MAEK.	PACCAR	OLVO	DANA	DETROIT	MAEK	MERITO	DR PACCAR	Bendix	MERITOR.
Accessibility to dealers																			
Responsiveness to dealer concerns																			
Rate your engine and component manufacturer's website (the website dealers use for information they nee from Suppliers) with respect	ed																		
Usefulness																			
Product information provided																			
Service information provided																			
Rate your local <u>Cummins en</u>	ngine distribut	or with res	pect to:				Compilero	Please pi	rovide any	addition	al commen	ts for Cum	nmins.						
Effectiveness of field sales represent	atives					$\vdash$													
Effectiveness of field parts represent	tatives																		
Support of OEM dealers as a source	for engine and ser	rvice sales					Is the	ere anything	g else that										
Support of OEM dealerships as a cha	nnel for engine w	arranty and o	ut-of-warrar	ty service work	:		you v		o share with	h									
Their overall policies and procedures	3						Cum	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		
		ngine 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		PACCAR MACE	VOLVO AllSON	DETROIT Roadrange	MACE PACC	TO L V O	DETROIT MACE	Bendix MERITOR
What did you like about the Sales Training (online or in-person)	Supplier:			Si	upplier:			
What about the Sales Training (online or in-person) would you like to see improved?	ی Supplier:			Si	upplier:			
PARTS TRAINING SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied		
	Er	ngine 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 MACE	VOLVO Allson Transmission	DETROIT Roadrange	MACE PACC	VOLVO	DETROIT MACE	Bendix MERITOR
What did you like about the Parts Training (online or in-person)	Supplier:			S	upplier:			
What about the Parts Training (online or in-person) would you like to see improved?	u Supplier:			S	upplier:			



SERVICE TRAINING SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied		
	E	ngine Manufacturers		Transmission N	/lanufacturers		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	DETROIT	PACCAR MACE	VOLVO Allison Transmission.	DETROIT Floatranger	PACCA	R DANA	DETROIT MASS MERITOR PACCAR	Bendix MERITOR
What did you like about the Service Training (online or in-person)	Supplier:		'	Sup	plier:	'		
What about the Service Training (online or in-person) would you like to see improved?	Supplier:			Sup	plier:			
WARRANTY ADMIN TRAINING SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied		
	E	ngine Manufacturers		Transmission N	/lanufacturers		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 MACE	VOLVO Allison Transmission.	DETROIT Roadranger	PACCA	R DANA	DETROIT MARITOR PACCAR	Bendix MERITOR
What did you like about the Warranty Administration Training (online or in-person)	Supplier:			Sup	plier:			
What about the Warranty Administration Training (online or in-person) would you like to see improved?				Sup	plier:			



SERVICE SECTION	Rating sca	le:	Ve	(1) ry Dissatis	fied	(2) Dissatisfie	ed	(3) Neutra	ı	(4) Satisfi	ed	(5) Very Sat							
Rate your engine and		E	ngine Ma	nufacturer	s			Trans	mission N	/lanufact	urers			Axle	Manufa	cturers			onent acturers
component manufacturer's warranty policies & processing with respect to:		DETROIT		PACCAR	MACK.	VOLVO	Allison Transmission.	DETROIT	FAT•N Roadranger	MAEK.	PACCAI	volvo R	DANA	DETROIT	MAEK.	MERITO	R <b>PACCAR</b>	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	le:	Ve	(1) ery Dissatis	sfied	(2) Dissatisfi	ed	(3) Neutra	ıl	(4) Satisf		(5) Very Sat							
Data was a and		E	ngine Ma	nufacturer	rs			Trans	mission N	/lanufact	turers			Axle	Manufa	acturers		Comp Manufa	onent
Rate your engine and component manufacturer's field service representative with respect to:		DETROIT		PACCAR	MAEK	VOLVO	Allison Transmission.	DETROIT	FAT•N Roadranger	MAEK	PACCAR	7 O L V O	DANA	DETROIT	MAEK.	MERITOR	PACCAR	Bendix	
Technical expertise																			
Accessibility																			
Responsiveness																			
Empowered to make goodwill adjustments																			



PARTS SECTION	Rating scale:	(1) Very Dissatisfied	(2) Dissatisfied	(3) Neutral	(4) Satisfied	(5) Very Satisfied	
Rate your engine manufactor support/training with respe		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 manufactor parts representative with re							
Technical expertise							
Accessibility							
Responsiveness							
Rate your engine manufacturer's pa	rts fill rate:						
Rate your engine manufactu field parts distribution systewith respect to:							
Processing of stock orders							
Processing of emergency orders							
Efficiency of parts ordering/tracking/cancellation syste	ms						
Responsiveness of order managements	nt						
Annual parts return program							



Responses are kept strictly confidential and are reported in aggregate only

#### SUPPLIER CONTACT

Finally, would you be interested in being contacted by a representative from any of the Supplier(s) you just evaluated to discuss any business-related issues on your mind? If you select 'Yes', you will be able to select a specific Supplier(s) and your email will be forwarded to a Supplier representative to reach out to you. <u>Please note that any details</u> provided in any follow-up discussion will only be shared with senior management.

For preparation purposes only, what is the topic(s) you would like to discuss with a Supplier representative for. (circle the supplier)	Allison Transmission.	Bendix	<b>E</b>	DANA	DETROIT	E-T-N Roofwager	MAEK	MERITOR.	PACCAR	VOLVO
For preparation purposes only, what is the topic(s) you would like to discuss with a Supplier representative for. (circle the supplier)	Allson Transmission.	Bendix	<b>4</b>	DANA	DETROIT	F. T. N. Roodranger	mel	MERITOR	PACCAR	VOLVO
For preparation purposes only, what is the topic(s) you would like to discuss with a Supplier representative for. (circle the supplier)	Allison Transmission.	Bendix	<b>E</b>	DANA	DETROIT	FAT • N Rondranger	mell	MERITOR	PACCAR	VOLVO
For preparation purposes only, what is the topic(s) you would like to discuss with a Supplier representative for. (circle the supplier)	Allison Transmission.	Bendix		DANA	DETROIT	F_T • N Roodranger	mel	MERITOR	PACCAR	VOLVO