



Impact Automotive Customer Survey Results

Name	Quality of Work	Price	Sales Pressure	Ready on time	Explained Work	Fixed Right	Respect	NPS	Reason for Net Promotor Score
Mr. G. Greene	5	5	No	No	Yes	No	Yes	9	I was very satisfied. The repair went great. I knew it was a big job, and I was okay with that. I don't have the jeep anymore though. I love Impact Auto! I've been dealing with them for a lot of years! They are one of my most favorite places to go because they are most honest I've ever dealt with! I will continue using them in the future whenever I have issues.
Mr. A. Anfang	5	4	No	No	Yes	No	Yes	10	Everything was great in general. The transmission panel is replaced, but now something is leaking. It is losing transmission pressure and I cannot drive it. But you guys were polite and it worked well up to that point. Communication was clear. You were respectful. There were just normal mechanic delays, but the impact was the same or better than other mechanics. The prices were fair. I have recommended Impact Automotive!
Mr. B. Beck	4	4	No	Yes	Yes	Yes	Yes	10	Everything was good! I have recommended them.
Mr. P Place	5	5	No	Yes	Yes	Yes	Yes	10	They've changed hands. I can't say much other than I've had nothing but good experiences with both of them. The new one seemed to be fine. Their repairs have been good.

Ms. H. Hoisington	5	5	No	Yes	Yes	Yes	Yes	10	They are absolutely beyond wonderful! They treat me like family! I'm actually getting ready to call Chuck to find out how much I owe-- I usually call them because they tend to forget to call me to tell me how much I owe. They are absolutely beyond, BEYOND the greatest! I would never ever in a million years go anywhere else! Brad, Melissa, and Chuck are absolutely 125%! They never charge more than necessary. They've worked on every single one of my vehicles except for maybe the new one I just got. Not only do they work on it, but they come to my house to pick it up, work on it, and bring it back! My truck went from one mechanic to another and they couldn't figure out what was wrong with it, but Brad put it side-by-side with another vehicle and switched each part in the engine until he found what was wrong with it! It took Brad probably 6 months to do all this in his spare time, and he didn't charge me a thing for all those hours! As he went through everything that was wrong with the truck, he fixed the truck. He takes absolutely excellent care of me. If anybody wanted to call me to ask about the shop, they can call me!
Mr. R. Ruff	5	5	No	No	Yes	Yes	Yes	10	It was fixed fine, the service was great, it is still working great. You did exactly what I asked for. It was later than they said, but I was okay with that. I have recommended you guys.
Mr. O. Ovando	5	5	No		Yes		Yes	10	I've had no issues. They were really great to work with!
Mr. W. Welch			Yes		Yes	No	Yes	5	I wasn't very happy with the last job they did on my vehicle. The estimate given was way lower than what they charged me. The receipt tag given did not even match my vehicle. I had been going for years. It was a new purchase-- they did the pre-purchase inspection. They gave me a printed estimate of the cost. So I started with the most important one first. It did not sound any different and was way more expensive than they told me it was going to cost. I was moving and needed the money. On my old truck they said parts needed to be replaced that I did not think needed to be replaced. I was disappointed. I won't be coming back. I thought I was getting an honest job for honest pay. The more I came back, the more it felt like they were taking advantage of me. They were friendly. But the prices were jacked up and they blamed the prices on delivery, but I've talked to other mechanics and they say there is no delivery fee. I'm not sure if that is different for each shop.

Mr. Y. Young	4	4	No	No	Yes	No	Yes	9	I love Brad to death!! But I do unfortunately have a decent complaint about my experience. I brought my truck in for a specific issue, and Brad looked and looked for it and couldn't find it. He told me nothing was wrong with it. I got the truck back. I still had the same issue. I drove it for a while and brought back to him. I had no power and told him it shouldn't be running like this. Brad looked at it again. He had it for the day and could not find any issues again. It still had an issue. He never found the problem, yet I paid a decent amount of money to have assessments done to my car. I haven't brought it back to him a third time because he could not find it before. I might need to bring it to someone else. Usually, they are about a day late. The quality of the service is great! I've already recommended them and would recommend them to anybody!
Mr. W. Welker	5	5	No	Yes	Yes	Yes	Yes	10	They've only done the repairs I've wanted. So far they have been on time. They work pretty hard. Their prices are about right. He makes it right with people. There's not a lot of rich people out here! I've recommended them several times. He helps me out. We all gotta stick together out here!
Mr. L. Lister	5	5	No	Yes	Yes		Yes	10	The shop has been great! Everything has gone well there. The car is currently running. We changed a couple of oil filters. We changed the transmission computer. It seems to be riding okay. There is no more error code. It seems like it was a computer issue. Every once in a while it seems like there is a skip in the transmission, so it must be a transmission issue. We like the shop. The head mechanic gave me the spiel, and everything checked out when I did my own little assessment. Everything that he said was a problem was. They were very respectful. We just got it diagnosed, not fixed. I don't remember the charge, but I did not feel like was getting gouged. I do refer people to you.
Ms. R. Rotschy	5		No	Yes	Yes	Yes	Yes	10	I've had a good experience. My friend goes there too. It's a good place to take your vehicle. My son takes his trucks there all the time. I've never heard of any complaints. They are really good. They are good at explaining things. The prices are a little high.
Mr. L. Leary	5	5	No	Yes	Yes	Yes	Yes	10	They are good people. I've had no problems with them so far. I have a 1983 Honda Accord. I've been going for years. I have recommended them.
Ms. B. Baker	5	5	No	Yes	Yes	Yes	Yes	10	I would recommend them!
Mr. O. Ortega	4	4	No	No	Yes	Yes	Yes	6	They did a good job except it took them like three weeks for them to do it, but other than that it was okay. They told me it would take four days but it took like three weeks.
Mr. C. Chandler	5	4	No	Yes	Yes	Yes	Yes	10	The car is fine. The people are really good! I like the service! It's expensive, but they seem to be competitive. I have and will recommend them!

Mr. D. Damascus	5		No		Yes		Yes	10	I've had no communication issues. The issue I brought my vehicle in for was not something easily repairable-- I went in for more of a diagnostic. I got all of the information I needed to do the repairs. The prices are comparable to other places I have been to. This was a recommendation from a friend of mine who has done a lot of work at the shop. I would recommend them all day long! I live almost 2 hours away. If I need a major repair, I would probably go back, but probably not if it is a minor repair just because of the drive. If somebody is closer to them, I would recommend them all day long.
Mr. H. Harding-price	5	5	No	Yes	Yes	Yes	Yes	10	I've had all of my cars done there. They do excellent service. The prices are fair. I have recommended them!
Mr. H. Hill	5	4		Yes	Yes	Yes	Yes	10	I know both of them and I trust them completely.