QUESTIONS REGARDING CUSTOMER CONTACT WITH DOUGLAS NISSAN OF ORANGE

ne	e of Customer: Driver	r License #:	
	of Birth: Address:		
		one Number:	
	Did you (and when) Purchase Lease or Rent	a vehicle?	
	a. What is the plate or vin #	4	
	Vehicle Year: Make: N	Model:	Color:
	How did you hear about Douglas Nissan of Orange?		· · · · · · · · · · · · · · · · · · ·
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		1.5	<u> </u>
	What is the name of the employee(s) who worked with you?)	W 1
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		×	
	Are you paying cash or financing the vehicle?		
	a. If financing, who is your lender?		
	b. Did the dealership help you get the loan?		

	1. Did you complete a credit application? YES / NO
	2. If "NO," who filled in the information on the credit application?
	3. Is the information on the credit application correct? YES / NO
.1	4. Where you given a copy of the credit application? YES / NO
a.	Did anyone at the dealership tell you to give the bank or finance company a false
	description of your vehicle? What did they tell you to say?
e.	Did anyone at the dealership say anything to you indicating that you did not or co
	not qualify for the loan? What did they say to you?
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W. ve	
Look at your	contract. Do you notice added items (Gap Insurance, Extended Warranty etc.) that
	rize? List the Items:

c. Did you give the dealership your name, date of birth and social security number for

5.

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Is the price, finance	e terms and vehicle of	lescription, th	e items you a	greed upon?	
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Were you told that	any extra items such	n as warrantie	s, service plan	s, alarms/theft	deterrent syst
•	would be free?				
7 7 7 18*		* (8)"			
V	- V				
Where you given t	ne apportunity to rev	iew vour con	tract and any	other documen	ts you had to
	ne opportunity to rev				
	ne opportunity to rev nments presented to				
How were the docu		you?	8		9
How were the docu	ments presented to	you?	8		9
How were the docu	iments presented to	you?			
How were the docu	ments presented to	you?			
a. Were you told to	iments presented to	or term(s) on	the contract t		
a. Were you told to	o ignore any item(s)	or term(s) on	the contract t		
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	If you speak Spanish, did so	omeone translate the contract for you, who?
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		a vehicle from a dealer prior to this transaction?
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Are vo	ou aware of identity theft or f	fraud occurring at this dealership?
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Do vo		
Do yo		o this interview that you have not told us?
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Do yo		o this interview that you have not told us?
Do yo	u have anything else to add to	o this interview that you have not told us?