

TRAIL KING Industries, Inc.

300 East Norway Avenue Mitchell, SD 57301-4777 Phone: (800) 843-3324 Fax: (605) 996-4727 2130 3rd Avenue NW West Fargo, ND 58078-1343 Phone: (800) 762-5557 Fax: (701) 282-3039

Customer Satisfaction Survey

Model	l:		Last eight (8) digits of	of Serial #:	
	hat factors influenced y	our decision to p	urchase a Trail King tra	iller?	
_	Trailer features D Other (please specify)	elivery time	Price Advertising	Prefer TK brand	Recommended to yo
	hat was your primary so	ource for informat	tion and pricing prior to	your purchase of you	r Trail King trailer?
	TK dealer	K Sales Person	☐ TK website ☐ 7	「K sales literature ☐	
(C	Other (please specify) ow satisfied were you the sheck one. Please include	nat the trailer info	rmation and pricing was	s delivered to you in a	timely way?
(C	Other (please specify) ow satisfied were you the sheck one. Please include	nat the trailer info	rmation and pricing was additional comments.) —— Satisfied—	s delivered to you in a	timely way?
(C) Ve	Other (please specify) ow satisfied were you the check one. Please includery Satisfied 5	nat the trailer infolde any pertinent a	rmation and pricing was	s delivered to you in a □ 2	timely way? ——— Dissatisfied ☐ 1
(C) Ve	Other (please specify) ow satisfied were you the check one. Please included by Satisfied 5 Additional comments: ow satisfied were you the check one. Please included by the check one. Please included by the check one.	at the trailer information of the trailer inform	rmation and pricing was additional comments.) —— Satisfied —— 3 rmation and pricing was additional comments.)	s delivered to you in a	timely way? ———————————————————————————————————
(C) Ve	Other (please specify) ow satisfied were you the check one. Please included by Satisfied 5 Additional comments: ow satisfied were you the check one. Please included by the check one. Please included by the check one.	at the trailer information of the trailer inform	rmation and pricing was additional comments.) —— Satisfied 3 rmation and pricing was	s delivered to you in a	timely way? ———————————————————————————————————

Very Satisfied		——— Satisfied———		——— Dissatisfie
□ 5	□ 4	□ 3	□ 2	□ 1
Additional comm	nents:			
support personnel?		build time, how satisfied we	ere you with your co	ntact with TK sales
•		——— Satisfied———		———— Dissatisfie
□ 5	□ 4		□ 2	□ 1
Was your trailer del (Check one.)	livered to you on tim	ne?		
Delivered Early—		— Delivered On Time -		— Delivered Late
•				
□ 5	4	□ 3	□ 2	□ 1
If not delivered earl	y or on time, how m	nany weeks late was your tr	railer delivery?	weeks
If not delivered earl How satisfied were your trailer?	y or on time, how m	nany weeks late was your tr	railer delivery?	weeks
How satisfied were your trailer? (Check one. Please	y or on time, how m you with the explan	nany weeks late was your treation and/or demonstration and additional comments.)	railer delivery?	weeks erning the operation of
How satisfied were your trailer? (Check one. Please Very Satisfied	y or on time, how m you with the explan	nany weeks late was your tration and/or demonstration ent additional comments.) Satisfied	railer delivery?	weeks erning the operation of Dissatisfie
How satisfied were your trailer? (Check one. Please Very Satisfied 5	y or on time, how m you with the explan e include any pertine	ent additional comments.) Satisfied 3	railer delivery?	weeks erning the operation of
How satisfied were your trailer? (Check one. Please Very Satisfied 5	y or on time, how m you with the explan e include any pertine	nany weeks late was your tration and/or demonstration ent additional comments.) Satisfied	railer delivery?	weeks erning the operation of Dissatisfie
How satisfied were your trailer? (Check one. Please Very Satisfied 5 Additional comm	y or on time, how myou with the explant include any pertine 4	eation and/or demonstration ent additional comments.) Satisfied 3	railer delivery?	weeks erning the operation of Dissatisfie
How satisfied were your trailer? (Check one. Please Very Satisfied 5 Additional comm	y or on time, how myou with the explant include any pertined. 4 nents:	nany weeks late was your transition and/or demonstration ent additional comments.) Satisfied 3 submitted specifications?	railer delivery? n you received conce	weeks erning the operation of Dissatisfie 1 Yes No
How satisfied were your trailer? (Check one. Please Very Satisfied 5 Additional comm	y or on time, how myou with the explant include any pertined. 4 nents:	eation and/or demonstration ent additional comments.) Satisfied 3	railer delivery? n you received conce	weeks erning the operation of Dissatisfie 1 Yes No
How satisfied were your trailer? (Check one. Please Very Satisfied 5 Additional comm	y or on time, how myou with the explant include any pertined. 4 nents:	nany weeks late was your transition and/or demonstration ent additional comments.) Satisfied 3 submitted specifications?	railer delivery? n you received conce	weeks erning the operation of Dissatisfie 1 Yes No
How satisfied were your trailer? (Check one. Please Very Satisfied 5 Additional community Additional community Syour trailer built you answered "No	y or on time, how my you with the explant include any pertined. 4 hents:	rany weeks late was your transport and and/or demonstration and/or demonstration and additional comments.) Satisfied 3 submitted specifications?	railer delivery?	weeks erning the operation of Dissatisfie 1 Yes No
How satisfied were your trailer? (Check one. Please Very Satisfied 5 Additional community Satisfied Was your trailer built you answered "Now When delivered, was attached to the satisfied was your trailer built you answered "Now When delivered, was was attached to the satisfied were attached to the satisfied were your trailer built you answered "Now When delivered, was was attached to the satisfied were your trailer built you answered "Now When delivered, was attached to the satisfied were your trailer built you answered "Now When delivered, was attached to the satisfied were your trailer?	y or on time, how my you with the explant include any pertined. 4 hents: as your trailer completes your trailer completes.	nany weeks late was your transition and/or demonstration ent additional comments.) Satisfied 3 submitted specifications?	railer delivery? n you received conceived conceive	weeks erning the operation of Dissatisfie 1 Yes No

Very Satisfied		——— Satisfied———		——— Dissatisfied
_ 5	□ 4	□ 3	□ 2	□ 1
Additional commer	nts:			
If there were problems Trail King addressed t		hen you received it, how	satisfied were you wi	th the manner in whi
		t additional comments.)		
Very Satisfied———		——— Satisfied———		——— Dissatisfie
☐ 5 Additional commer	4 nts:	□ 3	□ 2	<u> </u>
(Check one. Please in Very Satisfied 5	nclude any pertinen	Owner's Manual for your t additional comments.) Satisfied 3	2	——— <i>Dissatisfie</i> □ 1
(Check one. Please in Very Satisfied 5 Additional commen	r Trail King trailer, h	t additional comments.) ——— Satisfied——— 3	2	□ 1
Check one. Please in Very Satisfied 5 Additional comment Since purchasing your general "Help" question (Check one.) If you answered "Yes"	r Trail King trailer, hons?	t additional comments.) Satisfied 3 nave you contacted Trail	☐ 2 King for parts, service you with how your req	e, or answers to any uest was handled?
Check one. Please in Very Satisfied 5 Additional comment Since purchasing your general "Help" question (Check one.) If you answered "Yes"	r Trail King trailer, hons?	t additional comments.) Satisfied 3 have you contacted Trail No ove, how satisfied were you	☐ 2 King for parts, service you with how your req	e, or answers to any uest was handled?

Mail your completed survey to:

Trail King Industries, Inc.

Attention: Customer Service Department 300 East Norway Avenue Mitchell, SD 57301

Or you can fax your completed survey to 605-996-4727.

You can also complete your survey online at: www.trailking.com