

Vehicle Safety Hotline (VSH) Customer Service Survey

This collection of information is VOLUNTARY and will be used for formative purposes as a measure of Vehicle Safety Hotline (VSH) performance. We will not collect any personal information that would allow anyone to identify you. A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2127-0682. Public reporting for this collection of information is estimated to be approximately 3 minutes per response, including the time for reviewing instructions, completing and reviewing the collection of information. All responses to this collection of information are voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Ave, S.E., Washington, DC, 20590

1. What was the purpose of your call to the VSH?
 - File a Vehicle Safety Complaint
 - Order Materials
 - Obtain Recall Information
 - General Information

2. How did you hear about the VSH?
 - Internet
 - Advertisement
 - Conference
 - Referral
 - Other

3. How satisfied were you with the amount of time it took for your call to be answered?
 - Very Satisfied
 - Satisfied
 - Unsatisfied

4. How satisfied were you with the amount of time it took for the customer service agent to provide you with the information you requested?
 - Very Satisfied
 - Satisfied
 - Unsatisfied

5. Please rate the customer service agent on their professionalism.

- Excellent
- Good
- Fair
- Poor
- Explain

6. Would you recommend that others call the VSH?

Yes No

:

7. Please provide comments or suggestions, to help us improve our service.