

APPENDIX - I



FIRST FREE SERVICE VALID FOR 500 - 750 KMS OR 30 DAYS

FROM THE DATE OF PURCHASE WHICH EVER OCCURS EARLIER

This coupon entitles the holder to the service scheduled overleaf free of charge

COST OF OIL AND MATERIAL EXTRA



FIRST FREE SERVICE COUPON

OWNER'S NAME

R. S. Ganney

SOLD BY

India Automobiles (विश्वसिंह दुबरी),
Poojar - Bangalore Road, मोंद कर व आपली गाडी
KOLHAPUR - का राजीव लाली ९-००
वालांग न केरलो मंडी
(काली लाली व असे.)

FIRST FREE SERVICE VALID TILL

22/6/87

DATE OF SERVICE

22/5/87

KMS RUN

KMS RUN

W No 02161

W No 02161

CHASSIS No. 003021

ENGINE No. 003161

SERVICED BY

APPENDIX**QUESTIONNAIRE**

1. Name of the customer/owner
2. Address: At&Post _____, Taluka _____, Rural/Urban _____
3. Sex Male Female
4. Age Years
5. Occupation
- | | |
|----------------|----------------------|
| 1. Agriculture | 2. Business |
| 3. Student | 4. Service |
| 5. Profession | * Clerk |
| * Doctor | * Teacher |
| * Accountant | * Lecturer/Professor |
| * Lawyer | * Employee |
| * Engineer | * Technician |
6. Make/Model owned
- | | |
|--------------------|----------------|
| 1. Priya | 2. Bajaj Super |
| 3. Chetak | 4. Viking |
| 5. Cub | 6. Kawasaki |
| 7. M100 | 8. M80 |
| 9. M50 | 10. Sunny |
| 11. KB100/4-stroke | |
7. Registration Mark
8. Purpose of buying vehicle Business Convenience
Social status
9. Distance of business place from residence: _____ kms.
10. Why have you preferred this brand
- | | |
|-----------------|--------------|
| Fair average | Imitation |
| Durability | Resale value |
| Proper services | Economy |
11. Daily use of two-wheeler: _____ kms. Petrol: _____
12. Purchase date of two-wheeler: ____|____|19____.
13. On what type of road do you operate your vehicle?
Tar / Rough / Tar & Rough
14. Have you secured warranty card from the dealer? Yes/No

32. Do you prefer non-genuine spareparts to genuine spareparts of Bajaj Auto Limited? Yes/No
32. A) Why? Specify
33. "After sale services" are available only during the first six months after the date of purchase. But the heavy rains in some areas like Konkan make the immediate use of the vehicle inadvisable. What is your experience about after sale services in the context? Have you any suggestions to make?
34. Any other information/suggestions.

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