

## Mystery Shop: July 2019

Marketing Department - Mystery Shopping					
Dealership	Channel	Date Lead Submitted	Time Lead Submitted	Date of response	Time of response
Bytek	Microsite	7/23/2019	14:47	7/23/2019	14:57
	Website	7/16/2019	15:26	7/16/2019	15:45
Taylor Creek Volkswagen	Microsite	7/23/2019	14:48	7/23/2019	15:45
	Website	7/23/2019	14:28	7/23/2019	14:34
Carling Mazda	Microsite	7/23/2019	14:45	7/23/2019	15:13
	Website	7/16/2019	15:49	7/17/2019	11:39
Carling Volvo	Microsite	7/23/2019	14:49	No response	No response
	Website	7/23/2019	14:32	7/23/2019	15:36
St Laurent Volvo	Microsite	NA			
	Website	7/23/2019	14:37	7/23/2019	15:47
LR/Jag	Microsite	7/23/2019	14:46	7/23/2019	15:06
	Website	7/14/2019	16:00	7/16/2019	17:34
Hull Nissan	Microsite	7/23/2019	15:05	7/24/2019	07:14
	Website	7/23/2019	14:39	7/23/2019	17:48

### Alias Names: Penelope Lewis (Websites) & Hillary Miller (Microsites)

- Response times were good – mostly same day, within an hour with some exceptions
- Minimal generic responses (excluding those sent by management), most responses was tailored to the exact model that I inquired about, again some exceptions
- Some phrasing issues/language errors (see examples below)

#### Bytek

- Microsite – Good response from JD, 10 mins after lead submitted.
- Website – Good response from Alex, 20 mins after lead submitted.
- Both interactions were reflected in 180.
- Management e-mails were sent offering additional support should sales representatives be unavailable.
- All e-mails were clean, captivating and personalized.

#### Taylor Creek Volkswagen

- Microsite – Okay response from Yudy, almost 1 hour after lead submitted. E-mail was personalized but some language/spelling issues. ‘This 2019 Atlas Highline is very nice SUV’
- Website – Good response from George, only 6 mins after lead submitted.
- Penelope Lewis in 180 (George), Hillary Miller not (Yudy)

- Management e-mail was sent to website lead, not microsite. Asking for feedback but not offering a simplified way of providing feedback.

#### **Carling Mazda**

- Microsite/Website – Good response from Jessy. Personalized, clean, and informative. Microsite lead was responded to within half an hour, website lead was next day.
- While the e-mail was good, some of the language could be changed. ‘We always get everyone approved’ (bold statement) and ‘Take you for a drive’ (feels inappropriate).
- Management e-mails were sent offering further support.
- Both interactions were logged into 180.

#### **Carling Volvo**

- Microsite – no response!
- Website – good response from Bob, about an hour after lead submitted
- Website response was personalized and informative. This was the only response of the entire mystery shop which actually provided a quote along with the vehicle options.
- No management e-mails.
- Both interactions were recorded in 180 – Hillary Miller (Microsite) was entered under sales rep Mark J – No current sales rep by that name (see attachment).

#### **St Laurent Volvo**

- **Microsite N/A**
- Website – good response from Jose, about one hour after lead submitted
- Response was personalized and informative. Responded to my inquiry and asked for further details to better serve my needs.
- No management e-mail.
- Interaction was reported in 180.

#### **LR/Jag**

- Microsite/Website responses from Robert were good – microsite within 20 minutes, website just over an hour
- Responses were personalized, captivating and informative. They answered my inquiries and offered how to better serve my needs.
- Management e-mails were sent. Good but asked for feedback and did not offer a simple way of providing some. I suggest directing to a quick & simple survey.
- Both interactions were accounted for in 180.

#### **Hull Nissan**

- Microsite – okay response from Tony. Sent the following morning and is very generic, it does not acknowledge the vehicle that I inquired about. I inquired from the English site and yet the response was French first, English after. Can we have different templates for English and French leads?

- Website – good response from Alexander, same day, a few hours later. The response was personalized, clear, and informative.
- Management e-mails not sent.
- Both interactions were recorded in 180 however incorrectly. Both say contacted by Hassan E.

**RE: Hillary, I've got some info on that Tiguan...**

Bytek Automobiles Inc. - JD Brown

&lt;JDB.2.bee59ebabef244a0bf65aa930138609e@reply.edrivevalet.com&gt;

Tue 7/23/2019 1:57 PM

To: Hillary Miller &lt;hilmil93@outlook.com&gt;

**Volkswagen****Bytek Automobiles Inc.**1325 St. Laurent Blvd.  
Ottawa, Ontario, K1G 0Z7**Sales:** (613) 702-8895**Service:** (613) 745-6886

Hi Hillary,

Thank you for reaching out to Bytek Volkswagen!

This particular Tiguan is a great option.

It was a previous daily rental with a company that we work closely with - we have first dibs on their cars when they're done.

Also, this Tiguan is a certified pre-owned, meaning it goes through a rigorous inspection and reconditioning process.

Have you ever driven one?

Chat soon,

JD Brown  
Product Specialist  
Bytek Automobiles Inc.  
Phone: (613) 745-6886  
Email: [jd.brown@bytekvw.com](mailto:jd.brown@bytekvw.com)

## Bytek Volkswagen

Cory Ratcliffe <cory.ratcliffe@bytekvw.com>

Wed 7/24/2019 7:05 AM

To: hilmi93@outlook.com <hilmi93@outlook.com>

Hello Hillary,

My name is Cory Ratcliffe and I am one of the Sales Managers working with the team at Bytek Volkswagen - I wanted to thank you very much for connecting with us.

If there is any information you need and JD is unavailable please feel free to contact me directly.

We strive to make the customer experience here so good that you will suggest us to your friends and family.

Please feel free to contact me regarding your experience.

I appreciate any feedback you wish to provide.

Sincerely,

Cory Ratcliffe  
Sales Manager  
Bytek Automobiles Inc.

Please click here ([Click to express consent or unsubscribe](#)) to select the type of messages you would like to receive.

Or copy and paste the URL in your browser:

<https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?>

ID=4002073118188744491060601252413030403020107020134

---

Bytek Volkswagen | 1325 ST. LAURENT BLVD | OTTAWA | ON | K1G 0Z7 | Canada | Tel. (613) 745-6886

---

Powered by 

## Penelope, when can we get you behind the wheel of the Jetta?

---

From: Bytek Automobiles Inc. - Alex Ninavaie (AlexN.2.7a06a767e9d0432780adaa8c0145ad26@reply.edrivevalet.com)

To: penlewis91@yahoo.com

Date: Tuesday, July 16, 2019, 03:45 p.m. EDT

---



### **Bytek Automobiles Inc.**

1325 St. Laurent Blvd.  
Ottawa, Ontario, K1G 0Z7

**Sales:** (613) 702-8895

**Service:** (613) 745-6886

Penelope,

Thank you for your interest in the 2019 Comfortline Jetta. My name is Alex and I am a Product Specialist at Bytek VW. I have attached some information regarding the Jetta. Do you currently own a VW? Would you like to trade-in a vehicle? We have promotions right now if you do have a trade in, as well as loyalty rates if you do have a VW currently.

I recommend a demo drive, after all it is summer and the perfect time to take your new car out for a spin! It's not like you're paying for the gas or anything anyway right! If you'd like, please detail for me a date and time this week for you to come in and I'll make sure to have a Jetta ready for you, Penelope!

Hope to hear from you soon,

Alex Ninavaie  
Product Specialist  
Bytek Automobiles Inc.  
Phone: (613) 745-6886  
Email: alex.ninavaie@bytekvw.com

2019 Jetta Brochure (4 MB)

2019 Jetta Buyer's Guide (2 MB)

## Bytek Volkswagen

---

From: Andrew Crowe (andrew.crowe@bytekvw.com)

To: penlewis91@yahoo.com

Date: Wednesday, July 17, 2019, 08:06 a.m. EDT

---

Hello Penelope,

My name is Andrew Crowe and I am one of the Sales Managers working with the team at Bytek Volkswagen - I wanted to thank you very much for connecting with us.

If there is any information you need and Alex is unavailable please feel free to contact me directly.

We strive to make the customer experience here so good that you will suggest us to your friends and family.

Please feel free to contact me regarding your experience.

I appreciate any feedback you wish to provide.

Sincerely,

Andrew Crowe  
General Sales Manager  
Bytek Automobiles Inc.

Please click here ([Click to express consent or unsubscribe](#)) to select the type of messages you would like to receive.

Or copy and paste the URL in your browser:

[https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?](https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?ID=4002472131440916066050702242217020704000000010338)

ID=4002472131440916066050702242217020704000000010338

---

Bytek Volkswagen | 1325 ST. LAURENT BLVD | OTTAWA | ON | K1G 0Z7 | Canada | Tel. (613) 745-6886

---

Powered by

## Re: Your Inquiry

From: Carling Motors Co. Limited - Bob Connor (BobC.2.9694cf66853b486699d6aa9301430cb3@reply.edrivevalet.com)

To: penlewis91@yahoo.com

Date: Tuesday, July 23, 2019, 03:36 p.m. EDT



### Carling Motors Co. Limited

1622 Carling Avenue  
Ottawa, Ontario, K2A 1C5

**Sales:** (613) 728-0010

**Service:** (613) 694-2800

[Hours of Operation](#)

[Directions](#)



Hello Penelope,

Thank you for the opportunity to be of service to you! There are many dealership choices out there and I truly appreciate you choosing Carling Motors Volvo serving Ottawa/Gatineau since 1956!

My name is Bob Connor as part of our commitment at Carling Volvo helping you find the right XC40 at the right price is our goal.

Which optional packages and colour combinations are important to you?

Would you prefer a finance, lease or cash quote?

When would be a convenient time to get together to experience the XC40 together?

Thank you for your interest I look forward to assisting you in your purchase decision.

I will send you a quote shortly.

Sincerely,

Bob Connor  
Carling Motors Volvo  
613-728-0010  
bconnor@carlingmotorsvolvo.com



**CARLING MOTORS CO. LIMITED**

#### EXPERIENCE VOLVO



Experience the Safety and Quality that Volvo offers.



2019 Volvo XC40 Brochure (6 MB)

[Click to learn more](#)



## Quote for 2020 Volvo XC40 T5 AWD Momentum

---

From: bconnor@carlingmotorsvolvo.com (bconnor@carlingmotorsvolvo.com)

To: penlewis91@yahoo.com

Date: Tuesday, July 23, 2019, 03:40 p.m. EDT

---

Hello Penelope  
Per your request  
Please contact me with any questions.  
Cheers

Bob Connor  
Sales Representative  
Carling Motors Co. Limited Volvo  
1622 Carling Avenue Ottawa ON K2A 1C5  
Phone: (613) 728-0010  
Fax: (613) 729-3548  
Email: bconnor@carlingmotorsvolvo.com  
Website: www.carlingmotorsvolvo.com

We take no responsibility for changes which may be made to any attached documents or this email by the recipient or any other party. The information in this e-mail message including any attached document(s) is confidential and is intended for the sole use of the addressee. If you are not the intended recipient, any copying, disclosure, distribution and/or action taken or omitted in reliance on this information is prohibited and may be unlawful. If you have received this communication in error, please notify us immediately. If this email contains a PDF attachment, you will need to have Acrobat Reader installed on your computer. For your convenience, the website for the free download is as follows:  
<http://get.adobe.com/reader/>

[Click to express consent or unsubscribe](#)

Or copy and paste the URL in your browser:  
<http://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?ID=2032875118998321163070502057981000603030409090409>



21633616\_offer.pdf  
13.5kB



OptionDetails\_21633616.pdf  
25.8kB

## 2018 Jaguar F-Pace

Jaguar Land Rover Ottawa - Robert Saunders

<RobertS.2.58c1f01c838e43f4ab8baa93013adb4@reply.edrivevalet.com>

Tue 7/23/2019 2:06 PM

To: Hillary Miller <hilmil93@outlook.com>



### Jaguar Land Rover Ottawa

1300 Michael St  
Ottawa, Ontario, K1B 3N2

**Sales:** (613) 744-6930  
**Service:** (613) 744-5500

[HOURS OF OPERATION](#)

[GET DIRECTIONS](#)



Dear Hillary,

My name is Robert Saunders and on behalf of Jaguar Land Rover Ottawa I would like to thank you for your inquiry.

We recognize there are many automotive brands and dealerships to consider. At Jaguar Land Rover Ottawa we pride ourselves on providing exceptional service and truly appreciate the opportunity to be of assistance to you.

The 2018 Jaguar F-Pace was recently received as a trade in and is currently in stock and available. The vehicle is equipped with the 25t, 2.0L turbocharged 4 cylinder engine, Prestige package and has a Panoramic Roof, Navigation, Heated windshield, Climate Front Seats and heated rear seats. When would it be convenient for you to come in and fully experience the Jaguar F-Pace? I look forward to hearing back from you.



Robert Saunders  
Sales Representative  
Jaguar Land Rover Ottawa  
Phone: (613) 744-5500  
Email: [rsaunders@landroverottawa.ca](mailto:rsaunders@landroverottawa.ca)



#### Our Promise



Our team has only one objective in mind: to offer our customers an unparalleled experience!

[Learn More](#)



## Jaguar Land Rover Ottawa

Sales Management Team <sales@landroverottawa.ca>

Wed 7/24/2019 7:16 AM

To: hilmil93@outlook.com <hilmil93@outlook.com>

Hello Hillary,

Thank you for choosing JLR Ottawa. We very much appreciate the opportunity to earn your business.

Please know that we strive to give the ultimate in customer satisfaction and support.

As the General Sales Manager I recognize this is a very important purchase decision and we want to make sure we are meeting all your needs. If you could take a moment to respond to the four questions below, your feedback would help us to possibly assist you further.

Was your sales consultant able to answer all your inquiries promptly and efficiently?

Were we able to select the product to meet your needs?

Were we able to offer you the right purchase or lease options?

Based on your experience, is there any other reason why we didn't earn your business?

As mentioned it is paramount to myself and my Sales Management team that you get the service required to make an educated and positive decision.

If I can be of personal service please reach out to me directly.

Jason Winters  
General Sales Manager  
[jwinters@landroverottawa.ca](mailto:jwinters@landroverottawa.ca)

or

Neil Simpson  
Sales Manager  
[nsimpson@landroverottawa.ca](mailto:nsimpson@landroverottawa.ca)

Your Sales Management Team  
Jaguar Land Rover Ottawa  
(613) 744-5500

Please click here ([Click to express consent or unsubscribe](#)) to select the type of messages you would like to receive.

Or copy and paste the URL in your browser:

<https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?>

ID=1072874168085849152000221865670020306060502082691

---

Jaguar Land Rover Ottawa | 1300 Michael Street | Ottawa | ON | K1B 3N2 | Canada | Tel. (613) 744-5500

---

Powered by 

# Range Rover Evoque

From: Jaguar Land Rover Ottawa - Robert Saunders  
(RobertS.2.a69f91b88ac242648315aa8c016377c3@reply.edrivevalet.com)

To: penlewis91@yahoo.com

Date: Tuesday, July 16, 2019, 05:34 p.m. EDT



## Jaguar Land Rover Ottawa

1300 Michael St  
Ottawa, Ontario, K1B 3N2

**Sales:** (613) 744-6930  
**Service:** (613) 744-5500

[GET DIRECTIONS](#)

[HOURS OF OPERATION](#)

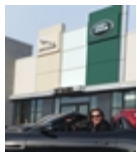


Dear Penelope,

My name is Robert Saunders and on behalf of Jaguar Land Rover Ottawa I would like to thank you for your inquiry.

We recognize there are many automotive brands and dealerships to consider. At Jaguar Land Rover Ottawa we pride ourselves on providing exceptional service and truly appreciate the opportunity to be of assistance to you.

The vehicle is a 2018 Range Rover Evoque HSE and is one of our last remaining 2018 models. This vehicle was provided to our Service department as a Customer Service Loaner while our customers had their vehicle in for service. When would it be convenient for you to come in and fully experience the Range Rover Evoque? I look forward to hearing back from you.



Robert Saunders  
Sales Representative  
Jaguar Land Rover Ottawa  
Phone: (613) 744-5500  
Email: [rsaunders@landroverottawa.ca](mailto:rsaunders@landroverottawa.ca)



### Our Promise



Our team has only one objective in mind: to offer our customers an unparalleled excellence!

[Learn More](#)



## Jaguar Land Rover Ottawa

---

From: Sales Management Team (sales@landroverottawa.ca)

To: penlewis91@yahoo.com

Date: Wednesday, July 17, 2019, 08:17 a.m. EDT

---

Hello Penelope,

Thank you for choosing JLR Ottawa. We very much appreciate the opportunity to earn your business.

Please know that we strive to give the ultimate in customer satisfaction and support.

As the General Sales Manager I recognize this is a very important purchase decision and we want to make sure we are meeting all your needs. If you could take a moment to respond to the four questions below, your feedback would help us to possibly assist you further.

Was your sales consultant able to answer all your inquiries promptly and efficiently?

Were we able to select the product to meet your needs?

Were we able to offer you the right purchase or lease options?

Based on your experience, is there any other reason why we didn't earn your business?

As mentioned it is paramount to myself and my Sales Management team that you get the service required to make an educated and positive decision.

If I can be of personal service please reach out to me directly.

Jason Winters  
General Sales Manager  
[jwinters@landroverottawa.ca](mailto:jwinters@landroverottawa.ca)

or

Neil Simpson  
Sales Manager  
[nsimpson@landroverottawa.ca](mailto:nsimpson@landroverottawa.ca)

Your Sales Management Team  
Jaguar Land Rover Ottawa  
(613) 744-5500

Please click here ([Click to express consent or unsubscribe](#)) to select the type of messages you would like to receive.

Or copy and paste the URL in your browser:

<https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?ID=8012472171056106128020022835173020606030107022095>



**RE: Hillary, the CX-9 you asked about @ Carling Mazda!**

Jessy de Repentigny &lt;jderepentigny@carlingmotors.ca&gt;

Tue 7/23/2019 2:13 PM

To: hilmil93@outlook.com &lt;hilmil93@outlook.com&gt;

Hi Hillary –

I just got your email regarding our CX-9 here! Thanks for your time, I'd love to help you out!

This is our ONLY pre-owned CX-9 here and it's in GREAT shape! We don't get a lot of CX-9's traded in, as they're just such a dream to own that people don't let go of them!

I've currently got the vehicle in my showroom, and have had a lot of response so far. I do have a very nice repeat customer who is super interested, but she hasn't pulled the trigger yet, so it's still available for now!

I'd love to show you the vehicle, and if you like, set up a test drive to make sure you like it. Give me a quick heads up if possible so I can have it pulled out of the showroom (it's a big job!) for you to try.

I'm available all day today and all day tomorrow, let me know what works best for you!

**Jessy deRepentigny**

Your friend in the car business

Carling Motors Mazda

T 613-729-2222 ext. 2126

[jderepentigny@carlingmotors.ca](mailto:jderepentigny@carlingmotors.ca)[www.Carlingmazda.ca](http://www.Carlingmazda.ca)Add me on Facebook click here → 

Ottawa's trusted Unhaggle.com partner



## Carling Motors

Nick Wetherall <nwetherall@carlingmotors.ca>

Wed 7/24/2019 7:13 AM

To: hilmil93@outlook.com <hilmil93@outlook.com>

Dear Hillary,

Nick here, Sales Manager at Carling Mazda. On behalf of the sales team I would like to take this opportunity to thank you for your recent interest in our dealership.

Please feel free to contact me with any questions or inquiries you might have. I will do whatever I can to help make your vehicle purchase an exciting and efficient venture.

Sincerely,

Nick Wetherall  
Sales Manager | Carling Motors Mazda  
1638 Carling Ave. Ottawa, Ontario | Tel 613.729.2222  
[www.carlingmazda.ca](http://www.carlingmazda.ca)

Please click here ([Click to express consent or unsubscribe](#)) to select the type of messages you would like to receive.

Or copy and paste the URL in your browser:

<https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?>

ID=8072070188285564373000702982120060302030702060231

---

Carling Motors Co. Limited Mazda | 1638 Carling Avenue | Ottawa | ON | K2A 1C5 | Canada | Tel. (613) 729-2222

---

Powered by 

## RE: Penelope, the Mazda CX-5 you asked about @ Carling Mazda!

---

From: Jessy de Repentigny (jderepentigny@carlingmotors.ca)

To: penlewis91@yahoo.com

Date: Wednesday, July 17, 2019, 11:39 a.m. EDT

---

Hi Penelope!

I hope you're having a great day!

I Just got your email regarding our 2018 CX-5. Thanks for your time!

I can absolutely set up financing for you. We have great terms available that are customizable to your needs; and we always get everyone approved! I'd be happy to show you this car, take you for a drive, and if you like it, I can set up the proposal for you as well and go over every detail you need to make your decision!

I'm available all day today until 5pm and all afternoon/evening tomorrow, what works best for you?

## Jessy deRepentigny

**Your friend in the car business**

**Carling Motors Mazda**

T 613-729-2222 ext. 2126

[jderepentigny@carlingmotors.ca](mailto:jderepentigny@carlingmotors.ca)

[www.Carlingmazda.ca](http://www.Carlingmazda.ca)

Add me on Facebook click here →

Ottawa's trusted Unhaggle.com partner



## Carling Motors

---

From: Nick Wetherall (nwetherall@carlingmotors.ca)

To: penlewis91@yahoo.com

Date: Wednesday, July 17, 2019, 08:14 a.m. EDT

---

Dear Penelope,

Nick here, Sales Manager at Carling Mazda. On behalf of the sales team I would like to take this opportunity to thank you for your recent interest in our dealership.

Please feel free to contact me with any questions or inquiries you might have. I will do whatever I can to help make your vehicle purchase an exciting and efficient venture.

Sincerely,

Nick Wetherall  
Sales Manager | Carling Motors Mazda  
1638 Carling Ave. Ottawa, Ontario | Tel 613.729.2222  
[www.carlingmazda.ca](http://www.carlingmazda.ca)

Please click here ([Click to express consent or unsubscribe](#)) to select the type of messages you would like to receive.

Or copy and paste the URL in your browser:

[https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?  
ID=4062173161147908464040105912827070407050300050336](https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?ID=4062173161147908464040105912827070407050300050336)

---

Carling Motors Co. Limited Mazda | 1638 Carling Avenue | Ottawa | ON | K2A 1C5 | Canada | Tel. (613) 729-2222

---

Powered by

## Hull Nissan

Tony Nehme <tnehme@hullnissan.com>

Wed 7/24/2019 7:14 AM

To: hilmi193@outlook.com <hilmi193@outlook.com>

Bonjour Hillary,

Je tiens à vous remercier d'être venu nous rencontrer chez Hull Nissan. J'espère que le service que vous y avez reçu était à la hauteur de vos attentes!

Nous croyons, chez Hull Nissan, à vous faire vivre une expérience simple, sans tracas ainsi qu'un service à la clientèle hors du commun afin que vous puissiez nous recommander à vos connaissances les plus proches.

Je vous invite également à me faire part de votre rétroaction quant à la façon dont vous avez apprécié votre expérience chez nous.

Au plaisir de vous revoir sous peu,

Tony Nehme

---

Hello Hillary,

Thank you very much for connecting with us at Hull Nissan.

We strive to make the customer experience here so good that you will suggest us to your friends and family. Please feel free to contact me regarding your experience.

I appreciate any feedback you wish to provide.

Sincerely,

Tony Nehme

Directeur des ventes / Sales Manager

Tony Nehme

[tnehme@hullnissan.com](mailto:tnehme@hullnissan.com)

(819)776-0100 poste 2311

Please click here ([Click to express consent or unsubscribe](#)) to select the type of messages you would like to receive.

Or copy and paste the URL in your browser:

[https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?](https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?ID=0012273178680846231020315276054040405050508050639)

ID=0012273178680846231020315276054040405050508050639

Powered by 

## 2019 Qashqai S FWD

---

From: Alexander Walosik (awalosik@hullnissan.com)

To: penlewis91@yahoo.com

Cc: tnaoufal@hullnissan.com

Date: Tuesday, July 23, 2019, 05:48 p.m. EDT

---

Hello Penelope,

Thank you for your interest in our 2019 Qashqai! I hope all is well with you. What other information are you inquiring about for this vehicle? I'd love to be able to supply you with everything you are looking for.

The Qashqai S FWD comes equipped with intelligent blind spot detection, intelligent front emergency braking, heated front seats, ECO mode, Android Auto / Apple CarPlay, power doors and power windows, cruise control, rear view monitor (back up camera), Bluetooth powered audio and telephone system, and more!

Nissan's finance and lease rates on Qashqai are also determined by the number of years, but range from 0 – 2.9% on finance and 0 – 3.5% on lease.

Would you be available to book an appointment with me to come look at the Qashqai we have in stock and see what your options are? The Qashqai is one of our best sellers here at Hull Nissan and I definitely think you'll love the car once you see it!

Feel free to contact me here by e-mail or by phone at 819-776-0100 ext. 2313 for any other questions or to book your V.I.P appointment!

Best regards,

**Alexander Walosik**

**Directeur des Ventes Internet / Internet Sales Manager**

**Hull Nissan**

**T: 819-776-0100 ext. 2313**

This email and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions expressed are solely those of the author and do not necessarily represent those of Hull Nissan. If you are not the intended recipient of this email, you must neither take any action based upon its contents, nor copy or show it to anyone. Please contact the sender if you believe you have received this email in error.



## Quote information from St-Laurent Volvo

From: St-Laurent Volvo - Jose Cordova (JoseC.2.fbd74955c77d4c68a376aa93014608c8@reply.edrivevalet.com)

To: penlewis91@yahoo.com

Date: Tuesday, July 23, 2019, 03:47 p.m. EDT



## St-Laurent Volvo

1300 Michael Street  
Ottawa, Ontario, K1B 3N2

**Toll-Free:** (866) 895-4548

**Sales:** (613) 288-2543

**Service:** (613) 749-8658

[Hours of Operation](#)

[Directions](#)



Hello Penelope,

Thank you for the opportunity to be of service to you! There are many dealership choices out there and I truly appreciate you choosing St-Laurent Volvo.

I have attached a copy of the specifications and features of the vehicle and also an E-brochure for the 2019 XC40 for you to compare trim levels and different packages also.

As part of our commitment at St-Laurent Volvo helping you find the right vehicle at the right price is our goal! In order to send you a quote, I will need some more information like: what is the term that works best for you? finance or lease? if it is a lease how many milleage do you need per year? Any down payment?

Again, thank you for your interest I look forward to assisting you in your purchase decision.

Sincerely,

Jose Cordova  
Brand Ambassador  
St-Laurent Volvo  
Phone: (613) 749-8658  
Email: jcordova@stlaurentvolvo.com

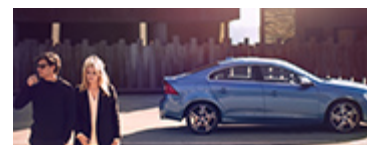


## ST-LAURENT VOLVO



2019 Volvo XC40 Brochure (6 MB)

### EXPERIENCE VOLVO



Experience the Safety and Quality that Volvo offers.

[Click to learn more](#)



## 2019 Atlas Highline CPO

Yudy Abreu <yudy.abreu@taylorcreekvw.com>

Tue 7/23/2019 2:45 PM

To: hilmil93@outlook.com <hilmil93@outlook.com>

Good afternoon Hillary,

My name is Yudy Abreu. I work in sales at Taylor Creek VW. This 2019 Atlas Highline is very nice SUV, in excellent condition. The vehicle was a daily rental. Please find below the link with the CarFax.

Do you have time to come to see it this week?

If you need further information please do not hesitate to contact me. It will be my pleasure to assist you.

<https://vhr.carfax.ca/main?id=ytqzxhFrRh1f44Paoo/O47ge9YeBYpoD>

Best regards,

***Yudy Abreu***

*Sales Representative*

*Taylor Creek Volkswagen Orléans*

*1221 Trim Rd, Orléans ON, K4A 1B3*

*Tel: 613-841-8700 / Cell: 613-203-5160 /Fax: 613-841-2343*

[www.taylorcreekvw.com](http://www.taylorcreekvw.com)

[www.taylorcreekvw.com](http://www.taylorcreekvw.com)

**Taylor Creek Volkswagen: [Please Leave Us a Google Review!](#)**

**Taylor Creek VW FR: [S'il vous plait nous laisser un avis Google!](#)**

**Taylor Creek Volkswagen**



2019  
Wolfsburg  
Crest Club



**t3**  
promise

Total Transaction Transparency

# Thank you for making contact with Taylor Creek Volkswagen

From: Taylor Creek Volkswagen - George Bojilov  
(GeorgeB.2.b31f04946bad45e0a6a0aa9301320ec7@reply.edrivevalet.com)

To: penlewis91@yahoo.com

Date: Tuesday, July 23, 2019, 02:34 p.m. EDT

## Taylor Creek Volkswagen

1221 Trim Road  
Orleans, Ontario, K4A 1B3

**Sales:** (613) 903-6993  
**Service:** (613) 841-8700

[Directions](#)

[Hours of Operation](#)



Hello Penelope,

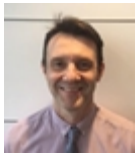
Thank you for contacting Taylor Creek Volkswagen. My name is George Bojilov and I am Product Specialist here.

I've attached additional information for the 2019 Tiguan and will be happy to show you the vehicle.

Please call 613-851-5599 or email [george.bojilov@taylorcreekvw.com](mailto:george.bojilov@taylorcreekvw.com) so I can answer your questions and book an appointment for a test drive.

Taylor Creek Volkswagen appreciates this opportunity to assist you with your vehicle needs.

Sincerely,



Taylor Creek Volkswagen  
George Bojilov  
Brand Specialist  
Phone: (613) 834-8700  
Email: [george.bojilov@taylorcreekvw.com](mailto:george.bojilov@taylorcreekvw.com)



# Taylor Creek Volkswagen

[2019 Tiguan Buyer's Guide \(2 MB\)](#)

### Who we are



Taylor Creek Volkswagen is your reputable Volkswagen Dealership who works hard to provide you quality vehicles, accessories, parts and service!

[Learn More](#)

# View our latest offers.

[Learn more](#)



## Taylor Creek - Following Up

---

From: Dan Whissell (dan.whissell@taylorcreekvw.com)

To: penlewis91@yahoo.com

Date: Wednesday, July 24, 2019, 08:22 a.m. EDT

---

Hello Penelope,

Thank you for visiting us at Taylor Creek Volkswagen.

The customer experience is extremely important to me. I would appreciate your valuable feedback to the quality of service we provided you during your visit here.

Please feel free to reach out to me if there is anything I can do to assist you in any way. I look forward to hearing from you.

Sincerely,

Dan Whissell  
General Sales Manager  
Taylor Creek Volkswagen  
(613)841-8700

Sent from my Iphone

Please click here ([Click to express consent or unsubscribe](https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?ID=9052771188284480760073670758258050501080103060634)) to select the type of messages you would like to receive.

Or copy and paste the URL in your browser:

[https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?](https://www.dlsaccelerator.com/webasp/customers/unsubscribe.asp?ID=9052771188284480760073670758258050501080103060634)

ID=9052771188284480760073670758258050501080103060634

---

Taylor Creek Volkswagen | 1221 Trim Road | Orleans | ON | K4A 1B3 | Canada | Tel. (613) 841-8700

---

Powered by

## Taylor Creek VW

---

From: George Bojilov (george.bojilov@taylorcreekvw.com)

To: penlewis91@yahoo.com

Date: Tuesday, July 23, 2019, 02:53 p.m. EDT

---

Hi Penelope,

I've missed to mention that the Tiguan you're interested in is 2019 Tiguan- Trendline with Convenience Package.

You can find full description of the options for this trim level on the last page of the attachment on the previous email.

Please let me know if I can answer any further questions you have.

Regards,

### **George Bojilov**

VW Sales Representative

Représentant des ventes

### **Taylor Creek Volkswagen**

1221 Trim Rd, Orleans, Ontario, K4A0E1 | Tel. 613.841.8700 ext. 2214 | Fax. 613.841.2343

[www.taylorcreekvw.com](http://www.taylorcreekvw.com)

This email and any attachments to it may be confidential and are intended solely for the use of the individual to whom it is addressed. Any views or opinions expressed are solely those of the author and do not necessarily represent those of Taylor Creek Volkswagen Inc. If you are not the intended recipient of this email, you must neither take any action based upon its contents, nor copy or show it to anyone. Please contact the sender if you believe you have received this email in error.