

## SOVEREIGN AWARDS 2010 FOR NEW & USED 'VANS



On this side of the form, tell us about **used** motorhomes you've bought since January 2007, and the supplying dealer. We'll publish results in our Awards issue, on sale August 2010

### USED MOTORHOMES & SUPPLYING DEALERS

**1** Who are you?

Name \_\_\_\_\_  
\_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**2** How many motorcaravanners are there in your household?

Adults  Children

**3** What sort of motorhome do you own?

(i) Make and model \_\_\_\_\_  
\_\_\_\_\_

(ii) Year vehicle was first registered \_\_\_\_\_  
\_\_\_\_\_

(iii) Base vehicle \_\_\_\_\_  
\_\_\_\_\_

(iv) Engine type/size \_\_\_\_\_  
\_\_\_\_\_

**4** How much did you pay for it?

- Less than £5000
- £5001 - £10,000
- £10,001 - £20,000
- £20,001 - £30,000
- £30,001 - £40,000
- £40,001 - £50,000
- More than £50,000

**5** Did you buy privately, or from a dealer?

If from a dealer, please give name and address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**6** Before you bought the vehicle...

(6a) Seller's knowledge and attitude:  
Good  Acceptable  Poor

(6b) Condition of vehicle offered for sale:  
Good  Acceptable  Poor

(6c) Clarity of purchasing terms (ie sold 'as seen', with warranty etc, and accuracy of any 'history')  
Good  Acceptable  Poor

**7** The hand-over

(7a) How accurate was the collection date?  
Good  Acceptable  Poor

(7b) Were you kept informed of progress/delays?  
Good  Acceptable  Poor

(7c) How well were all the controls and the operation of the residential systems explained to you?  
Good  Acceptable  Poor

(7d) How well prepared was the vehicle? (eg clean and polished? Interior valeted? etc)  
Good  Acceptable  Poor

(7e) If applicable, how closely was the previously agreed trade-in price for your old vehicle adhered to?  
Good  Acceptable  Poor

**8** Thinking about your motorhome...

(8a) How well does it satisfy your stated needs?  
Good  Acceptable  Poor

(8b) How reliable has the base vehicle been?  
Good  Acceptable  Poor

(8c) How reliable has the conversion (residential bit) been?  
Good  Acceptable  Poor

(8d) List any faults discovered: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(8e) Comment on the ease of getting spare parts for  
(i) The base vehicle\* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(ii) The conversion\* \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(8f) Please comment on the value for money of your purchase\*:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**9** The warranty...

If your motorhome was purchased with a warranty, please tell us how worthwhile it has been\*:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**10** Thinking of the future...

(10a) Would you buy a pre-owned motorcaravan of this make of conversion again?  
Yes  Perhaps  No

(10b) Would you buy a pre-owned motorcaravan on this make of base vehicle again?  
Yes  Perhaps  No

(10c)  
(i) Would you return to this dealer to buy another?  
Yes  Perhaps  No

OR  
(ii) Would you buy privately again?  
Yes  Perhaps  No

\* (If you require more space for your written answer[s], please attach a separate sheet)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_