



# REPAIR FACILITY EVALUATION



## ABOUT YOU

Your name: Don Vogel

Vehicle you had serviced: 1966 Chrysler New Yorker

### FACILITY YOU USED

Name: Bear Creek Automotive Center (aka Phillips 66 Svc)

Address: 2900 S Wadsworth Blvd  
Denver, CO 80227

Phone: (303) 984-2900

Contact: Mgr = Dick Lanning, Mechanic = Kevin

- Type:  Body/Paint     Dealer     Mechanical  
 Restoration     Transmission     Upholstery  
 Salvage Yard     Wheels/Tires     Other

### RATING

Based on your experience, how many "hubcaps" would you give this facility?

- (Excellent)  
 (Good)  
 (Fair)  
 (Poor)

## GENERAL QUESTIONS

- Were you given a written estimate outlining the cost of the requested work? .....  Yes  No  N/A
- Were you kept apprised of changes of estimated cost and completion time?.....  Yes  No  N/A
- Were you asked to authorize additional repairs prior to completion?.....  Yes  No  N/A
- Was your vehicle ready when promised?.....  Yes  No  N/A
- Were you satisfied with the work done to your vehicle? .....  Yes  No  N/A
- If you had additional concerns, were they addressed to your satisfaction? .....  Yes  No  N/A
- Have you used this facility's services in the past? .....  Yes  No  N/A
- Would you use this facility's services again? .....  Yes  No  N/A
- Does this facility specialize in a specific make/model/era of car?.....  Yes  No  N/A
- Does this facility specialize in a specific type of repairs? .....  Yes  No  N/A
- To the best of your knowledge, this facility is:  
 LGBT owned     LGBT friendly     LGBT supportive     Not LGBT friendly     Unknown

## SUMMARY OF EXPERIENCE

Please give a brief summary of your experience with the facility you've described above. What type of work were you having done? Were the rates and time frame reasonable? Was the staff knowledgeable and experienced with your vehicle? Did they "go the extra mile" to overcome obstacles they encountered as they worked on your vehicle?

Replacement of electronic fuel pump toggle switch (which had been installed poorly by another shop), they also checked out the pump installation, and repaired the leaking power steering pump reservoir. All repairs were done well, after a full consultation, verbal estimate, and explanation by mechanic Kevin. Kevin seems knowledgeable and experienced with older cars. His quote was realistic, work was done correctly, for the amount bid, and the car runs well. I have gone there for years for oil changes, and they had also done repairs to my '94 Taurus. Courteous staff. Very satisfactory overall.