



REPAIR FACILITY EVALUATION



ABOUT YOU

Your name: Don Vogel

Vehicle you had serviced: 1966 Chrysler New Yorker

FACILITY YOU USED

Name: MoPower Masters

Address: 5390 Lincoln Street
Denver, CO 80216

Phone: (303) 294-9898

Contact: Tony

- 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?

In the past MoPower's work on the Chrysler was pretty good. The latest episode was very disappointing. They were to replace a missing door spring, install a new electronic fuel pump, and repair a leaking power steering pump. I think they under-estimated the time & under-bid the job. They put in a wrong door spring (too weak) and wasted a lot of time trying to make it work. On the electronic fuel pump they installed a toggle switch of insufficient amps, which burned out almost immediately. This later caused the car to break down. They said the p/s pump leak was not bad enough to fix. The bill came to the amount they initially quoted WITH repair of the p/s pump, which they didn't do. Too much labor cost for the work actually done, and that work was done poorly. I later took the car to another shop. to correct all the sloppy work.

