



# Help us find the best new & pre-owned motorhomes

New and pre-owned 'vans may look great on dealer forecourts, but will they stand up to a season of touring? Wouldn't it be great to get the opinion of hundreds of owners? You can, with our Owner Satisfaction Awards, the only scheme

based entirely on owners' opinions, and the only one to feature pre-owned 'vans and their supplying dealers. For 2012, we're investigating which brands are best for both new and used 'vans, and which are the best supplying dealers.

Tell us about the **new** or **used** motorhomes you've bought since January 2010, and the supplying dealer. We're interested in hearing about all makes, types and ages of 'vans, regardless of whether they cost £2000 or £200,000.

## NEW/USED MOTORHOMES & SUPPLYING DEALERS

### 1 Who are you?

Name \_\_\_\_\_

Address \_\_\_\_\_

How many motorcaravanners are there in your household?

Adults ☐ Children ☐

### 2 Tell us about your motorhome

a) Bought new ☐  
or pre-owned ☐

b) Year of first registration \_\_\_\_\_

c) Converter and model \_\_\_\_\_

d) Price paid (do not include any extras, such as a bike rack)  
£ \_\_\_\_\_

e) How reliable has the conversion been?  
Good ☐ Acceptable ☐ Poor ☐

f) How practical is the design?  
Good ☐ Acceptable ☐ Poor ☐

### 3 Please judge the following areas of your motorhome

a) Lounge/dining?  
Good ☐ Acceptable ☐ Poor ☐

b) Kitchen?  
Good ☐ Acceptable ☐ Poor ☐

c) Beds?

Good ☐ Acceptable ☐ Poor ☐

d) Rear travel seats? Good ☐  
Acceptable ☐ Poor ☐ None ☐

e) Washroom? (or if no washroom, Porta Potti storage)  
Good ☐ Acceptable ☐ Poor ☐

f) Ease of raising/lowering roof (Campervans only)  
Good ☐ Acceptable ☐ Poor ☐

g) Payload, taking into account size and number of berths  
Good ☐ Acceptable ☐ Poor ☐

h) Ease of getting replacement parts  
Good ☐ Acceptable ☐ Poor ☐

i) Owner handbook's usability  
Good ☐ Acceptable ☐ Poor ☐

j) List any faults found on the motorhome part  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 4 Tell us about your base vehicle

a) Make \_\_\_\_\_

b) Model \_\_\_\_\_

c) Engine \_\_\_\_\_

5 Please judge the base vehicle in the following areas

a) Driving performance?  
Good ☐ Acceptable ☐ Poor ☐

b) Driving comfort?  
Good ☐ Acceptable ☐ Poor ☐

c) Fuel consumption?  
Good ☐ Acceptable ☐ Poor ☐

d) Reliability?  
Good ☐ Acceptable ☐ Poor ☐

e) Availability of spares?  
Good ☐ Acceptable ☐ Poor ☐

f) Efficiency of main agent garage?  
Good ☐ Acceptable ☐ Poor ☐

g) List any faults found on the base vehicle  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 6 Did you buy from

a) a dealer ☐  
b) Private purchase ☐  
If a private purchase, go straight to 9.

### 7 Tell us about your supplying dealer

a) Dealer purchase only ☐  
Dealer purchase with part exchange ☐

b) Name and address of dealer  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 8 Please judge the following

a) Seller's knowledge and attitude?  
Good ☐ Acceptable ☐ Poor ☐

b) Condition and presentation of all the motorhomes for sale?  
Good ☐ Acceptable ☐ Poor ☐

c) The condition of your vehicle on hand-over?  
Good ☐ Acceptable ☐ Poor ☐

d) Accuracy of hand-over date?  
Good ☐ Acceptable ☐ Poor ☐

e) The hand-over itself (explanation of controls etc)?  
Good ☐ Acceptable ☐ Poor ☐

f) Quality of Pre-Delivery Inspection?  
Good ☐ Acceptable ☐ Poor ☐

g) Efficiency at dealing with any warranty claims?  
Good ☐ Acceptable ☐ Poor ☐

### 9 Assuming it would be suitable:

a) Would you buy a motorhome of this make of conversion again?  
Yes ☐ Perhaps ☐ No ☐

b) Would you buy a motorhome with this make of base vehicle again?  
Yes ☐ Perhaps ☐ No ☐

c) Would you return to this dealer to buy another motorhome?  
Yes ☐ Perhaps ☐ No ☐

If you require more space for written answers, please attach an additional sheet of paper to this survey form.

Please post your questionnaires to Fen leisure Services, 16 Cartmel Way, Eye, Peterborough PE6 7XA or complete this form online at [www.practicalmotorhome.com/news/take-part-our-satisfaction-survey](http://www.practicalmotorhome.com/news/take-part-our-satisfaction-survey) and return to [fen.leisure@ntlworld.com](mailto:fen.leisure@ntlworld.com). Your personal details will not be passed on to any third party or retained on any database. All questionnaires will be destroyed after the results are published. We regret that the researchers are unable to intervene or mediate on behalf of purchasers in dispute. We may wish to contact you by letter to feature in our next Awards special issue. Please put an X in the box if you would prefer not to be contacted ☐