

October 31, 2008

J.D. Power recognizes dealers for excellence

The J.D. Power Dealer of Excellence program has recognized 23 dealers who "provide an outstanding customer experience during the new-vehicle sales and service process." Among those cited are 21 DCH Auto Group members along with Neftin Westlake Mazda and Neftin Westlake Volkswagen of Thousand Oaks, Calif. The program was initiated partly in response to consumer demand for standardized, credible and independent information regarding automotive dealership performance throughout the country.

Using a combination of survey data from manufacturers as well as mystery shopping and in-dealership audits, J.D. Power certifies only those dealers that meet or exceed pre-determined satisfaction scores and agree to uphold specific sales and service processes. In addition, dealerships that receive the award are reviewed on a regular basis to ensure that program standards are upheld.

The full list:

California —DCH Acura of Temecula (Temecula)

- DCH Honda of Oxnard (Oxnard)
- DCH Lexus of Oxnard (Oxnard)
- DCH Toyota of Oxnard (Oxnard)
- DCH Toyota of Torrance (Torrance)
- DCH Tustin Acura (Tustin)
- Neftin Westlake Mazda (Thousand Oaks)
- Neftin Westlake Volkswagen (Thousand Oaks)

New Jersey

- BMW of Bloomfield (Bloomfield), a DCH company
- BMW of Freehold (Freehold), a DCH company
- DCH Academy Honda (Old Bridge)
- DCH Brunswick Toyota (Brunswick)
- DCH Freehold Nissan (Freehold)
- DCH Freehold Toyota (Freehold)
- DCH Kay Honda (Eatontown)
- DCH Millburn Audi (Maplewood)
- DCH Montclair Acura (Verona)
- DCH Paramus Honda (Paramus)
- Saturn of Brunswick (North Brunswick), a DCH company
- Saturn of Eatontown (Eatontown), a DCH company

New York

- DCH Heart Acura (Wappingers Falls)
- DCH Toyota City (Mamaroneck)
- DCH Wappingers Falls Toyota (Wappingers Falls)

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