

Service Thank You - Jeep



Customer 555587 Result received on 07/05/2025 (Wed)

Dealership	AJ0713134 - Tweed Heads Chrysler Jeep Dodge (Staff: 15169 - Clare Totterdell)		
Survey Sent Date	07 May 2025	Response Date	07 May 2025
Customer	Lucia Wilkinson	Business Name	
Postal Address	4 Koolkuna Lane, CAMPTON, VIC , 3181		
Mobile Phone	+61419583531	Email Address	luciawilkinson4154@gmail.com
Home Phone		Work Phone	
Vehicle Model	Wrangler	Model Desc.	JL WRANGLER 2DR OVERLAND 8A
Model Year	2019	Warranty Start	20 Aug 2020
VIN	1C4HJXHG7KW655962	Rego	CHII
Privacy	No - Feedback shared with dealer		

Q01. Were you satisfied with the experience of your recent visit with Tweed Heads Chrysler Jeep Dodge?

Yes

GO TO Q2

✖ No

GO TO Q2

Points: 0

Q02. Would you like to share with us details of your recent visit with Tweed Heads Chrysler Jeep Dodge?

My car's wiper motor stopped working OVER a month ago. And I was told they couldn't get me in for over a month. I have been driving around in the rain with no wipers. I called them every 3-4 days to see if they could get me in. And they honestly didn't care about the dangerous conditions I was driving in. Once the time finally came around, I was told my service would finish at 12pm. So I waited around rather than getting a hire car. I kept getting calls and they were extending the time each time and I didn't get out of there until 2:30pm. I was charged a ridiculous amount and completely unsatisfied and treated with no sympathy or respect. I told them when I dropped my car off at 9am that the fuses and relays were checked already and weren't faulty and that I needed a new wiper motor. They then spent 3 hours trying to prove it was the fuses only to tell me that they had a faulty testing machine and that they needed to replace the wiper motor.

Q03. Would you like our Jeep Service Manager to contact you direct?

✔ Yes

END OF SURVEY

No

END OF SURVEY