

Service Thank You - Jeep



Customer **213215** Result received on **03/05/2025 (Sat)**

* customer information has been updated by surveying customer

Dealership	AJ0734985 - Parramatta Chrysler Jeep Dodge (Staff: 2655 - AMELIA RALPH)		
Survey Sent Date	30 Apr 2025	Response Date	03 May 2025
Customer	Mr Kevin Lester	Business Name	
Postal Address	44 Ebony Avenue, Carlingford, NSW , 2118		
Mobile Phone	0478880520	Email Address	kevin.lester58@gmail.com
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	GRAND CHEROKEE OVERLAND 3.0L 8A
Model Year	2015	Warranty Start	25 Jun 2015
VIN	1C4RJFGM4FC809119	Rego	CZJ52C
Privacy	No - Feedback shared with dealer		

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

I took my vehicle in for service on Thursday 17 April, I got a message late morning recommending new battery, front brake pads and a/c treatment which I approved. I got a call early afternoon and the service person said light on the DPF had come on and they will need more time to look at. I said I don't need over Easter and the person said she will be on leave in week after Easter and someone will call me. No call on Tuesday so I called on Wed and was told still more time needed and someone will call on Thursday. No call so I rang on Monday 28th and was told someone would call later that day or Tuesday. No call so I rang on Tuesday and said I have had enough I want my car back as I need for work. I was told I would receive a link to pay by credit card. Someone else then called me and said they need more time for my car and I said no I have had enough and want it back and will pick up that afternoon. Payment was processed which didn't include the extras I approved as clearly they had not been done. Coming back from Newcastle yesterday I got a flat tyre overnight from the steel on the freeway and couldn't undo the studs on the wheel. The Jeep assist person said the studs had been overtightened and whoever did it should be given a kick up the arse! I note in service receipt that the wheels were rotated in service on 17 April. I clearly just got pushed to the bottom of the queue but worst still no one would call me and tell me the truth. Very unsatisfied and won't be coming back ever again, will be going elsewhere.

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

Yes **END OF SURVEY**

 No **END OF SURVEY**