

Service Thank You - Jeep



Customer 100278004 Result received on 11/05/2025 (Sun)

Dealership	AJ0734985 - Parramatta Chrysler Jeep Dodge (Staff: 2643 - ELIE CAROISI)		
Survey Sent Date	09 May 2025	Response Date	11 May 2025
Customer	Michael O'Brien	Business Name	
Postal Address	11 Rivertop Close, Emu Heights, NSW , 2750		
Mobile Phone	+61439003174	Email Address	710mick@gmail.com
Home Phone		Work Phone	
Vehicle Model	Cherokee	Model Desc.	CHEROKEE TRAILHAWK 3.2 9A
Model Year	2019	Warranty Start	31 Jul 2019
VIN	1C4PJMF6KD448522	Rego	07MIKE
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 identified that the dashboard showed a warning light for the ETC & requested it be locked into. I was told at handover they have a lot of vehicles to service and they may not be able to do that. I get a call that they need me to rebook the car in for two days to run a system diagnostic at a cost >\$500. Plus, I'd need to spend an additional \$1,100 to replace a rear left diff seal. So I left with a standard service done and no advice re the etc warning light. Pathetic service and simply a grab for \$\$\$ with exorbitant prices.

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

Yes

END OF SURVEY

✔ No

END OF SURVEY