

Service Thank You - Jeep



Customer **194389** Result received on **29/04/2025 (Tue)**

* customer information has been updated by surveying customer

Dealership	AJ0714715 - Tynan Chrysler Jeep Dodge - Sutherland (Staff: 888 - Internet Advisor)		
Survey Sent Date	29 Apr 2025	Response Date	29 Apr 2025
Customer	Mr Alasdair Langridge	Business Name	
Postal Address	76 Barden Rd, Barden Ridge, NSW , 2234		
Mobile Phone	0418266261	Email Address	langkeys@gmail.com
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	GRAND CHEROKEE OVERLAND 3.0L 8A
Model Year	2015	Warranty Start	26 Sep 2014
VIN	1C4RJFGM1FC622985	Rego	SLD142
Privacy	No - Feedback shared with dealer		

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

Yes **GO TO Q2**

 No **GO TO Q2**

Points: 0

Q02. Would you like to share with us details of your recent visit with Tynan Chrysler Jeep Dodge - Sutherland?

My Jeep GC came to the dealership on 19 March early morning and by lunchtime I recvd a written diagnosis and price quote to repair. So far all good. Parts ordered came from USA and arrived on 29 March. This time line acceptable. But the car repairs should been completed well before Easter but nothing happened despite my phoning Tynans every 3-4 days with empty promises of return calls as to progress. The car was ready for pickup yesterday (29 April) - a month after parts were recvd and six weeks after car dropped off to Tynans. This timeline is totally unacceptable and including that no loan was offered while repairs were conducted.. Sadly - terrible service efficiency.

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

Yes **END OF SURVEY**

 No **END OF SURVEY**