

Service Thank You - Jeep



Customer **1519285** Result received on **28/04/2025 (Mon)**

* customer information has been updated by surveying customer

Dealership	AJ0761082 - Keystar Redcliffe Chrysler Jeep Dodge (Staff: 16838 - Chloe Shorter)		
Survey Sent Date	28 Apr 2025	Response Date	28 Apr 2025
Customer	Mr Josh Curran	Business Name	
Postal Address	408 Adelaide Park Rd, Yeppoon, QLD , 4703		
Mobile Phone	0408876871	Email Address	josh@cqueservices.com.au
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	Grand Cherokee Limited 3.0L AU
Model Year	2014	Warranty Start	17 Jul 2013
VIN	1C4RJFFM4EC207255	Rego	JC41
Privacy	No - Feedback shared with dealer		

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

I wouldn't pay to take my Jeep to Keystar Auto world with someone else's money... The level of customer service is truly atrocious. From start to finish I have been left dumbfounded. It all started with not touching our car at all on the scheduled day of work (when right from the start I told them I was towing it in from 600km away, as I had very poor experience with our local Jeep dealer), and then not even having to common decency to call me to let me know. Instead we waited in Redcliff all day, just to arrive back at the workshop at 4pm to be told they haven't even touched the car. I understand people call in sick (that was the excuse given) but that would be at 8/9am so heaps of time to call me to talk about a plan. Then finally get a phone call thru to the 'so called manager' Morne Botha, the lies and excuses continue. First he told me that if they had known I had towed the car in, they would have prioritised it, to which I explained that I gave all that information when booking it in. He replied, oh sorry that person is on an RDO. So apparently when you book your car in for work here it's not written down anywhere just stored in the person head. I also added we were in the drive way for 20mins this morning unloading it off a trailer, to which Morne Responded, Yes I saw that. So how did you not know we towed it in. He quickly came up with an excuse to end the phone call, saying he would call me back with a solution, well, it's been a month and I'm still waiting on that phone call back. He has just hidden behind the office staff making them call me. After getting the car fixed, and then taking it for a test drive, I received a phone call that an 'Oil Light' has appeared on the dash would I authorise a further 2 hours (at \$203/hr mind you) to investigate the issue. I decided against this. Figuring I'll look into it myself when I finally get back down to pick up the car. Well imagine my surprise when I pick up the car and the 'oil light' on the dash is the 'service reminder' and 'oil change required' reminder as the car had clicked over 170,000km on their test drive... a quick reset of those numbers in the dash and problem solved. Wonder how many people they get with that little trick. Finally. Pick up the car, and apparently putting the glove box, carpet back down and associated paneling back in is an optional extra when getting work done on your car. At this point in time i was so over the incompetence that I didn't bother to do a U turn and drive the 5km back when I noticed, I figured I'd do it myself in 5mins, as I'm sure they prob ask me to authorise another hour to complete this simple task. Credit where credit is due, the tech that worked on my car was very knowledgeable and gave a detailed report about power supply issue to PCM as requested. So credit to him for job well done

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

Yes **END OF SURVEY**

No **END OF SURVEY**