

Service Thank You - Jeep



Customer **637528** Result received on **16/05/2025 (Fri)**

Dealership	AJ0713142 - Berwick Chrysler Jeep Dodge (Staff: yrlee - Stephanie Lee)		
Survey Sent Date	16 May 2025	Response Date	16 May 2025
Customer	Mr Harpreet Virk	Business Name	
Postal Address	8 Hewitt Street, CRANBOURNE EAST, VIC , 3977		
Mobile Phone	+61452377452	Email Address	nskvirk@outlook.com
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	GRAND CHEROKEE LAREDO 4X2 3.6L 8A
Model Year	2015	Warranty Start	27 Jun 2015
VIN	1C4RJEEG5FC818581	Rego	1EM9ZN
Privacy	No - Feedback shared with dealer		

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

I recently took my Jeep in for service, and three issues were identified with the vehicle. Unfortunately, the service center did not have any of the required parts in stock for replacement. When I asked why a dealership wouldn't keep essential parts on hand, the representative's response was both surprising and disappointing — they claimed, "We don't care about Jeep anymore, it's a dead brand. We're focused on electric now." As someone who has been servicing my Jeep at this location for the past 10 years, this attitude was deeply concerning. It reflects a lack of commitment not just from the dealership, but perhaps from Jeep Australia as a whole. The implication that the brand is no longer a priority, especially when facing growing competition from Chinese automakers, is disheartening. Due to this experience and the apparent shift in focus away from Jeep, I'm now seriously considering selling my vehicle. It feels like the beginning of the end for Jeep in Australia, and that's a hard pill to swallow for a loyal customer.

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

Yes **END OF SURVEY**

 No **END OF SURVEY**