

Service Thank You - Jeep



Customer **191311** Result received on **06/05/2025 (Tue)**

Dealership	AJ0760046 - Adelaide City Jeep (Staff: 57317 - LUCY O'LOUGHLIN)		
Survey Sent Date	06 May 2025	Response Date	06 May 2025
Customer	Dr Graham Lee	Business Name	
Postal Address	22 Woodhurst Avenue, Hyde Park, SA , 5061		
Mobile Phone	+61417871149	Email Address	gilee62@hotmail.com
Home Phone	+61417871149	Work Phone	
Vehicle Model	Cherokee	Model Desc.	CHEROKEE LIMITED 3.2 9A
Model Year	2019	Warranty Start	30 Aug 2019
VIN	1C4PJMXX7KD412058	Rego	S488CBK
Privacy	No - Feedback shared with dealer		

Q01. Were you satisfied with the experience of your recent visit with Adelaide City Jeep?

Yes **GO TO Q2**

No **GO TO Q2**

Points: 0

Q02. Would you like to share with us details of your recent visit with Adelaide City Jeep?

At my annual service last year I pointed out that the small attachment which secures the rear boot cover was broken. Photos were taken, and I was assured a replacement would be sourced and I would be contacted. After 2 months I had heard nothing, so contacted Adelaide City Jeep again, to be assured again this part would be looked into, and I would be contacted. Once again I heard nothing. So at my recent service at Adelaide City Jeep, I once again raised the issue when I dropped off the car. When I collected the car later in the day, again nothing had been done. In fact the receptionist had no idea what I was talking about (despite the man checking in my car documenting it at length on the job sheet). I find this all most frustrating and disappointing, especially given that all my other dealings with Adelaide City Jeep have been excellent. I would appreciate it if this issue can be looked at further, and somebody contact me with some feedback. Thankyou.

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

Yes **END OF SURVEY**

No **END OF SURVEY**