

## Service Thank You - Jeep



Customer **290739** Result received on **16/05/2025 (Fri)**

\* customer information has been updated by surveying customer

Dealership	AJ0713130 - Maroochydore Chrysler Jeep Dodge (Staff: MAWI - MADDISON WILSON-HORE)		
Survey Sent Date	14 May 2025	Response Date	16 May 2025
Customer	Mr Murray Cann	Business Name	MJC Controls Pty Ltd
Postal Address	MJC Controls Pty Ltd, 5 AVOCADO LANE, MALENY, QLD , 4552		
Mobile Phone	+61414977277	Email Address	murray@mjccontrols.com.au
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	GRAND CHEROKEE SRT 6.4L
Model Year	2015	Warranty Start	30 Oct 2015
VIN	1C4RJFHJ4FC109881	Rego	354CI9
Privacy	No - Feedback shared with dealer		

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

Vehicle taken to Sunco Jeep on 13/5/25 due to faulty infotainment system screen. Sunco supplied a quotation for a new unit with a price of \$10,000 (10K) When I contacted a company who deals exclusively on Grand Cherokee's, they informed me of the Jeep ERES (Electronic Repair Exchange System) platform available through the dealer (Sunco) provided by Stellantis, and that the part number 68242383AJ supplied by Sunco for the faulty unit is included in the ERES system, thus an exchange unit at Nil charge can be supplied to the dealer, when I asked Sunco if they will obtain an exchange unit through ERES, I was told they will only be interest in supplying a new unit at full retail, asked if they would at least open the ERES portal and confirm the unit was available, Sunco said they will not look to confirm availability. The ERES platform supplies repaired exchange parts (parts with known issues) for out of warranty vehicles.

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

 Yes **END OF SURVEY**

No **END OF SURVEY**