

Service Thank You - Jeep



Customer **7443** Result received on **19/05/2025 (Mon)**

Dealership	AJ0713135 - Armstrong Chrysler Jeep Dodge (Staff: 2033 - Jachin Clemow)		
Survey Sent Date	16 May 2025	Response Date	19 May 2025
Customer	Mr&mrs David Haeusler	Business Name	
Postal Address	317 Mackenzie Street, Toowoomba City, QLD , 4350		
Mobile Phone	+61428543283	Email Address	rdhaeusl63@gmail.com
Home Phone	+61746362096	Work Phone	+61417628174
Vehicle Model	Grand Cherokee	Model Desc.	GRAND CHEROKEE OVERLAND 3.0L 8A
Model Year	2014	Warranty Start	20 Feb 2014
VIN	1C4RJFGM7EC368438	Rego	766TRL
Privacy	No - Feedback shared with dealer		

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

As you would be aware we had the jeep in for a replacement oil sensor part costing less than \$200. It took six weeks before I got my car back and over \$800. I had to always phone to get updates. I was given multiple different stories about the progress. No loan car was offered until I asked for one in week five. Jacob, Ranton and Bree seemed to be in an overworked environment and I do not blame them. When I asked to speak to Jack, GM he did not have the courtsey of speaking to me, and it was only then that I was offered loan car. Perhaps you need to look at your customer services procedure as they need to be better. While we have been happy with the jeep since we purchased it new from armstrong right now we will not be looking to repeat this experience with future repairs, servicing or replacing our car

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

Yes **END OF SURVEY**

 No **END OF SURVEY**