

Service Thank You - Jeep



Customer **229089** Result received on **12/05/2025 (Mon)**

Dealership	AJ0734985 - Parramatta Chrysler Jeep Dodge (Staff: 2812 - NICHOLAS EMMETT DUIGNAN)		
Survey Sent Date	12 May 2025	Response Date	12 May 2025
Customer	Michael Franklin	Business Name	
Postal Address	169 Mile End Road, Rouse Hill, NSW , 2155		
Mobile Phone	+61402226225	Email Address	mfranklin@colas.com.au
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	GRAND CHEROKEE 80TH ANNIVERSARY
Model Year	2021	Warranty Start	24 Jun 2021
VIN	1C4RJFFG5MC625848	Rego	EOM63R
Privacy	No - Feedback shared with dealer		

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

Pedal kit ordered was incorrect, despite part number provided and reported from Jeep Australia - Accessories website and giving registration number to parts team. This would have provided the VIN for model for confirmation. Upon arrival I advised service rep that I had confirmation that Pedal kit had arrived and was to be installed. Service rep advised that I (the customer) would need to speak to the parts team to organise. This isn't a customer requirement and should have been handled internally especially as the desks are 2m apart. Lack of communication! @ 11.30am I noticed my car was part at front and presumed it was ready for collection. Was advised that pedal kit was not installed as it was the wrong kit as indicated above. Parts lady explained that they could not refund, even though not my error and I asked for a one-to-one swap for correct kit that would need to come in from the USA - 12 weeks delivery? I can order stuff from US in a week. Said she would need to speak to Head Office to see if they could do a swap over and revert. Nothing heard back to date, though too early. Will chase up team on Wednesday for update

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

 Yes **END OF SURVEY**

No **END OF SURVEY**