

Service Thank You - Jeep



Customer **781942** Result received on **07/05/2025 (Wed)**

* customer information has been updated by surveying customer

Dealership	AJ0713142 - Berwick Chrysler Jeep Dodge (Staff: yrlee - Stephanie Lee)		
Survey Sent Date	07 May 2025	Response Date	07 May 2025
Customer	Mr Karanvir Singh	Business Name	
Postal Address	36 Ironwood Avenue, Cranbourne north, VIC , 3977		
Mobile Phone	0450266060	Email Address	karansinghbhogal@gmail.com
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	GRAND CHEROKEE 80TH ANNIVERSARY
Model Year	2021	Warranty Start	27 Jul 2021
VIN	1C4RJFFG3MC688902	Rego	CXT787
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?

My car's stop start system wasn't functioning so I made a booking and during that time paint of my car's bumper was damaged and the issue wasn't resolved. So my car went for another booking for stop start system and paint job for the bumper. After few days I tried contacting the dealership for 2 days continuously but no one responded and I did not get any return call. Then I visited the dealership in person and then I met the service manager Hasan, and told him regarding the communication issues he had nothing to say. And then I asked about the update on my car. Hasan said that the car is at the auto body shop and getting fixed but I had already seen the car at in the dealership yard when I entered. So I told him that the car is back and acted surprised. Then i requested to have a look at the paint job. It was the worst paint job I have ever seen as they just painted the spot and I could easily tell if it's been painted. I shows Hasan the overspray and poor quality of paintwork. Again he did not have anything to say. Then I went to auto body shop and talked to them about the paint job. They told me that they were told to finish the job in the budget and for a professional job the whole bumper has to be painted but the dealership did not want to pay for it. So I went back to Hasan and told him everything then he said he'll talk to the auto body shop and get it fixed. Auto body shop sanded and buffed it, it got a little better but I want happy with the job as resale value is affected but that and I addressed this issue to Hasan but did not want to understand and kept on saying that it's a used car even though I have kept my car in perfect condition. Hasan has poor communication skills and doesn't know how to deal with customers. Another poor experience with the dealership as last time its engine cap was messed up and my car smoked on the freeway right after the service. I'm done with the dealership after four years of loyalty.

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

Yes **END OF SURVEY**

☒ No **END OF SURVEY**