

Service Thank You - Jeep



Customer **96127** Result received on **20/05/2025 (Tue)**

Dealership	AJ0760071 - Nunawading Chrysler Jeep Dodge (Staff: 8630 - Martin Beaton)		
Survey Sent Date	20 May 2025	Response Date	20 May 2025
Customer	Rod Clarke	Business Name	
Postal Address	262 Whitehorse Road, Nunawading, VIC , 3131		
Mobile Phone	+61408358357	Email Address	rod@twoworldsracing.com.au
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	GRAND CHEROKEE TRACKHAWK 6.2L 8AT 4X4
Model Year	2018	Warranty Start	29 Jun 2018
VIN	1C4RJFP93JC226349	Rego	TWR27
Privacy	No - Feedback shared with dealer		

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

Hi Martin, Further to our conversation yesterday and this morning, my bank details are below: BSB: 033 048 ACC: 388 797 Westpac Please make sure the \$545.00 is refunded in full by the end of this week. This experience at service was by far the worst I have ever had simply by the amount of bullshit and lies I was told! I have always had a NO Drive policy of my car simply because it is a hellcat motor and any and every mechanic wants to "give it a run". This was proven yesterday when your mechanic took it down the street with oil leaking out of the motor and all over the underneath of the car. The same mechanic told me it was only a small spill and he had cleaned it up with brake cleaner!! He then proceeded to rev the engine twice while parking it outside while I was watching him through the window, I did ask "is he for real?" I have stated this series of events to bring to your attention the absolute lack of professionalism and respect shown by staff and the fact that my engine may well have run without adequate oil in it for some time. The hour meter that I set when I dropped it off showed that the engine had run for 1 hour and 5 minutes, why would it need to run that long for a simple oil change? This is now something I fully expect to be documented by the dealership as future information should something go wrong. When he had the oil problem did he completely drain the car and start again or did he just guess and top it up? On top of all the oil in the engine bay (on the radiator fan?) ,under the car, on the paintwork, on the wheels, there was also oily footprints on the floormats and on the doortrim handle inside. Also when your employee was attempting to clean the mess he managed to put water inside both headlights (something that has never happened to this car before). If this headlight water doesn't go away and stay away I will be claiming a new set of headlights to replace these that were perfect before your guy drowned them! I will be getting a quote for the full detail of my car that was, as you know, perfectly clean of ANY oil leaks. If this amount exceeds the refund, expect an invoice for the balance of the amount owing. My journey with Jeep and particularly Nunawading Jeep has never been the greatest. But considering I did buy the most expensive Jeep on offer and a model that has become quite rare, you would think that the staff at service would treat it in such a way that I would tell all my friends about where I get my car looked after. This is the opposite and will be communicated that way in future conversations. I look forward to filling out the feedback experience reviews. NUNAWADING JEEP I'M OUT! Regards Rod Clarke

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

Yes **END OF SURVEY**

No **END OF SURVEY**