

SMS Service Thank You - Jeep



Customer **293899** Result received on **20/05/2025 (Tue)**

Dealership	AJ0789899 - Col Crawford Jeep (Staff: AA - Alf Adamo)		
Survey Sent Date	20 May 2025	Response Date	20 May 2025
Customer	Mr Mathew Goodwin	Business Name	
Postal Address	152 Clyde Street, NORTH BONDI, NSW , 2026		
Mobile Phone	+61406555814	Email Address	mattjgoodwin@hotmail.com
Home Phone		Work Phone	
Vehicle Model	Wrangler	Model Desc.	JL WRANGLER 4DR OVERLAND 8A
Model Year	2021	Warranty Start	30 Jun 2021
VIN	1C4HJXLG7MW688390	Rego	EOX88L
Privacy	No - Feedback shared with dealer		

Q01. Were you satisfied with the experience of your recent visit with Col Crawford Jeep?

Yes **GO TO Q2**

 No **GO TO Q2**

Points: 0

Q02. Would you like to share with us details of your recent visit with Col Crawford Jeep?

My Jeep was in for a service and was told it would be ready at 12.30/1. At 2 pm I want to the office to enquire, they said the work was complete and the car would be finished and cleaned in 10mins. So paid and waited, I was then told that the wheel alignment hadn't been completed, nor was the car washed. I needed to go and pick my daughter up, so I had to leave. It took a week for your team to call me and refund the work that was not completed (I live in Bondi, and it's a huge inconvenience for me to get the car serviced at Beookvale). I asked the service guy if it would be an issue if the wheel alignment was not done and he said no, it wasn't an issue. Makes me question if it was necessary at all??? I've have several services there, and it has been fine. This however, was not at an acceptable standard for your price point

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

 Yes **END OF SURVEY**

No **END OF SURVEY**