

Service Thank You - Jeep



Customer 127568 Result received on 16/05/2025 (Fri)

Dealership	AJ0713146 - Northern Chrysler Jeep Dodge (Staff: 2136 - STACEY HARRISON)		
Survey Sent Date	16 May 2025	Response Date	16 May 2025
Customer	Stuart Cross	Business Name	
Postal Address	56 Bonds Rd, Lower Plenty, VIC , 3093		
Mobile Phone	+61407299253	Email Address	stuartacross23@gmail.com
Home Phone		Work Phone	
Vehicle Model	Grand Cherokee	Model Desc.	WL74 GRAND CHEROKEE NIGHT EAGLE 3.6L 8AT
Model Year	2023	Warranty Start	27 Aug 2024
VIN	1C4RJHJGXP8827725	Rego	CYZ674
Privacy	No - Feedback shared with dealer		

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

Well there are actually a couple issues I was going to table when I bring the car back on 12th June to replace a part under warranty. 1. I was told and given printout in writing that wheels/tyres were rotated. This did not occur as there is a scratch on from left rim from hitting gutter and this rim is still on front left. 2. I was told and given written printout that all fluids were checked which included specific mention of coolant level. When I took a look the coolant level in the reserve is at the low level meaning it hasn't been topped up. I've taken a pic if you'd like it. 3. The auto stop/start function was not fixed. I know this is an existing issue since I got the car new and have found the previous attempts Brighton jeep made to fix this by way of printouts from them so will provide that on the 12th June when car comes back. Look I'm not expecting anything over and above, but when you tell me something has been done, provide it in writing and then it clearly hasn't been done, it's not great really. It just makes me think what else have they said they've done and in reality not done. Hoping you can turn this around from here on. Cheers Stuart

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

✔ Yes

END OF SURVEY

No

END OF SURVEY