

LDV Dealerships and Car Models Review September Report

Executive Summary

This report provides a comprehensive analysis of customer reviews for LDV dealerships and car models in New South Wales, Australia, for the month of September 2025. The review data highlights both positive and negative aspects of LDV vehicles and dealership services. Overall, LDV vehicles are well-received for their value proposition, practical features, modern technology, and safety standards. However, there is room for improvement in terms of ride quality and refinement compared to premium competitors.

The report also evaluates the performance of various dealerships based on customer feedback. Carwise LDV and Tynan LDV Albion Park stand out with high ratings due to exceptional service and communication from their staff. Conversely, Hunter LDV faces significant criticism for poor service experiences.

Table of Contents

1. Introduction
2. Brief Sentiment Analysis Summary
3. Themes in Customer Reviews
 - Value and Practicality
 - Modern Tech and Safety
 - Refinement and Ride Quality
 - Commercial Versatility
4. Dealer Performance Review
5. Actionable Recommendations
6. Conclusion

1. Introduction

This report aims to provide a detailed analysis of customer reviews for LDV vehicles and dealerships in New South Wales, Australia, during September 2025. The data includes feedback on various models such as the T60 MAX Ute, Terron 9, D90 SUV, MIFA People Mover, eDeliver 9, G10+ Van, Deliver 9 Bus, and others.

2. Brief Sentiment Analysis Summary

The LDV models reviewed in 2025 generally receive positive feedback for their value, practicality, and modern tech. However, some models face criticism regarding refinement, ride quality, and performance compared to premium competitors.

Themes in Customer Reviews

Value and Practicality

- **Sentiment:** Positive
- **Explanation:** Multiple reviews highlight the strong value proposition of LDV vehicles, noting competitive pricing and practical features such as spacious interiors and high towing capacities. This theme is consistent across models like the T60 MAX Ute, Terron 9, D90 SUV, MIFA People Mover, and eDeliver 9.
- **Representative Quotes:** "The ute remains a compelling workhorse for buyers who want capability without a prestige badge."

Modern Tech and Safety

- **Sentiment:** Positive
- **Explanation:** Reviews frequently praise the modern technology and safety features in LDV vehicles, including large touchscreens, advanced driver assistance systems (ADAS), and high ANCAP ratings. This theme is evident in models like the D90 SUV, MIFA People Mover, and eT60 UTE.
- **Representative Quotes:** "The vehicle's value, 2.0 L turbo power, and 7-year warranty position it as a strong budget MPV rival to the Kia Carnival."

Refinement and Ride Quality

- **Sentiment:** Negative
- **Explanation:** Several reviews note that LDV vehicles could improve in terms of ride quality and overall refinement, particularly when compared to premium competitors. This theme is seen in models like the T60 MAX Ute and eDeliver 9.
- **Representative Quotes:** "Rivals such as the Renault Master E-Tech and Ford E-Transit offer stronger performance."

Commercial Versatility

- **Sentiment:** Positive
- **Explanation:** LDV vehicles are praised for their versatility in commercial applications, with models like the G10+ Van and Deliver 9 Bus offering robust payload capacities and modern features tailored to specific use cases.
- **Representative Quotes:** "The van is all-cargo, focused on payload and cargo volume."

3. Dealer Performance Review

Carwise LDV

- **Review Count:** 297
- **Average Rating:** 4.7/5
- **Summary:** Consistently high praise for exceptional service and communication from sales representatives like Con, Alex, Matt Kocaman, and Zafer Kara.

LDV Five Dock

- **Review Count:** 289
- **Average Rating:** 4.5/5
- **Summary:** Exceptional service highlighted by staff like Renato, Jana, Emerald, Jason, and Michael. Positive feedback on models such as the HS with a dash cam upgrade.

LDV Parramatta

- **Review Count:** 272
- **Average Rating:** 4.2/5
- **Summary:** Praise for exceptional service from staff like Kimberley, Kim, and Muskan. The T60 Ute is noted as a popular choice among satisfied customers.

Glendale LDV

- **Review Count:** 50
- **Average Rating:** 3.6/5
- **Summary:** Satisfaction with the new Toyota t60, praising quick turnaround time for additional features arranged by Aaron and the team.

Hunter LDV

- **Review Count:** 13
- **Average Rating:** 2.4/5
- **Summary:** Poor service experiences detract from overall satisfaction; one reviewer stated, "the service department makes you regret buying LDV."

4. Actionable Recommendations

For Vehicle Development:

1. Improve Ride Quality and Refinement:

- Focus on enhancing the ride quality and refinement of models like the T60 MAX Ute and eDeliver 9 to compete more effectively with premium competitors.

2. Highlight Value Proposition:

- Continue emphasizing the strong value proposition, practical features, and modern technology in marketing materials.

For Dealerships:

1. Enhance Service Quality at Underperforming Dealerships:

- Implement training programs for staff at dealerships like Hunter LDV to improve service quality and customer satisfaction.

2. Leverage Positive Feedback:

- Use positive reviews from high-performing dealerships such as Carwise LDV and Tynan LDV Albion Park in marketing campaigns.

5. Conclusion

The analysis of customer reviews for LDV vehicles and dealerships in New South Wales, Australia, during September 2025 reveals a strong value proposition and modern technology but highlights areas for improvement in ride quality and refinement. Dealerships like Carwise

LDV and Tynan LDV Albion Park excel in service quality, while others need to focus on enhancing customer experiences.

By addressing these recommendations, LDV can further strengthen its market position and improve overall customer satisfaction.

This report aims to provide actionable insights for LDV to enhance both their vehicle offerings and dealership services.