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Something's gotta be wrong. Our s...



me Jun 26



Hi Mr.Kelly,

I really appreciate all of your assistance and help while I've been experiencing these manufacturer & service issues with my jeep. Thank you your assistance it has been greatly appreciated.

Union City Jeep dealership has had my vehicle in service since May 2, 2024. I visited Union city and met with you around 2 1/2 weeks ago. You and the service manager Jennifer explained that despite your teams efforts nothing has been able to work to charge my battery to get my car on for the necessary diagnostic.

Last week around Friday Jennifer called me and said that my vehicle came on & drove. This was very surprising. I emailed her with a follow up inquiring about the results of the diagnostic and she said that you all are not doing one anymore

Please help me to understand what's happening. No repair was made. Union City dealership has had my vehicle for so long and it wouldn't charge or turn on. My vehicle was completely inoperable and had to be towed in. This is my fifth visit.

I'm disappointed because I feel that my vehicle should have at least had a scanner/diagnostic put on it to see what needs repair so that it can