

- C1-10459451-4811

May 12, 2012

MAY 2 2012

Jeep USA Corporate Office Headquarters  
Chrysler Group LLC  
1000 Chrysler Dr.  
Auburn Hills, MI USA 48326-2766

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Dear Chrysler:

I have been a proud owner of three Jeep Wranglers. I drove the first Jeep, purchased in 1990, five years to 80,000 miles. At 65,000 miles, I did have an electrical malfunction which caused unintended acceleration. The extended warranty covered all costs to fix the problem. I never experienced any other mechanical or clutch problems with this Jeep.

In 2003, I purchased my second Jeep Wrangler. I drove that Jeep five years, 68,000 miles. I never had any mechanical or clutch problems with this vehicle. I put a 3 inch lift and 33 inch tires on this vehicle along with other accessories. It was a great Jeep. No problems.

I bought my third Jeep Wrangler Sport Unlimited (VIN# 1J4BA3H15BL [REDACTED]) on May 30, 2011. It was a gift to myself after surviving cancer. I endured a year of Chemotherapy and 5 surgeries. I have been happy with my Jeep until Monday, May 7<sup>th</sup>, 2012. I was driving my 29 mile trip home from work. I had driven approximately 20 miles when I encountered a backup in traffic on Ranch Road 620 in Austin, Texas. There was a fatality accident and I sat in traffic approximately 45 minutes. On the other side of Mansfield Dam, I was inching my way up the hill in first gear. I began to smell transmission fluid and then an electrical wiring burning smell. I thought it must be one of the vehicles around me. Then my yellow engine light came on and I saw smoke coming out from under my hood on the passenger side of the vehicle. A friend had read me an article in the news a few months prior to this event about an investigation by the NHTSB into engine fires in Jeep Wranglers. I immediately thought, "This can't be happening to me but I know I need to turn this engine off." I turned my hazards on and pulled onto the shoulder of Ranch Road 620. I proceeded approximately a tenth of a mile to the first turn off 620. By this time, smoke was pouring out from under the hood and undercarriage of the vehicle. I called 911, requested a fire truck, and stepped away from the vehicle. A big storm was approaching with high winds, lightening, and it began to rain. A policeman pulled in followed by the fire truck. The firefighters raised the hood and there was a smell of burning electrical wire and transmission fluid but little remaining smoke and no fire. The firefighters told me that I could not drive the Jeep because it was not safe. The policeman let me get out of the weather and take refuge in his patrol car. The policeman called a local tow truck but between the fatality accident, which still had traffic shut down, the storm, and me pulling into a new subdivision, it was 1 1/2 hours before the tow truck arrived to return my Jeep back to the dealership. The police officer, Sean Harrington, was kind enough to drive me home. Nyle Maxwell Jeep Dealership has spent the last week diagnosing and repairing "the problem". They diagnosed "the problem" to be the clutch overheating caused by driving in first gear as I inched my way up the hill on

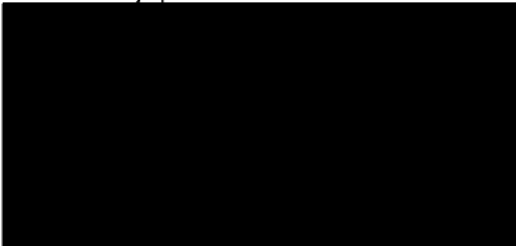
MAC  
6/5/12  
TJL

the other side of Mansfield Dam. I have 14,000 miles on my Jeep, mostly highway miles, to and from my work in Georgetown, Texas. They speculate that the problem started with the clutch sensor overheating and that lead to the flywheel overheating etc. My temperature gauge never ran hot.

Jack Matthews is the new Service Manager at Nyle Maxwell Jeep in Austin, Texas. Jonathon Kasper was my Service Advisor. These two gentlemen were very responsive to my concerns and fixed my Jeep this past week. Jack Matthews negotiated with Chrysler to cover all repairs under warranty.

I am grateful to Jonathon Kasper and Jack Matthews for returning my Jeep to me today with no obvious signs or symptoms of my Monday night "nightmare". **However, I have concerns about the safety of this vehicle.** I have read the articles and seen the videos of others who reported smelling transmission fluid and electrical wire burning prior to their *BELOVED* Jeep being engulfed in flames.

Jack Matthews told me he believes my Jeep safe to drive and park in my garage at home. However, I am writing you to document what happened on Monday, May 7<sup>th</sup>, 2012. I find the clutch burning up at 14,000 miles completely unacceptable given the rough and tumble brand image of Jeep vehicles. The thought that driving in stop and go traffic, which occurs in every city across the country daily, would cause my clutch to fail at 14,000 miles is inconsistent with the quality promise of your vehicles and with my prior Jeep ownership experience. I am concerned and frightened that my issues are consistent with those the NHTSB is investigating and want reassurance that any further issues with my vehicle will be covered. I absolutely love my Jeep and plan to keep it past 100,000 miles. Given my experience, I would like to request an extended warranty for this vehicle at no charge. I don't have a level of confidence that I won't have another Monday, May 7<sup>th</sup>, 2012 in my future with this vehicle. I hope and pray I have no further "problems". I would appreciate a response to my letter.



Cc: Nyle Maxwell, Owner, Maxwell Chrysler Jeep Supercenter, Austin, Texas  
Jack Matthews, Service Manager, Nyle Maxwell Chrysler Jeep Supercenter  
National Highway Traffic Safety Board  
Paul Miller, Attorney at Law, Texarkana, Texas



CUSTOMER #: 407800  
UNIT# BL [REDACTED]

309620

\*INVOICE\*

CHRYSLER DODGE Jeep  
SUPERCENTER

P.O. BOX 203685 · AUSTIN, TEXAS 78720-3685  
(512) 219-3634

www.nylemaxwell.com

AUSTIN, TX

PAGE 1

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 20032 JONATHAN KASPAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	11	JEEP WRANGLER	1J4BA3H15BL [REDACTED]	[REDACTED]	14158/14158	T7110

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAY11 DD			18:00 08MAY12			CASH	11MAY12

R.O. OPENED	READY	OPTIONS:	STK:BL	DLR:68484	ENG:3.8_Liter
07:13 08MAY12	12:23 11MAY12	1)MB# [REDACTED]	[REDACTED]		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A ENGINE MALFUNCTION LIGHT ON WHILE DRIVING--BAD FLUID BURNING ODOR BEFORE LIGHT CAME ON AND THIS WAS AFTER STUCK IN TRAFFIC FOR LONG PERIOD

CAUSE: F

06300117 REPLACE CLUTCH PRESSURE PLATE ASSEMBLY  
20023 GENOVA,GARY LIC#: 8597  
WCC

- 1 4666102AA FLYWHEEL (N/C)
- 1 4727451AA SENSOR-CRANKSHAFT POSITION (N/C)
- 1 52104732AC CLTCH KIT-PRESSURE PLATE AND DISC (N/C)
- 1 53008342 BEARING-CLUTCH RELEASE (N/C)

06300163 4x4 equipped  
20023 GENOVA,GARY LIC#: 8597  
WCC

(N/C)  
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

\*\*\*\*\*

B RECALL L24 SOFT TOP PREMATURE WEAR AT ROOF BOWS

CAUSE: F

23L24183 RECALL L24 INSP AND REPL SOFT TOP AND  
ROOF BOW SHIELDS  
20053 WCC

- 1 1TX14SX9AA TOP-SOFT TOP (N/C)
- 1 CEGAL241AA SHIELD-SPLASH (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

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EXPLANATION/DEMONSTRATION OF REPAIRS

\*\*\*\*\*  
YOU MAY RECEIVE A SURVEY FROM CHRYSLER  
YOUR RESPONSES ARE IMPORTANT TO  
CHRYSLER AND TO MAXWELL DODGE. WE  
ENCOURAGE YOU TO RETURN YOUR SURVEY.

DISCLAIMER OF WARRANTIES  
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER, MAXWELL DODGE, HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND MAXWELL DODGE NEITHER ASSUMES NOR HEREBY AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.  
I HEREBY AUTHORIZE THESE REPAIRS ALONG WITH THE NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS ACKNOWLEDGMENT OF THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREOF. CONDITIONS: NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND OUR CONTROL. STORAGE WILL BE CHARGED CONVENIENCE. AIR HOURS AFTER REPAIRS ARE COMPLETED. PAYABLE IN AUSTIN, TEXAS. IN THE EVENT LEGAL ACTION IS NECESSARY TO ENFORCE THIS CONTRACT, I WILL PAY REASONABLE ATTORNEY'S FEES AND COURT COSTS. TERMS STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE. ALSO IN THE EVENT THAT I, THE CUSTOMER, AUTHORIZE COMMENCEMENT BUT DO NOT AUTHORIZE COMPLETION OF A REPAIR OR SERVICE, A CHARGE WILL BE IMPOSED FOR DISASSEMBLY, REASSEMBLY OR PARTIALLY COMPLETED WORK. SUCH CHARGE WILL BE DIRECTLY RELATED TO THE ACTUAL AMOUNT OF LABOR AND PARTS INVOLVED IN THE INSPECTION, REPAIR OR SERVICE.

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE  
I, the person or agent acting in behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract, I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, or "kiss," or because the driver or owner of the vehicle has no account on which it is drawn for the above charge.  
A "kiss" is not distinguished by attachment of the property on which the work was performed if the worker relinquished the property in exchange for a credit card payment that was subsequently stopped, or if the credit card account has been closed or if the customer had no legal credit card account.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X  
CUSTOMER SIGNATURE

In addition to the charges for parts, labor, tax, etc., Nyle Maxwell Chrysler Dodge Jeep Supercenter also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of Dies. These items include, but are not limited to, rags, nuts, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.



TX

**CERTIFIED MAIL**  
OF THE RETURN ADDRESS, FOLD AT DOTTED LINE



7011 0470 0000 5914 0931

U.S. POSTAGE  
PAID  
AUSTIN, TX  
78734  
MAY 15, 12  
AMOUNT  
**\$4.05**  
00021763-10

W48-226

NHTSA HEADQUARTERS  
Attn: Safety Problems  
(Jeep Fire)  
1200 NEW JERSEY AVENUE, SE  
West Building  
Washington, DC  
20590

Re: Jeep Wrangler Jeep Fires