

23 June 2015
CL-107 33124-3232

TO: ADMINISTRATOR, NHTSA.

JUL 1- 2015

I AM WRITING YOU TO INFORM YOU OF A
SAFETY DEFECT I HAD WITH MY 2012 JEEP WRANGLER
(3.6 LITER ENGINE). ON 18 JUNE 2015 I LOST ALL
POWER TO MY HORN, LIGHTS, DIRECTIONAL SIGNALS
AND WINDSHIELD WIPERS. AFTER FIVE DAYS CHRYSLER
REPLACED MY FAULTY INSTRUMENT CLUSTER. THE NIGHT
OF THE PROBLEM I HAD TO LEAVE MY VEHICLE
BECAUSE IT WAS UNSAFE TO DRIVE.

ENCLOSED IS A COPY OF THE WORK ORDER AND
LETTER I SENT TO CHRYSLER.

THANK YOU

IRVINGTON NY

NAM
7715
SMD

23 June 2015

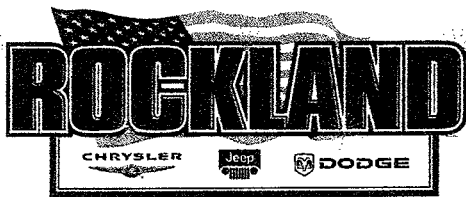
TO : CHRYSLER GROUP -CUSTOMER SERVICE
FROM : [REDACTED]

To whom it may concern,

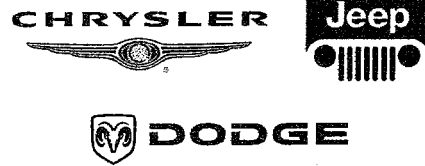
On the night of 18 June 2015 all of the SAFETY systems on my 2012 jeep wranglers (1C4GJWAG5CL [REDACTED]) steering wheel failed. There was no power to my lights, horn, directional signals, windshield wipers and cruise control. I searched on the internet and found instantly responses to my inquiry saying you have another jeep with a faulty instrument cluster. The next morning at Rockland Jeep they knew immediately my instrument cluster was faulty. They then told me it would be days before we get the part from one of Chrysler's vendors because it has to be shipped to us and set to your mileage.

It seems to me that it is a known fact that there is a problem with the instrument cluster. The dealers should have this part in stock. I was forced to wait five days losing the first five days of my family camping off road vacation. I was also forced to spend \$ 214.88 on a rental car because CHRYSLER does not have a part for their vehicle only a vendor does.If CHRYSLER doesn't have this part available to their service facilities then why should I be forced to rent a car at my expense? This relates to a defective part and more importantly a SAFETY and LEGAL issue , you can't drive without having operable horn, lights, directional signals and windshield wipers.I understand that vehicles break down and at times you have to wait but in this case CHRYSLER DOESN'T EVEN HAVE THE PART FOR THEIR OWN VEHICLE WHICH THEY MAKE AND SELL.I am requesting to be refunded for the rental car fee.

THANK YOU,
[REDACTED]
IRVINGTON NY [REDACTED]
[REDACTED]



60 Route 304 Nanuet, NY 10954
 Phone (845) 623-7873
 N.Y.S. M.V. R/S REG. NO. 7000539
 www.rocklandcjd.com



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL
	ROBERT BERKOWITZ	1735	06/23/15	
IRVINGTON, NY	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
	115.00		29,078	CRUSH CLEAR
	YEAR / MAKE / MODEL	DELIVERY DATE		DELIVERY MILES
	12/JEEP/WRANGLER (3.6L)/SUBN	06/27/12		40
	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
	1 C 4 G J W A G 5 C L			
	F. T. E. NO.	P. O. NO.	R. O. DATE	
			06/19/15	
PHONE	COMMENTS			MO: 29078

LABOR & PARTS

12/06/15 ELECTRICAL SYSTEM HOURS 1.10 TECHS 7675 WARRANTY

C/S ALL FUNCTIONS ON STEERING COLUMN STOPPED WORKING LAST NIGHT. NO LIGHTS NO WIPERS OR HORN. CUST AGREES TO 115.00 DIAG. VERIFIED CONCERN OF NO STEERING WHEEL FUNCTIONS WORK. FOUND LIGHTS, WIPERS, HORN AND STEERING WHEEL SWITCHES INOP. SCANNED AND FOUND ACTIVE DTC U1008 - NO LIN BUS IN CLUSTER. ACCESSED ALL MODULES ON LIN BUS, COMPASS MODULE, SWITCH BANKS, MULTIFUNCTION SWITCH, CLOCKSPRING AND DISCONNECTED - CODE REMAINED ACTIVE. CHECKED D506 LIN BUS CIRCUIT RESISTANCE. CIRCUIT OK, NOT OPEN. CHECKED D506 FOR SHORT TO GROUND, CIRCUIT NOT SHORTED. REPLACED FAULTY INSTRUMENT CLUSTER. RECHECK OK. ALL STEERING WHEEL CONTROLS WORK NOW. LOPS- 85410000 .8 08451001 .3

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	5091821-AE	CLUSTER I 08037162			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE WE EXPECT AND HOPE THAT YOUR SERVICE VISIT HAS BEEN PLEASANT PLEASE TAKE A MOMENT TO TELL US HOW WE PERFORMED.	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

***** FOR YOUR CONVENIENCE*****

MONDAY - FRIDAY 7:30 AM TO 6:00 PM
 SATURDAY 8:00 AM TO 4:00 PM

CUSTOMER SIGNATURE

IRVINGTON NY

WESTCHESTER NY 105

25 JUN 2015 PM 21



ADMINISTRATOR, NHTSA
1200 NEW JERSEY AVE,
SE West Building
WASHINGTON D.C. 20590

20590

