



Bridgeport, CT



MAR 23 2017

March 9, 2017

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

Scott R. Garberding
Head of Quality
FCA US LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Dear Mr. Garberding:

I am writing to inform you of a serious safety issue that my Chrysler dealership has not adequately addressed.

I purchased a new 2015 Jeep Grand Cherokee Overland High Altitude VIN # 1C4RJFCG3FC [REDACTED] on October 7, 2015 at Bristol, Connecticut's Crowley Chrysler Jeep Dodge. It has just under 39,000 miles on it.

On Feb. 28, 2017 I was driving my car at 55 miles per hour on an interstate highway and had to accelerate briefly to get around a car that had merged into my lane. As I was accelerating, the gas pedal fell away from my foot and reached the floor, leading to uncontrollable acceleration that reached 90 mph. I shifted from drive to neutral after this happened, which helped me lose speed. I ultimately had to shift back into drive so that I could try to regain control in highway traffic. I elaborate on the subsequent details in an attachment to this letter.

It was a frightening experience.

I am attaching a detailed chronology of my dealer's handling of this problem. But the bottom line, which I hope would be of concern to the company's quality chief, is that my car has been returned to me with no preventive mechanical work to address this dangerous problem.

The Bristol, Ct. dealership did trim the area of my floor mat that is closest to the gas pedal. But the same problem occurred again after the trimming was done and my car was subsequently towed back to the dealership. The service department

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ultimately told me that they had test driven the car for 215 miles and could not duplicate the problem.

I've read numerous customer complaints online, including complaints filed with the National Highway Traffic Safety Administration, that are similar to mine. (I have filed with NHTSA and the tracking number on my complaint is 10957861).

The alarming thing about both my complaint and those I have read online is that Chrysler takes a position that it is off the hook for safety problems if it can't duplicate the problem or generate a computer code. How many of your customers have to report a problem of this nature, and potentially be hurt, before Chrysler decides to research what's going on in these instances? It strikes me as irresponsible to decline to investigate a problem unless its computers crank out a code that provides for an easy solution.

I am at a loss as to what I should do. I am afraid to drive my car but have no choice. I can't afford to purchase a new vehicle, which is an absurd idea in any event considering how short a period I've owned it.

I would appreciate your assistance in accelerating this issue to your staff so that they can troubleshoot and solve this problem. I would also appreciate if you could communicate to the Bristol, Ct. Jeep service department any ideas your staff might have as to how they should proceed in making my car safe.

Thank you for your prompt attention to this serious matter.

Sincerely,



Enclosures

cc:

Joseph Kolly, Chief Safety Scientist, National Highway Traffic Safety Administration

Jeff Plungis, Consumer Reports magazine

Jonathan A. Harris, Commissioner, CT Dept of Consumer Protection

Michael Manley, head of Jeep brand FCA

Pietro Gorlier, head of Parts & Service, FCA

Mark Chernoby, Chief Technical Compliance Officer, FCA

Information from recent invoices:

Feb 23 2017 invoice; brake system fluid flush service; remove and reseal differential covers, etc. all wheel drive service.

March 2 invoice; this is the service department visit after my frightening experience with acceleration while driving on an interstate. Although the service people said they'd test driven the car, the reported mileage-in and mileage out were both 38768. During this visit, the service department trimmed the floor mat. The invoice states "Customer states gas pedal got stuck to the floor while driving on highway??".. Inspected gas pedal found floor mat get stuck under gas pedal. Customer authorized us to trim ½ inch off corner of mat. Scan for codes. No faults, check for updates none available. Unable to duplicate any concern."

March 7 invoice mileage-in 38768. Mileage-out 38983. This was the service department visit that occurred immediately after departing the dealership. I was driving home and had another incidence of acceleration. Chrysler sent a tow truck to get my car. When the tow truck driver was taking my car off the lift, the car went into high revs while the car was in Park. A person from the dealership also witnessed the high revving.

From the invoice: "Customer states towed in.. states rpms stuck revving high. No codes found. Roadtest, contacted tech assistance.

My personal experience during these events:

The first time this happened, while I was driving on an interstate at 55 miles per hour, I had to accelerate to get around a car that had come into my lane from an on-ramp. I had intended to accelerate only briefly, but when I released the pedal to slow down, the car continued to accelerate. On its own, the pedal fell all the way to the floor and the car surged to 90 miles per hour. I stomped on the pedal several times to try to release it, but that accomplished nothing. So I put the car in neutral in an attempt to reduce speed.

As I was on a fast-moving highway, though, I needed to regain control of the car, so I put it back in drive, which threw me back in my seat from the acceleration. I tried hitting the pedal again to see if it would come back up, but nothing happened. Then, suddenly, as I was driving, I heard a loud bang from a mechanism somewhere in the car, and the pedal popped back up into position.

I immediately called the dealership from my car. I spoke with a receptionist who seemed uninterested in my safety issue. I asked how soon she could schedule my car and she said it would take 48 hours, and I could bring my car in on Thursday, March 2.

I took my car to Crowley on March 2 and conveyed the details I described above. Over the telephone on March 3, customer service advisor Robert Ericksen told me that no codes had printed out and that Crowley was thus unable to fix anything. Mr. Ericksen said that per his staff's inspection, "found floor mat gets stuck under gas pedal" and asked my permission to trim a half-inch off the corner of the mat. I paid a bill of \$94.92 for the scan, shop supplies and to trim a half-inch off the floor mat.

I left the dealership and the vehicle acted normally for approximately 15 minutes until I reached CT 8. As I approached CT 8 on the on-ramp, I accelerated. During acceleration the pedal again fell to the floor causing uncontrollable acceleration, just as it had on Feb. 28. I pulled off at the next exit and called Crowley. I said I didn't feel comfortable driving the car out of safety concerns. They gave me the phone number to Roadside Chrysler Care, which arranged for a tow truck to take my car.

(Chrysler Care told me I was one mile outside of the coverage area and that if I wanted them to send a tow truck I would have to drive my car several miles to the appropriate area, which I did. Chrysler sent Showcase Auto and Recovery.)

Crowley told me at 3 pm on Monday, March 6, that they were waiting for Chrysler to call back to help them diagnose the problem and that in the meantime they had driven the car 215 miles to test it. They said they could not duplicate the problem.

I additionally call your attention to these items:

- [REDACTED] January 2017 study said Jeep Grand Cherokee was #2 among models from 2005 to 2016 with high safety complaint rates among all vehicles.
- Sudden acceleration has been noted in complaints on [REDACTED]
- [REDACTED]
- Customers on [REDACTED] and on the government web site National Highway Traffic Safety Administration have described problems similar to mine
 - NHTSA complaint filed Feb. 7, 2017. Nampa, Idaho. NHTSSA ID 10949963. Car "will begin to accelerate on its own..in shop several times.. they replaced throttle body and it stopped for a few months but now doing it again."
 - NHTSA complaint filed Aug 7 2016 from Loudon, TN. Vehicle parked in garage and driver began moving slowly forward with no application of throttle "and began to suddenly accelerate. Standing on the brake would not fully hold it and it went into rear wall. Incident 10894261
 - NHTSA complaint filed Aug. 4, 2016 2015 Cherokee Latitude "while driving down significant inclines the vehicle will accelerate when you release the throttle, sometimes requiring a manual downshift to regain control." Complaint 10893051
 - NHTSA complaint filed May 16 2016. Car would rev to 3000 to 5000 rpms when in park "after we pulled it out of the garage."
 - From [REDACTED] web site. Jan. 12, 2017. "At one point the car jumped while I had my foot on the brake at a stoplight nearly hitting a pedestrian because it idled so high."
 - From [REDACTED] web site July 18, 2015. Jeep owner driving to work, stopped at light. "As I was slowing to a stop it acted like it kicked down into first gear and started to accelerate." He got to work and parked and noticed "high rpms." Going home had "really high rpms of 4000." Says he looked online and found "100s of complaints" about same thing. Dealer tells him car is ok. And it happens again.



Bridgport CT



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Joseph Kelly PJ

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