



1240 Lawyers Building • 428 Forbes Avenue • Pittsburgh, Pennsylvania 15219
Telephone: 800.375.3089 • 412.391.7339 • Fax: 412.391.8232 • www.wgsf-law.com

February 7, 2017

National Highway Traffic Safety Administration (NHTSA)
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

RE: Consumer Complaint

[Redacted]

FEB 23 2017

Dear Sir or Madam:

Please be advised that [Redacted] has contacted our law firm with a consumer complaint, requesting an investigation of the same. [Redacted] information is as follows:

Contact Information:

[Redacted]
Harrisburg, PA [Redacted]

Vehicle Make/Model:

2005 Jeep Cherokee

VIN:

1J4HR48NX5C [Redacted]

Mileage:

77440

Relevant Maintenance History:

Please see the enclosed documents.

Summary:

[Redacted] took take her vehicle to Jeep is Freedom Toyota (60710 Allentown Rd., Harrisburg, PA 17112) in for repair after getting notice of a manufacturer's recall for an ignition switch. Days after the repairs, the Jeep kept stalling while [Redacted] was driving. [Redacted] has been back to the repair shop several times since then, but the repair shop cannot pinpoint the issue even after sensor throttle and solenoid, which, plus labor, cost [Redacted] \$500.00.

Freedom Toyota still has [Redacted] vehicle but denied her request for a rental vehicle. To move the issues forward, [Redacted] [Redacted] has also contacted Jeep's customer service department, al to no avail.

[Redacted] requests that you open an investigation and assist in resolving this matter.

NM
3817
SUD

Consumer Complaint
[REDACTED]

February 7, 2017
Page 2

Should you have any questions or wish to discuss this matter, you may contact me at (412) 261-5550. I look forward to your timely response.

Regards,
WELCH, GOLD, STEGEL & EIFFIK, P.C.


CANDACE G. RAGIN, ESQUIRE

CGR/jk
Enclosures

cc: [REDACTED]

CUSTOMER #:



FREEDOM

CHRYSLER Jeep DODGE RAM

6070 Allentown Blvd. Harrisburg, PA 17112

717-545-4726

www.FREEDOMAUTOSTORES.com

INVOICE

PAGE 1

SERVICE ADVISOR: 1973 RICHARD DELLINGER

HARRISBURG PA

HOME:

BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	05	JEEP CHEROKEE	1J4HR48NX5C		77440/77440	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
18SEP10 DD			18:30 14JAN17		0.00	CASH	14JAN17

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:
17:43 09JAN17	14:44 14JAN17			4.7 Liter MPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

B General Concern #1 [stalls at stops]
 M REPLACE THROTTLE POSITION SENSOR AND IAC MOTOR
 1320 CC 157.50 157.50
 1 5017479AA SENSOR-THROTTLE POSITION 147.60 147.60
 1 4861552AC SOLENOID-LINEAR IACV 125.06 125.06
 PARTS: 272.66 LABOR: 157.50 OTHER: 0.00 TOTAL LINE B: 430.16

C** P41RECALL
 CAUSE: 23-P4-11-82

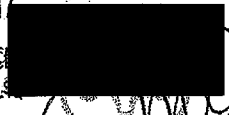
M P41 RECALL
 1320 WC (N/C)
 1 CBXTP412AA SWITCH-IGNITION (N/C)
 1 CBXTP411AA CYLINDER-IGNITION LOCK (N/C)
 1 CBXTP413AA LABEL-PUSH TO TURN KEY (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

WE VALUE YOUR BUSINESS
 YOU MAY SOON RECEIVE A SURVEY FROM THE
 MANUFACTURE ASKING YOU ABOUT YOUR SERVICE
 EXPERIENCE. IF WE HAVE NOT PROVIDED
 EXCELLENT CUSTOMER SERVICE, PLEASE CONTACT
 OUR SERVICE MANAGER, ALAN PEARSON, @ (717)
 545-4726 X1124

PAID
 Freedom Automotive Harrisburg LLC

JAN 14 2017

CASH OR CHECK
 CREDIT CARD #



RAM

DESCRIPTION	TOTALS
LABOR AMOUNT	157.50
PARTS AMOUNT	272.66
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.17
TOTAL CHARGES	432.33
LESS INSURANCE	0.00
SALES TAX	25.94
PLEASE PAY THIS AMOUNT	458.27

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #:



FREEDOM

CHRYSLER Jeep DODGE RAM

INVOICE

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717-545-4726

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PAGE 1

HARRISBURG, PA

HOME:

BUS:

SERVICE ADVISOR: 1973 RICHARD DELLINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
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BLACK	05	JEEP CHEROKEE	1J4HR48NX5C		77364/77364	
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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
-----------	------------	------------	----------	--------	------	---------	-----------

18SEP10 DD			14:45 02JAN17		0.00	CASH	05JAN17
------------	--	--	---------------	--	------	------	---------

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:4.7_Liter_MPI
-------------	-------	----------	------	-------------------

13:12 02JAN17	12:44 05JAN17
---------------	---------------

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

C Multi-point inspection (according to maintenance interval)
 MPI Multi-point inspection (according to maintenance interval)

PARTS:	1320	ISP	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	(N/C)	0.00
--------	------	-----	------	--------	------	--------	------	---------------	-------	------

D General Concern #1 [vehicle stalls at stops]
 M cleaned throttle plate and adjust idler motor



PARTS:	1320	ISP	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C)	0.00
--------	------	-----	------	--------	------	--------	------	---------------	-------	------

E Recall / CSN 1 [P73: Customer Satisfaction Notification P73 - Reprogram Final Drive Control Module]

CAUSE: 21p73182
 RECALL Recall / CSN 1 [P73: Customer Satisfaction Notification P73 - Reprogram Final Drive Control Module]

PARTS:	1320	WC	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	(N/C)	0.00
--------	------	----	------	--------	------	--------	------	---------------	-------	------

DO NOT WE VALUE YOUR BUSINESS
 YOU MAY SOON RECEIVE A SURVEY FROM THE
 MANUFACTURE ASKING YOU ABOUT YOUR SERVICE
 EXPERIENCE. IF WE HAVE NOT PROVIDED
 EXCELLENT CUSTOMER SERVICE, PLEASE CONTACT
 OUR SERVICE MANAGER, ALAN PEARSON, @ (717)
 545-4726 X1124

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	The factory warranty constitutes all of the warranties with respect to the sale of this item/tems. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/tems.	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
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

CUSTOMER #:

FREEDOM

CHRYSLER Jeep DODGE RAM

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HARRISBURG, PA

PAGE 1

HOME:

BUS:

SERVICE ADVISOR: 1973 RICHARD DELLINGER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	05	JEEP CHEROKEE	1J4HR48NX5C		76631/76631	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
18SEP10 DD			16:00 28NOV16		0.00	CASH
R.O. OPENED	READY	OPTIONS:	DLR	ENG:4.7 Liter MPI		

08:41 28NOV16 12:59 28NOV16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

C Recall / CSN 1 P41 Safety Recall P41 Ignition Switch ** P41

CAUSE: 23-P4-11-82

RECALL Recall / CSN 1 P41 Safety Recall P41

Ignition Switch ** P41

1320 WC

1 CBXTP412AA SWITCH-IGNITION

1 CBXTP411AA CYLINDER-IGNITION LOCK

1 CBXTP413AA LABEL-PUSH-TO-TURN KEY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D APPOINTMENT BY TRACEY

107 APPOINTMENT BY TRACEY

1320 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E Multipoint inspection (according to maintenance interval)

MPI Multipoint inspection (according to maintenance interval)

1320 ISP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

WE VALUE YOUR BUSINESS

YOU MAY SOON RECEIVE A SURVEY FROM THE MANUFACTURE ASKING YOU ABOUT YOUR SERVICE EXPERIENCE. IF WE HAVE NOT PROVIDED

EXCELLENT CUSTOMER SERVICE, PLEASE CONTACT OUR SERVICE MANAGER ALAN PEARSON, @ (717)

545-4726 x1124



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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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

0.00

[REDACTED]

From: [REDACTED]
Sent: Friday, January 27, 2017 2:31 PM
To: [REDACTED]
Subject: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [CAC Case Manager@chrysler.com](mailto:CAC_Case_Manager@chrysler.com)
Date: January 19, 2017 at 11:10:49 AM EST
To: [REDACTED]
Subject: FCA Update Case# [REDACTED]

Sincerely,
BRANDON
Customer Assistance Center

Dear Customer:

Case #: [REDACTED]

VIN: 1J4HR48NX5C [REDACTED]

Vehicle Description: JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR

Hello [REDACTED] I am emailing you today to advise you I have been attempting to get a hold of the Dealership to with regards to your concerns with little success. I have left them a Voicemail this morning and am hoping to I will be trying to contact them again. If you have any questions or concerns, please feel free to email me back at 932-3873 ext 4717439. Thank you, Brandon. FCA Case Management.

To reply to this email, please use the link below:
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, January 27, 2017 2:31 PM
To: [REDACTED]
Subject: Fwd: FCA Update Case# [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [CAC Case Manager@chrysler.com](mailto:CAC_Case_Manager@chrysler.com)
Date: January 25, 2017 at 3:31:31 PM EST
To: [REDACTED]
Subject: FCA Update Case# [REDACTED]

Sincerely,
BRANDON
Customer Assistance Center

Dear Customer:

Case #: [REDACTED]

VIN: 1J4HR48NX5C [REDACTED]

Vehicle Description: JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR

Hello [REDACTED] I have been trying to reach out to the Dealership since our last conversation, and still have yet to emailed their Area Manager as well with no success, and have force escalated the Case to our Master Techs to assist, and they have been unable to get through. I apologize for the delay with getting you assistance with you diligently as possible to ensure we are able to provide the Dealership with the tools they need. Thank you, Brandon

To reply to this email, please use the link below:
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Friday, January 27, 2017 2:32 PM
To: [REDACTED]
Subject: Fwd: FCA Update Case# [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: CAC Case Manager@chrysler.com
Date: January 17, 2017 at 11:45:59 AM EST
To: [REDACTED]
Subject: FCA Update Case# [REDACTED]

Sincerely,
BRANDON
Customer Assistance Center

Dear Customer:

Case # [REDACTED]
VIN: 1J4HR48NX5C [REDACTED]
Vehicle Description: JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY 4-DR

Hello [REDACTED] My name is Brandon and I have been assigned as your Case Manager. Here is some information have: Your case number is: [REDACTED] The FCA Case Management telephone number is: 1-866-932-3873 M. If you have any questions or concerns regarding your vehicle that I can assist with, please feel free to contact Monday to Friday: 9am - 5:30 pm Eastern Time Thank you, Brandon. FCA Case Manager

To reply to this email, please use the link below:

[REDACTED]

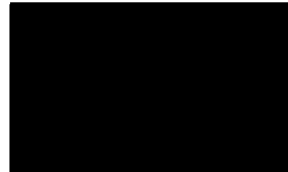
FREEDOM TOYOTA OF HARR
6060 ALLENTOWN BLVD
HARRISBURG, PA 17112

01/14/2017

15:34:04

CREDIT CARD

Card #
SEQ #:
Batch #:
INVOICE



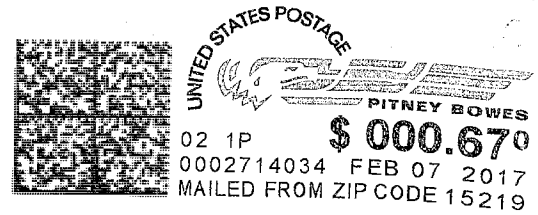
Approval Code: 075036
Entry Method: Swiped
Mode: Online

SALE AMOUNT \$458.27

CUSTOMER COPY



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Pittsburgh, Pennsylvania 15219



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(NHTSA)
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590