 <p>DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 18-SEP-2017 NOV 02 2017	Repository <input type="checkbox"/> Reference No. 11024025
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City BLUEFIELD	State VA	Zip Code	
<p>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1C4RJFEG3GC		Make JEEP	Model GRAND CHEROKEE
		Model Year 2016	
Date Purchased	Dealer's Name and Telephone Number RAMEY Chev 276 988 6526		Engine: No. of Cylinders 16
Original Owner <input type="checkbox"/>	Dealer's City FAZEWELL	State VA	Fuel Type: GAS
Zip Code			
Transmission Type 8 speed	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4X4	Multiple Failure: see details Below
			Incident Date(s) 15-AUG-2017
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN		Failure Mileage 25000	Failure Speed 0
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:	
Tire Component Code	Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 1	Number of Deaths 0
		Reported to Police N	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).</p>			
<p>TL* THE CONTACT OWNS A 2016 JEEP GRAND CHEROKEE. WHILE OPERATING THE VEHICLE, THE ECO INDICATOR SUDDENLY ILLUMINATED. THE DRIVER STOPPED THE VEHICLE AND DISCOVERED THAT THE TRANSMISSION WAS STUCK IN THE DRIVE POSITION AND COULD NOT BE SWITCHED TO THE PARK POSITION. THE VEHICLE SUDDENLY EXPERIENCED UNINTENDED ACCELERATION AND CRASHED INTO A BUILDING. THE FRONT END OF THE VEHICLE SUSTAINED SIGNIFICANT DAMAGE, BUT THE AIR BAGS DID NOT DEPLOY. THE DRIVER SUSTAINED A NECK INJURY, WHICH REQUIRED MEDICAL ATTENTION. A POLICE REPORT WAS NOT FILED. THE VEHICLE WAS TAKEN TO COLE MOTORS IN BLUE FIELD, WV, BUT THE CAUSE OF THE FAILURE COULD NOT BE DETERMINED. THE MANUFACTURER WAS NOTIFIED. THE VIN WAS NOT AVAILABLE. THE FAILURE MILEAGE WAS 25,000.</p> <p>When CAR RAN AWAY Emergency Brake and Foot Brake was on</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</p>			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See other side for details

Since this accident I have experienced
Brake Had Brakes and Vehicle would not
Recognize Thob. Would not start
This happened twice. Finally had
to use Thob to get it to start

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

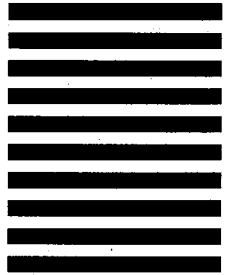
National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



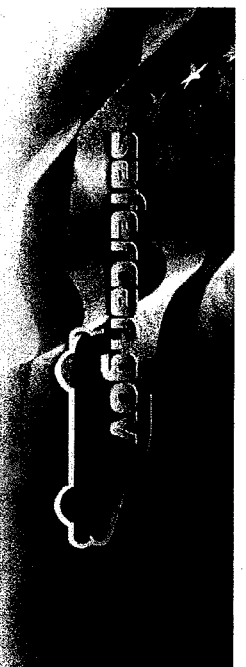
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



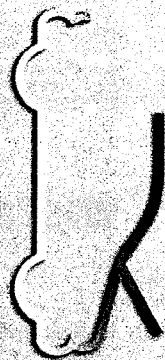
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:
www.safercar.gov

or call
Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



COLE
CHEVROLET-CADILLAC-BUICK-GMC

WE TAKE THE DENTS OUT OF ACCIDENTS
1156 BIG LAUREL HWY., P.O. BOX 688,
BLUEFIELD, WV 24701
Phone: (304) 327-8116
FAX: (304) 327-6117

Workfile ID:
Federal ID:
License Number:

550618453
D-82

Ref #
[Redacted]

Preliminary Supplement 1 with Summary

RO Number: [Redacted]

Written By: ANTHONY PERETTI
Adjuster: MCALLISTER, CHARLES, (309) 274-8700 Business

Insured: [Redacted]
Type of Loss: 170 - Other
Point of Impact: 11 Left Front

Policy #: [Redacted]
Date of Loss: 8/19/2017 7:46 PM

Claim #: [Redacted]
Days to Repair: 0

Owner:
[Redacted]
BLUEFIELD, VA [Redacted]

Inspection Location:
COLE CHEVROLET-CADILLAC-BUICK-GMC
1156 BIG LAUREL HWY.
P.O. BOX 688
BLUEFIELD, WV 24701
Repair Facility
(304) 327-8116 Business

Insurance Company:
ERIE INSURANCE GROUP
PEORIA STAFF
EAST PEORIA

VEHICLE

2016 JEEP Grand Cherokee Limited 75th Anniversary 4WD 4D UTV 6-3.6L Flex Fuel Sequential MPI WHITE

VIN: 1C4RJFBG3GC [Redacted]
License: [Redacted]
State: VA

Interior Color:
Exterior Color: WHITE
Production Date: 2/2016

Mileage In: 26,484
Mileage Out:
Condition:
Vehicle Out:
Job #:

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors

Wood Interior Trim

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Backup Camera w/Parking Sensors

AM Radio

FM Radio

Stereo

Search/Seek

Auxiliary Audio Connection

Satellite Radio

Equalizer

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags

ROOF

Electric Glass Sunroof

SEATS

Reclining/Lounge Seats
Heated Seats
Rear Heated Seats

WHEELS

20" Or Larger Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Rear Spoiler
Signal Integrated Mirrors
California Emissions

Get live updates at www.carwise.com/e/3fDBOq

Preliminary Supplement 1 with Summary

RO Number: [REDACTED]

2016 JEEP Grand Cherokee Limited 75th Anniversary 4WD 4D UTV 6-3.6L Flex Fuel Sequential MPI WHITE

Privacy Glass
Console/Storage
Overhead Console

Remote Starter
Home Link
RADIO

Head/Curtain Air Bags
Hands Free Device
Blind Spot Detection

TRUCK
Power Trunk/Gate Release

Preliminary Supplement 1 with Summary

RO Number: XXXXXXXXXX

2016 JEEP Grand Cherokee Limited 75th Anniversary 4WD 4D UTV 6-3.6L Flex Fuel Sequential MPI WHITE

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FRONT BUMPER					
2		O/H front bumper		0	0.00	3.7	0.0
3	* <>	S01 Repl Bumper cover w/o parksense	1WL27TZZAC	1	<u>317.00</u>	Incl.	2.6
4		Repl LT Support	68144219AE	1	8.50	Incl.	0.0
5	*	S01 Repl LT Bracket	68223469AA	1	<u>55.20</u>	Incl.	0.0
6	#	S01 Repl Retainer		6	1.08	0.0	0.0
7	*	S01 Repl LT Fog lamp bezel w/chrome	5YL31TZZAA	1	<u>28.95</u>	Incl.	0.0
8		Repl Lower cover w/o chrome	5XV45TZZAA	1	310.00	Incl.	1.5
9		Add for Clear Coat		0	0.00	0.0	0.6
10		Repl LT Filler	68143097AC	1	51.75	Incl.	0.0
11		Repl Applique primed	5YL32TZZAA	1	525.00	Incl.	1.6
12	#	Repl Lower grill part#68310773AA		1	29.75	0.0	0.0
13		Repl Impact bar w/tow hooks, w/o pedestrain protect. w/o adaptive cruise	68227140AC	1	224.00	0.8	0.0
14	*	S01 Repl Absorber	68223472AA	1	<u>21.10</u>	Incl.	0.0
15	*	S01 Repl Park sensor ring	68164661AA	1	<u>8.45</u>	0.0	0.0
16		R&I License bracket		0	0.00	0.2	0.0
17	#	S01 Refn LT Tow hook		0	0.00	0.0	0.3
18	**	S01 Repl A/M Lower shield retainer	6503598	2	<u>4.76</u>	0.0	0.0
19	**	S01 Repl A/M Lower shield screw	6508182AA	2	<u>1.94</u>	0.0	0.0
20		GRILLE					
21	*	S01 Repl Reinforcement	68258419AB	1	<u>45.50</u>	Incl.	0.0
22		Repl Grille surround	5XL23TZZAA	1	217.00	1.2	0.7
23		S01 Overlap Minor Panel		0	0.00	0.0	-0.2
24	#	Repl Trim ring part#6ML06NTZAA		1	244.00	0.0	0.0
25		FRONT LAMPS					
26		Repl LT Headlamp assy w/black bezel	68266647AD	1	424.00	0.3	0.0
27		Aim headlamps		0	0.00	0.5	0.0
28		RADIATOR SUPPORT					
29		S01 Repl LT Support bracket	68223399AA	1	202.00	0.5	0.0
30	*	S01 Rpr Lower support gasoline		0	0.00	<u>0.5</u>	<u>0.0</u>
31		HOOD					
32	*	Rpr Hood w/o SRT (ALU)		0	0.00	<u>3.0</u>	2.8
33		Overlap Major Non-Adj. Panel		0	0.00	0.0	-0.2
34	*	S01 Repl Nameplate "Jeep"	5182390AB	1	<u>28.00</u>	0.3	0.0
35		R&I Insulator w/o SRT		0	0.00	0.3	0.0
36	**	S01 Repl A/M Insulator pin	4878883AA	7	<u>6.79</u>	0.0	0.0
37		FENDER					
38	*	S01 Rpr LT Fender		0	0.00	<u>4.0</u>	2.2
39		Overlap Major Adj. Panel		0	0.00	0.0	-0.4
40	*	S01 Rpr LT Apron/rail assy mount bracket (HSS)		0	0.00	<u>0.5</u>	0.0

Preliminary Supplement 1 with Summary

RO Number: [REDACTED]

2016 JEEP Grand Cherokee Limited 75th Anniversary 4WD 4D UTV 6-3.6L Flex Fuel Sequential MPI WHITE

41	*	S01	Repl	LT Closure panel all	68277401AA	1	<u>16.25</u>	0.2	0.0
42			R&I	LT Wheel flare Laredo & Limited		0	0.00	0.4	0.0
43	**	S01	Repl	A/M Wheel flare rivet	6500911	3	<u>2.91</u>	0.0	0.0
44	WINDSHIELD								
45			R&I	RT Washer nozzle		0	0.00	0.2	0.0
46			R&I	LT Washer nozzle		0	0.00	0.2	0.0
47	PILLARS, ROCKER & FLOOR								
48			R&I	LT Rocker molding Laredo & Limited		0	0.00	1.1	0.0
49	FRONT DOOR								
50		S01	R&I	LT Corner molding chrome		0	0.00	Incl.	0.0
51	*		Rpr	LT Outer panel		0	0.00	<u>0.5</u>	2.2
52				Overlap Major Adj. Panel		0	0.00	0.0	-0.4
53				Clear Coat		0	0.00	0.0	2.5
54			R&I	LT Belt w/strip black		0	0.00	Incl.	0.0
55	*	S01	Repl	LT Nameplate "GRAND CHEROKEE"	68110321AC	1	<u>37.10</u>	0.2	0.0
56	#	S01	Repl	LT Nameplate "SPECIAL EDITION"	68271455AE	1	44.00	0.0	0.0
57	#		Repl	Emblem part#68268158AB		1	93.35	0.2	0.0
58	*		R&I	LT Glass run		0	0.00	<u>0.1</u>	0.0
59			R&I	LT R&I mirror		0	0.00	0.3	0.0
60			R&I	LT R&I outside handle		0	0.00	0.4	0.0
61			R&I	LT Carrier		0	0.00	1.3	0.0
62		S01	R&I	LT Door glass Jeep		0	0.00	Incl.	0.0
63		S01	Repl	LT Upper molding black	68257477AC	1	40.00	0.9	0.0
64			R&I	LT R&I trim panel		0	0.00	0.5	0.0
65	#		Subl	4 WHEEL ALIGNMENT		1	69.95 T	0.0	0.0
66	#		Repl	COVER VEHICLE		1	10.00	0.2	0.0
67	**	S01	Repl	A/M FLEX AGENT (PER PANEL)		1	12.00	0.0	0.0
68	#		Repl	RUST CORROSION PROTECTION		1	10.00 T	0.1	0.0
69	#			HAZARDOUS WASTE REMOVAL		1	5.00 X	0.0	0.0
SUBTOTALS							3,095.33	22.6	15.8

NOTES

Estimate Notes:

CUSTOMER DID NOT SCHEDULE REPAIR AT THIS TIME. WAITING ON CHRYSLER TO INSPECT JEEP FOR MALFUNCTION THAT CAUSED THE WRECK.

Prior Damage Notes:

NONE

Preliminary Supplement 1 with Summary

RO Number: [REDACTED]

2016 JEEP Grand Cherokee Limited 75th Anniversary 4WD 4D UTV 6-3.6L Flex Fuel Sequential MPI WHITE

ESTIMATE TOTALS

Category	Basis		Rate	Cost \$
Parts				3,010.38
Body Labor	22.6 hrs	@	\$ 46.00 /hr	1,039.60
Paint Labor	15.8 hrs	@	\$ 46.00 /hr	726.80
Paint Supplies	16.0 hrs	@	\$ 32.00 /hr	512.00
Miscellaneous				84.95
Subtotal				5,373.73
Sales Tax	\$ 5,368.73	@	7.0000 %	375.81
Grand Total				5,749.54
Deductible				250.00
CUSTOMER PAY				250.00
INSURANCE PAY				5,499.54

Preliminary Supplement 1 with Summary

RO Number: XXXXXXXXXX

2016 JEEP Grand Cherokee Limited 75th Anniversary 4WD 4D UTV 6-3.6L Flex Fuel Sequential MPI WHITE

SUPPLEMENT SUMMARY

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
Changed Items							
2	<>	Repl Bumper cover w/o parksense	1WL27TZZAC	1	-334.00	Incl.	-2.6
3	* <>	S01 Repl Bumper cover w/o parksense	1WL27TZZAC	1	<u>317.00</u>	Incl.	2.6
4		Repl LT Bracket	68223469AA	1	-53.45	Incl.	0.0
5	*	S01 Repl LT Bracket	68223469AA	1	<u>55.20</u>	Incl.	0.0
12		Repl Absorber	68223472AA	1	-67.45	Incl.	0.0
14	*	S01 Repl Absorber	68223472AA	1	<u>21.10</u>	Incl.	0.0
17		Repl Reinforcement	68258419AB	1	-119.00	Incl.	0.0
21	*	S01 Repl Reinforcement	68258419AB	1	<u>45.50</u>	Incl.	0.0
27		Repl Nameplate "Jeep"	5182390AB	1	-63.75	-0.3	0.0
34	*	S01 Repl Nameplate "Jeep"	5182390AB	1	<u>28.00</u>	0.3	0.0
30	*	Rpr LT Fender		0	0.00	<u>-2.0</u>	-2.2
38	*	S01 Rpr LT Fender		0	0.00	<u>4.0</u>	2.2
32		Repl LT Closure panel all	68277401AA	1	-16.60	-0.2	0.0
41	*	S01 Repl LT Closure panel all	68277401AA	1	<u>16.25</u>	0.2	0.0
43		R&I LT Belt w'strip black		0	0.00	-0.2	0.0
54		S01 R&I LT Belt w'strip black		0	0.00	Incl.	0.0
44		Repl LT Nameplate "GRAND CHEROKEE"	68110321AC	1	-79.00	-0.2	0.0
55	*	S01 Repl LT Nameplate "GRAND CHEROKEE"	68110321AC	1	<u>37.10</u>	0.2	0.0
53	#	Repl FLEX AGENT (PER PANEL)		1	-12.00 T	0.0	0.0
67	**	S01 Repl A/M FLEX AGENT (PER PANEL)		1	12.00	0.0	0.0
Deleted Items							
10		Repl LT Lower grille outer	68143099AC	1	-12.10	Incl.	0.0
14		Repl Lower panel	68144375AB	1	-30.20	0.0	0.0
15		Repl LT Fog lamp bezel	68143079AB	1	-70.45	Incl.	0.0
20		Overlap Minor Panel		0	0.00	0.0	0.2
Added Items							
6	#	S01 Repl Retainer		6	1.08	0.0	0.0
7	*	S01 Repl LT Fog lamp bezel w/chrome	5YL31TZZAA	1	<u>28.95</u>	Incl.	0.0
15	*	S01 Repl Park sensor ring	68164661AA	1	<u>8.45</u>	0.0	0.0
17	#	S01 Refn LT Tow hook		0	0.00	0.0	0.3
18	**	S01 Repl A/M Lower shield retainer	6503598	2	<u>4.76</u>	0.0	0.0
19	**	S01 Repl A/M Lower shield screw	6508182AA	2	<u>1.94</u>	0.0	0.0
23		S01 Overlap Minor Panel		0	0.00	0.0	-0.2
28	RADIATOR SUPPORT						
29		S01 Repl LT Support bracket	68223399AA	1	202.00	0.5	0.0
30	*	S01 Rpr Lower support gasoline		0	0.00	<u>0.5</u>	<u>0.0</u>
36	**	S01 Repl A/M Insulator pin	4878883AA	7	<u>6.79</u>	0.0	0.0
40	*	S01 Rpr LT Apron/rail assy mount bracket		0	0.00	<u>0.5</u>	0.0

Preliminary Supplement 1 with Summary

RO Number: [REDACTED]

2016 JEEP Grand Cherokee Limited 75th Anniversary 4WD 4D UTV 6-3.6L Flex Fuel Sequential MPI WHITE

(HSS)									
43	**	S01	Repl	A/M Wheel flare rivet	6500911	3	2.91	0.0	0.0
50		S01	R&I	LT Corner molding chrome		0	0.00	Incl.	0.0
56	#	S01	Repl	LT Nameplate "SPECIAL EDITION"	68271455AE	1	44.00	0.0	0.0
62		S01	R&I	LT Door glass Jeep		0	0.00	Incl.	0.0
63		S01	Repl	LT Upper molding black	68257477AC	1	40.00	0.9	0.0
SUBTOTALS							15.03	4.2	0.3

TOTALS SUMMARY

Category	Basis	Rate	Cost \$
Parts			27.03
Body Labor	4.2 hrs @	\$ 46.00 /hr	193.20
Paint Labor	0.3 hrs @	\$ 46.00 /hr	13.80
Paint Supplies	0.3 hrs @	\$ 32.00 /hr	9.60
Miscellaneous			-12.00
Subtotal			231.63
Sales Tax	\$ 231.63 @	7.0000 %	16.21
Total Supplement Amount			247.84
NET COST OF SUPPLEMENT			247.84

CUMULATIVE EFFECTS OF SUPPLEMENT(S)

Estimate	5,501.70	ANTHONY PERETTI
Supplement S01	247.84	ANTHONY PERETTI
Job Total:	\$ 5,749.54	
CUSTOMER PAY:	\$ 250.00	
INSURANCE PAY:	\$ 5,499.54	

IT IS A CRIME TO KNOWINGLY PROVIDE FALSE, INCOMPLETE OR MISLEADING INFORMATION TO AN INSURANCE COMPANY FOR THE PURPOSE OF DEFRAUDING THE COMPANY. PENALTIES INCLUDE IMPRISONMENT, FINES AND DENIAL OF INSURANCE BENEFITS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO THE ORIGINAL MANUFACTURER PARTS THEY ARE REPLACING.



FIAT CHRYSLER AUTOMOBILES

September 11, 2017

[REDACTED]
Bluefield, VA [REDACTED]

CAIR: [REDACTED]

VIN: 1C4RJFBG3GC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2016 Jeep Grand Cherokee.

Naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

L. Martinez

L. Martinez

Special Investigations

(586) 274-8169

LM/ss



September 11, 2017

[REDACTED]
Bluefield, VA [REDACTED]

CAIR: [REDACTED]

VIN: 1C4RJFBG3GC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2016 Jeep Grand Cherokee.

Naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

L. Martinez

L. Martinez

Special Investigations

(586) 274-8169

LM/ss

to whom it may concern,

I am writing this letter to complain about my jeep grand cherokee.

my vehicle ran away in august and crashed into a building i have called many times but I have had no response at all.

you can refer to case [REDACTED] for details of accident. repair were paid for by my insurance for jeep would not take responsibility for accident. they would not reply back to me at all.

since the accident i have had problems with the car not starting and brakes were hard as a rock. took vehicle to ramey dealer in tazewell virginia, they could not find problem

i have requested a buy back of vehicle or a replacement. still no reply.

i feel the vehicle is unsafe but am forced to drive it in fear of hurting or killing someone.

if this problem is not solved i will have to take further action. my name is [REDACTED] bluefield virginia [REDACTED] my telephone number is [REDACTED]

i feel i am due a response and a solution to this problem.

thank you
[REDACTED]

Letter to Chrysler Corp.



Chevrolet Cadillac, Inc.
Rt 460 Rt 598
P.O. Box 688
Bluefield, WV 24701
(304) 327-8116
www.colechevy.com



[REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
BLUEFIELD, VA [REDACTED]		1C4RJFBG3GC [REDACTED]	26484	26484	08/23/17 16:51	09/12/17	[REDACTED]
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2016 JEEP GRAND CHER ()						COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]				ANTHONY PERETTI (548)			

Home of the Price Police!!!!
Thank you for your business!!!!

Need to rent a vehicle?
Call Affordable Rental at Cole Chevrolet (304) 809-3150

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
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Story ERIE CL# [REDACTED]

A 96 A81 Customer \$1,039.60

Concern REPAIR PER ESTIMATE

Part Number	Description	Qty.	Unit Price	Ext. Price
68310773AA	GRILLE	1	\$29.75	\$29.75
6ML06NTZAA	TRIM	1	\$244.00	\$244.00
68268158AB	NAMEPLATE	1	\$93.35	\$93.35
6EB83TZZAA	BUMPER	1	\$317.00	\$317.00
68144219AE	BRACKET	1	\$8.50	\$8.50
5XV45TZZAA	FASCIA	1	\$310.00	\$310.00
68143097AC	SPLAT	1	\$51.57	\$51.57
5YL32TZZAA	APPLIQUE	1	\$525.00	\$525.00
68227140AC	BEAM	1	\$224.00	\$224.00
68328816AA	ABSORBER	1	\$21.10	\$21.10
68261711AA	BEZEL	1	\$8.45	\$8.45
5182391AB	REINFORCE	1	\$45.50	\$45.50
5XL23TZZAA	SURROUNDING	1	\$217.00	\$217.00
68223399AA	BRACKET	1	\$202.00	\$202.00
68268156AB	NAMEPLATE	1	\$28.00	\$28.00
6827799AA	PANEL	1	\$16.25	\$16.25
68268157AD	NAMPLATE	1	\$37.10	\$37.10
68271455AE	NAMEPLATE	1	\$44.00	\$44.00
68266647AD	HEADLAMP	1	\$424.00	\$424.00
68328703AA	BRACKET	1	\$55.20	\$55.20
5YL31TZZAA	TRIM RING	1	\$28.95	\$28.95
150120758	CLIP-BMPR	2	\$2.38	\$4.76
150155051	RETAINER-BMPR	6	\$0.18	\$1.08

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.	
1C4RJFBG3GC		26484	26484	08/23/17 16:51	09/12/17		
VEHICLE DESCRIPTION				TAG NO.	STATUS		
2016 JEEP GRAND CHER ()					COMPLETE		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				ANTHONY PERETTI (548)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
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A	Continued					
Part Number	Description	Qty.	Unit Price	Ext. Price		
150155325	RETAINER-BMPR-LINER	12	\$0.97	\$11.64		
68257477AC	MOLDING	1	\$40.00	\$40.00		
Parts Total...				\$2,988.20		
Misc. Code	Description	Qty.	Unit Price	Ext. Price		
HAZ	Hazardous Waste Removal	1.0	\$5.00	\$5.00		
Misc Total...				\$5.00		
Line Total...				\$4,032.80		

B	95		A81 A95		Customer	\$726.80
Concern REFINISH PER ESTIMATE						
Misc. Code	Description	Qty.	Unit Price	Ext. Price		
PAINT	PAINT & MATERIALS	1.0	\$544.18	\$544.18		
Misc Total...				\$544.18		
Line Total...				\$1,270.98		

C			A92		Customer	\$69.95
Concern 4 WHEEL ALIGNMENT						
Line Total...				\$69.95		

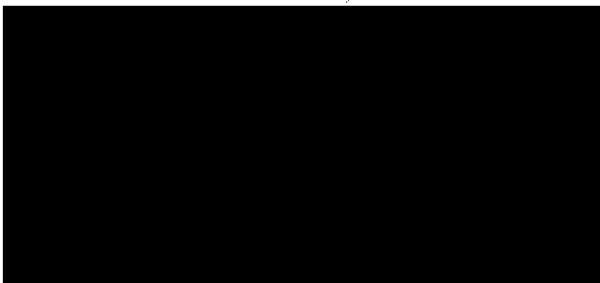
Totals

	Amount
Labor	\$1,039.60
Parts	\$2,988.20
SalesTax	\$375.81
Labor-Other	\$796.75
Misc.Chg	\$549.18
TOTAL CASH	\$250.00
TOTAL OTHER	\$5,499.54

PAID
\$250.00 cash

Payment Type

CASH
 CHECK
CHECK NO. _____
 VISA
 MASTERCARD
 DISCOVER
 CHARGE
 OTHER
 PICKED UP



PERSON INSURED
And my ~~WIFE~~
Witness

Claim #



ERIE INSURANCE