

July 8, 2017

Chrysler Group LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Re: 2012 Jeep Sahara

Dear Sir/Madam:

JUL 14 2017

A short time ago our daughter was driving on the highway home in her 2012 Jeep Sahara at night when it lost its steering. Fortunately she was able to pull off the roadway to safety. The vehicle was towed to my local mechanic shop.

The tensioner arm seized shredding the serpentine belt which lodged in the engine. As you can see by the attached bill from Eastview Service Center, the extent of the damage was extreme.

The 2012 Jeep Sahara has 42,500 miles on it and our daughter's first car she purchased by herself after she graduated from college. She takes very good care of its maintenance but this event was beyond her control and very frightening as you can imagine. Our family has been a loyal customer of Croton Dodge for over 30 years. We buy Chrysler products for their engineering and longevity but this situation has shaken our confidence.

The cost of the repair was just outside of the 36,000 bumper to bumper warranty and we believe this was a defect and could have been a disasterous outcome if she was driving faster or couldn't get off the road as quickly as she did.

We are asking for your help in assisting with the reimbursement for repairs.

Respectfully,

[Redacted Signature]

Valhalla, New York [Redacted]

cc: Administrator
NHTSA
1200 New Jersey Avenue
SE, West Building
Washington, D.C. 20590

Enclosure

NAM
9.22.17
W

EASTVIEW SERVICE INC.
 1160 KNOLLWOOD RD
 WHITE PLAINS, NY. 10603
 Phone: 914-592-4192 Fax: 914-592-2518
 *****SINCE 1976*****

INVOICE
 [Redacted]

R2601619

Date: 04/13/2017

INVOICE

[Redacted]
 Valhalla, NY [Redacted]
 Cell 2 : [Redacted] has

2012 Jeep - Wrangler Sahara - 3.6L, V6 (220CI) VIN(G)
 Lic # [Redacted] NY
 Odometer In : 0
 Odometer Out : 42511
 VIN# : 1C4AJWBG6 CL [Redacted]

Part Description	Qty	Sale	Ext	Labor Description	Ext
serpentine Belt	1.00	53.03	53.03	install serpentine belt and automatic tensioner pulley	137.50
automatic tensioner pulley	1.00	31.96	31.96	remove and replace harmonic balancer to access front engine oil seal, found belt material jammed on balancer and crank shaft remove debris and install new seal.	330.00
CRANKSHAFT OIL SEAL - Front	1.00	14.63	14.63	ENVIROMENTAL FEE	0.50

PASQUAONE
 [Redacted Signature]

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor:	467.50
Parts:	99.62
HazMat:	0.50
Sub:	567.62
Tax:	41.86
Total:	\$609.48
Bal Due:	\$609.48

Vehicle Received: 4/8/2017

Work Completed Date: 4/8/2017

Signature _____ Date _____ Time _____

Written By: DEL PEZZO, STEVE - Technicians : PASQUALONE, ANGELO 2

Valhalla, NY

WESTCHESTER NY 105

08 JUL 2017 PM 2 11



Administrator
NHTSA
1200 New Jersey Avenue
SE, West Building
Washington, D.C. 20590

20590-

