

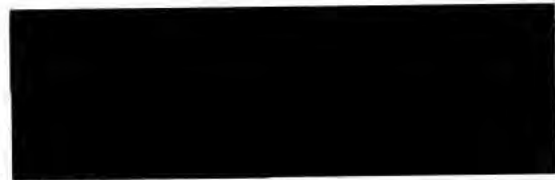
File

MAY 21 2019

safercar.gov



From:



Rochester Hills, MI

Complaint Number: 11196140

Vehicle Identification Number: 1C4RJFBG9GC

Your Vehicle's Make Model and Model Year: JEEP GRAND CHEROKEE 2016

Note: Your VIN, make, model, and year are all protected under the Privacy Act.

What part of your car was affected? Power Train

What happened?

This roll away incident occurred on March 7, 2019. My 2016 Jeep Grand Cherokee was parked in a driveway that was not my in park but idling. I exited the Jeep without an incident (noticing any forward movement of the vehicle) and walked to the porch when the Jeep moved forward into this homeowner's garage, crashing into the trash cans in front of the garage first and substantial damage to the garage door and it's track. I watched this incident from the top step of the porch and quickly jumped the damage from the bottom of the driveway. Two days later a claim was filed with FCA. Three days from the incident, a EAA Four days later I was asked to pick up my Jeep from the dealer after their inspection. On April 5th, almost a month later, I receive find fault with the vehicle and it was human error! I recreated this while now in the driver's seat. I opened the door and was we moved about 1-2 mph up the driveway in D without touching the gas. There was NO way on 3-7-19 it was in Drive as I could n quickly. It rolled up it that fast with my foot off the brake. FCA stated they could not replicate this action but they did not even b family: 4 Jeeps (it never happened to any other prior model), and 6 other vehicles, I will never own or lease another FCA vehi like FCA to replace a garage door and say it was owner error will keep me from recommending this company to any friend or

Files you uploaded.

20190307_143135.jpg

When did this happen? 03/07/2019

Was there a Crash? Yes

Was there a Police Report? No

(The police were called but did not take a report because this incident occurred on private property).

Were Vehicles Towed? No

Was there a Fire? No

Was there an injury or fatality? No

How fast were you going? (in mph) 2

About how many miles were on your vehicle at the time of the incident? 18775

First Name: [Redacted]

Last Name: [Redacted]

Email: [Redacted]

Address 1: [Redacted]

Address 2:

City: Rochester Hills

April 5, 2019

[REDACTED]
[REDACTED]
Rochester Hills, MI [REDACTED]

RE: CASE: [REDACTED]
VIN: 1C4RJFBG9GC [REDACTED]

Dear [REDACTED]:

This will acknowledge your recent contact regarding your 2016 JEEP GRAND CHEROKEE. Naturally, we were sorry to learn of this incident. Please rest assured, we appreciate and share your concerns about vehicle safety. It is important for you to remember that we don't just design and build vehicles; we also drive them, as do most of our families and friends. We have some very close and personal reasons to be concerned about vehicle safety, like you, people depend on us to provide them with safe and dependable transportation.

FCA US LLC provided for Engineering Analysis Associates/Bosch Automotive Service Solutions to examine your vehicle. EAA is a leading supplier of technical field support to the transportation industry. They have hundreds of specialists in the United States that conduct thousands of product investigations each year, providing valuable automotive field expertise. FCA feels that the expense of this independent inspection is in the best interest of you, our customer, and the Corporation in our efforts to properly evaluate serious concerns such as yours.

As referenced in your owner's manual: *(The following is not found or stated in the 2016 Owner's Manual!)(mww)*

Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always fully apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.

The PARK feature is only a supplement to the parking brake. Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.

In view of this, we must respectfully decline participation with any costs associated with this incident. We suggest that you refer any damages that may have occurred to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy, including your deductible.

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

Sincerely,

FCA Special Investigations Group

TK/sk

ROCHESTER HILLS

CHRYSLER • JEEP • DODGE

SERVICE INVOICE



1301 SOUTH ROCHESTER ROAD • ROCHESTER HILLS, MICHIGAN 48307
 PHONE (248) 652-9650 FAX (248) 652-8710

DEALER REG. NO. [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR STEVEN RANKEL	TAG NO. 168 5437	INVOICE DATE 03/14/19
ROCHESTER HILLS, MI [REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	COLOR GRNT CRY MF
	YEAR / MAKE / MODEL 16 / JEEP / GRAND CHEROKEE / 4DR 4WD	MILEAGE 18,775	DELIVERY DATE 08/31/16
RESIDENCE PHONE [REDACTED]	VEHICLE I.D. NO. 1 C 4 R J F B G 9 G C [REDACTED]	F.T.E. NO. [REDACTED]	DELIVERY MILES 149
	P.O. NO. [REDACTED]	R.O. DATE 03/09/19	PRODUCTION DATE
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300) COMPANY AUTHORIZED REPRESENTATIVE			

<p>LABOR & PARTS</p> <p>J# 1 21CHZ TRANSMISSION GENERAL HOURS: 0.50 TECH(S):178752</p> <p>CK VEHICLE CUST STATES VEHICLE ROLLED FORWARD INTO THE GARAGE WHEN THE VEHICLE WAS TURNED OFF PLEASE CK AND ADV CHRYSLER CASE [REDACTED] (Automatic Transmission Concern)</p> <p>* NO CONCERN FOUND AT THIS TIME TESTED AND INSPECTED, UNABLE TO DUPLICATE CONDITION. CK FOR UPDATES AND TSB NONE FOUND. VEHICLE WILL NOT SHUT OFF UNLESS IN PARK. USING WI-TECH HAD NO CODES</p> <p style="text-align: right;">WARRANTY</p> <p style="text-align: right;">JOB # 1 TOTAL LABOR & PARTS 0.00</p> <hr/> <p>J# 2 26CHZ9090 EXP LANE INSPECTION HOURS: TECH(S):178752</p> <p>(Multi-point inspection according to maintenance interval) CHECK UP PERFORM CHECK UP</p> <p style="text-align: right;">JOB # 2 TOTAL LABOR & PARTS 0.00</p> <hr/> <p>J# 3+28CHZRENTAL RHCJ RENTAL HOURS: TECH(S):178752</p> <p>CUSTOMER IS IN A ROCHESTER HILLS CHRYSLER RENTAL CAR</p> <p style="text-align: right;">WARRANTY</p> <p style="text-align: right;">JOB # 3 TOTAL LABOR & PARTS 0.00</p> <hr/> <p>TOTALS</p>	<p><i>Incorrect & inaccurate information The deep was in park and idling!</i></p> <p>POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint Rochester Hills Chrysler Inc., my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.</p> <p>I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.</p> <p>THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:</p>
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SERVICE & PARTS HOURS:

TUES-WED & FRI - 7:00 AM - 5:30 PM
 MON & THURS - 7:00 AM - 7:30 PM
 SAT 8:15 AM - 3 PM

<p>*****</p> <p>CASH [] CHECK [] DEBIT []</p> <p>VISA [] MASTERCARD [] DISCOVER [] AMEX</p> <p>OTHER [] CHARGE/AR []</p> <p>*****</p>	<table style="width: 100%;"> <tr><td>TOTAL LABOR....</td><td>0.00</td></tr> <tr><td>TOTAL PARTS....</td><td>0.00</td></tr> <tr><td>TOTAL SUBLET...</td><td>0.00</td></tr> <tr><td>TOTAL G.O.G....</td><td>0.00</td></tr> <tr><td>TOTAL MISC CHG.</td><td>0.00</td></tr> <tr><td>TOTAL MISC DISC</td><td>0.00</td></tr> <tr><td>TOTAL TAX.....</td><td>0.00</td></tr> <tr><td>TOTAL INVOICE \$</td><td>0.00</td></tr> </table>	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
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TOTAL MISC CHG.	0.00																
TOTAL MISC DISC	0.00																
TOTAL TAX.....	0.00																
TOTAL INVOICE \$	0.00																

Chrysler will be emailing you a survey regarding your service today. If you can't score us a 10 on recommending Rochester Hills Chrysler as your dealer, please contact your service advisor or service management immediately. Your complete satisfaction is our goal. Thank You for your business.

Signed _____

SHOP SUPPLIES: 10% OF THE TOTAL LABOR WITH A MAXIMUM OF \$30.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW CLEANERS.

THE FLAT RATE HOURS ARE BASED ON A TIME STUDY GUIDE, AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

CUSTOMER SIGNATURE _____

MAR 14 2019

CHRYSLER FINANCIAL SERVICES, INC. FORM # 3003 REV. 4/17

Service Department

Phone: 248-652-9650

Fax: 248-652-1055

Hours: Mon. 7:00 a.m. to 7:30 p.m.
Tues. 7:00 a.m. to 5:30 p.m.
Wed. 7:00 a.m. to 5:30 p.m.
Thurs. 7:00 a.m. to 7:30 p.m.
Fri. 7:00 a.m. to 5:30 p.m.
Sat. 8:30 a.m. to 3:00 p.m.
Sun. Closed

Rochester Hills Chrysler Jeep Dodge

Pre-Service Write-Up

1301 Rochester Rd, Rochester Hills, MI 48307
Phone: 248-652-9650
Email: service@rochesterhillschryslerjeep.com



Customer Information			Service Department information		
Customer Name & Address [REDACTED] ROCHESTER HILLS, MI [REDACTED]		Invoice # [REDACTED]	Michigan Repair Facility Number: [REDACTED]	Service Advisor Steven Rankel [168]	
Phone (home) [REDACTED]	Phone (mobile) [REDACTED]	Phone (work) [REDACTED]	Vehicle In Date/Time 3/9/2019 10:52 AM	Promise Contact Time 3/10/2019 11:30 AM	
Email [REDACTED]			Transportation None	Waiter <input type="checkbox"/>	Tag# 5437

Vehicle Information		
VIN 1C4RJFBG9GC4 [REDACTED]	Year/Model 2016 Grand Cherokee (3.6L)	Engine 6CYL
Current Odometer 18,775 mi		Transmission Automatic

Requested Services				
Job #	OP Code	Description of Concerns and/or Labor Instruction	Labor Type	Line Estimate
1	21CHZ	Automatic Transmission Concern Customer Comments: CK VEHICLE CUST STATES VEHICLE ROLLED FORWARD INTO THE GARAGE WHEN THE VEHICLE WAS TURNED OFF PLEASE CK AND ADV CHRYSLER CASE [REDACTED]	C	\$85.00
2	26CHZ9090	Multi-point inspection (according to maintenance interval) <i>left calling</i>	C	\$0.00
Shop Supplies:				\$0.00
Sales Tax:				\$0.00
Preliminary Estimated Total:				\$85.00

General Comments

EXCLUSION OF WARRANTIES

All warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understand and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanical lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Customer Acknowledges Receipt of a copy Hereof

- Customer requested that removed parts be saved
- Your service includes a complimentary car wash

When I packed up
the vehicle from
the dealership, this jeep had
the current mileage listed here on the
The jeep was never moved from the dealership

Service Department

Phone: 248-652-9650

Fax: 248-652-1055

Hours: Mon. 7:00 a.m. to 7:30 p.m.
 Tues. 7:00 a.m. to 5:30 p.m.
 Wed. 7:00 a.m. to 5:30 p.m.
 Thurs. 7:00 a.m. to 7:30 p.m.
 Fri. 7:00 a.m. to 5:30 p.m.
 Sat. 8:30 a.m. to 3:00 p.m.
 Sun. Closed

Rochester Hills Chrysler Jeep Dodge

Walk Around Inspection

1301 Rochester Rd, Rochester Hills, MI 48307

Phone: 248-652-9650

Email: service@rochesterhillschryslerjeep.com

**Vehicle Damage**

1	Vehicle Damage - Left Front	none	<input checked="" type="radio"/>
2	Vehicle Damage - Front	none	<input checked="" type="radio"/>
3	Vehicle Damage - Right Front	none	<input checked="" type="radio"/>
4	Vehicle Damage - Right Side	none	<input checked="" type="radio"/>
5	Vehicle Damage - Right Rear	none	<input checked="" type="radio"/>
6	Vehicle Damage - Rear	none	<input checked="" type="radio"/>
7	Vehicle Damage - Left Rear	none	<input checked="" type="radio"/>
8	Vehicle Damage - Left Side	none	<input checked="" type="radio"/>

Windows

1	Windshield Damage	none	<input checked="" type="radio"/>
2	Left Windshield Wiper	ok	<input checked="" type="radio"/>
3	Right Windshield Wiper	ok	<input checked="" type="radio"/>
4	Rear Windshield Wiper	ok	<input checked="" type="radio"/>

Tires

1	Left Front Tire Pressure	37 PSI	<input checked="" type="radio"/>
2	Left Front Tire Tread Depth	Not Inspected / Undetermined	<input checked="" type="radio"/>
3	Left Front Tire Wear	ok	<input checked="" type="radio"/>
4	Right Front Tire Pressure	34 PSI	<input checked="" type="radio"/>
5	Right Front Tire Tread Depth	Not Inspected / Undetermined	<input checked="" type="radio"/>
6	Right Front Tire Wear	ok	<input checked="" type="radio"/>
7	Right Rear Tire Pressure	36 PSI	<input checked="" type="radio"/>
8	Right Rear Tire Tread Depth	Not Inspected / Undetermined	<input checked="" type="radio"/>
9	Right Rear Tire Wear	ok	<input checked="" type="radio"/>
10	Left Rear Tire Pressure	36 PSI	<input checked="" type="radio"/>
11	Left Rear Tire Tread Depth	Not Inspected / Undetermined	<input checked="" type="radio"/>
12	Left Rear Tire Wear	ok	<input checked="" type="radio"/>
13	Comments	none	<input checked="" type="radio"/>

General Comments

1	General Inspection Comments	none	<input checked="" type="radio"/>
2	License Plate	MI	<input checked="" type="radio"/>
3	Inspection due date / Tag Expiration Date	3/09/2019	<input checked="" type="radio"/>

Checked & OK
 Will Need Future Attention
 Requires Immediate Action
 Not Inspected / Undetermined

April 13, 2019

To Whom It May Concern: *(This letter was written to give to The Manager @ Rochester Hills Chrysler Jeep in Rochester Hills, MI but this complaint was passed on to Phillip Johnson, who has yet to be contacted.)*

This note refers to the incident I had with my leased 2016 Jeep Grand Cherokee on Thursday, March 7, 2019. This is my story, one that does not seem to be fully understood by the individuals I had spoken with:

Service Representative: Steven Rankel

FAC Representative: Roy Baker Contracted S/A to Bosch Engineering Analysis Association

Claim number: [REDACTED]

Background information:

Weather conditions nor an uncleared driveway interfered with my ability to exit my vehicle in the driveway of the home in Troy while it was in the parked position but idling. There were no other vehicles in the drive at the time. I was sent to this residence to deliver a letter to a student's parent who was not home at the time, which was approximately 2:20 p.m. I was on the job, traveling to homes to work with students unable attend school for the Troy School District.

I had no trouble exiting my vehicle as I opened the driver's door and I never heard the tone to indicate the Jeep was not in D-drive. I walked up the driveway, approximately 30 steps from the vehicle to the porch to place an envelope in the mailbox on the house wall. When I turned and took three steps to come off the porch, I witnessed my vehicle moving at a quick pace into the homeowner's garage door. The Jeep came to a stop due to the trash cans that were in the driveway, outside of the garage door, which stopped the vehicle from driving further into the garage. I jumped into the vehicle and quickly placed it in reverse and then looked at the damage to the garage when I was further down the driveway. I had contacted the police and when an officer arrived, he stated a report could not be filed because it happened on private property. The officer said that the homeowner's insurance would contact my car insurance to pay for the damages. At that point, I told the homeowner that I would take care of paying for the door as I did not want to file a claim with my insurance company.

On March 9th, two days from the incident, I went to the dealership, Rochester Chrysler Jeep Ram, to inquire what should be done. I was told to file a claim with the company which I called from the dealership parking lot. I was asked by the claim agent to leave the vehicle at the dealer where intake was taken by Steve Rankel and I received a rental vehicle that day.

I was contacted by Roy Baker on March 12th and he asked me various questions concerning the incident. He asked and I emailed him that evening 3 still photos of the mishap. He refused

my videos because he stated they clog his emails. Three still photos were sent to Roy, two of the damaged garage and one of the slope of the driveway.

I carefully explained what happened and Roy took my information and the events that took place on the 7th. The Jeep was returned to me after only 2 days of inspection. Even though I had had the vehicle there for this length of time, the odometer showed the same mileage that it was when it was taken in. It was never road tested to verify my claims even if the computer did not pick up any disturbances with the vehicle. It is **my** claim that the Jeep could not have moved while it was idling in **D** (drive) for several reasons:

First, if I tried to exit the vehicle if it was in drive, the tone would have warned me the door was opened.

Secondly, once I take my foot off the brake, the Jeep moves, whether it is on a level surface or on an incline. I would have NEVER been able to get out of the Jeep if it was **Not** in Park because the vehicle would be moving. Therefore, the Jeep had to have been in Park for me to exit the vehicle to deliver the envelope to the porch, 30 steps away, even with it idling.

When I receive the letter from FCA stating that because the owner's manual states that EVERY time you put a vehicle in Park, the parking brake needed to be applied and this was not done in this instance, FAC is not taking responsibility for this claim. (Please see the enclosed note I received on their findings.)

This letter states this *Very Important Detail* of placing the parking brake on each time a vehicle is in Park should be not only highlighted in the owner's manual but on the lips of every sales person who goes over the final details of vehicle before the customer drives away from the dealership. I had previously leased a Jeep in the late 1990's and purchase a 2008 Jeep which I drove up to the point of obtaining this 2016 model. Never had I experienced trouble with either one of these vehicles moving out of Park. However, I and family members had researched this problem and found it to have occurred with other consumer's on both the 2015 And 2016 Jeep Grand Cherokee models!

Therefore, I know this was not my error or negligence but the fault of the vehicle, whether the computer system indicated this or not.

I would like FAC to settle this matter with the homeowner in replacing the garage door and any other part that needs replacing as nothing as of this date has been repaired. If this is not settled between FAC and the homeowner, I will take my case to the local TV Channels 2, 4 and 7 as well as national cable stations and the National Highway Traffic Safety Administration. This incident could have been more detrimental and thank God it was not. But someone else may not be so lucky and it has been documented that others driving this model vehicle have not been so fortunate.

I will continue to place the parking brake on when I place it in Park as I have since the Jeep was returned to me and before I received this letter. I will be turning the Jeep in after my lease

is up September 1, 2019. I will be looking for another car manufacturer to take my business. My immediate family members and I have driven between us: 4 Jeeps, 3 Rams, a Compass, a Challenger (still being leased because of my husband's passing last July) and a Chrysler 300. It is sad that this incident has caused me to no longer have faith in your product and therefore, I will no longer be driving a Fiat/Chrysler product after this final lease is up in June 2020. I will make certain that friends and family also are aware of my lack of faith and this experience in driving this type of vehicle.

If you have any further comments or questions, you may contact me at [REDACTED]. If I do not receive satisfaction in this request, I will also be giving a "0" rating to the service department. I do not believe that I must pay for damages for something that was clearly not my fault.

Sincerely,

[REDACTED]

This home owner's
Address /
Phone number
Can be made
Available upon
request



