



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

May 24, 2024

NHTSA Headquarters
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Re: Jeep Customer Care
File No [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Jonah Harlan

Jonah Harlan
Citizen's Advocate
Consumer Protection Division
jonah.harlan@ilag.gov
[REDACTED]

enclosure

22



KWAME RAOUL

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62701
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name



County

Address

Chicago IL

Phone (Daytime)



Phone (Evening)

Email Address

Senior Citizen

No

Veteran

No

Service Member

No

NAME OF SELLER/PROVIDER OF SERVICE

Name

Jeep Customer Care

Address

IL

Phone

(248)464-6694x5002

Website

Complained to company?

Yes

Person

Ashley

Phone

(248)464-6694x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name

Address

IL

Phone

Website

Complained to Company?

No

TRANSACTION INFORMATION

Transaction Date

Signed a contract?

No

Product was advertised?

No

Total cost

\$0

Amount paid to date

\$0

Method of payment

Transaction Location

:

Registered a dispute with the credit card company

No

MOTOR VEHICLE INFORMATION

Make/Model/Year

2023 Jeep Compass

New?

Yes

As-Is?

No

Warranty?

No

Warranty Exp Date:

Purchase Date

2023-06-27

Mileage at Purchase

15

Current Mileage

0

Extended Warranty

COMPLAINT DESCRIPTION

Issue: 4WD Service System Light March 12th I took my my jeep in for service. March 14th, service dept calls. Jeep is ready. We replaced a module. March 14th, Within 5 minutes before leaving dealership lot, 4WD Service System light comes back on. Service dept keeps the Jeep. Jeep is in service. By March 24th a StarCase is started, I have a Jeep Customer Care rep assigned to my case. April 3rd, I receive a call saying Jeep is ready. I pick up Jeep on April 9th, due to me being out of the country. On April 12th, the 4WD Service System light comes on again. I call service dept. Service Director ask for me to bring Jeep back. Jeep is in service. May 10th-Service calls and says Jeep is ready. I pick up Jeep. May 11th-4WD Service System Light comes on again. I call service. May 14th- My Jeep is back in Service. I have tried working with Jeep/Stellantis whomever they keep sending me too to resolve issue. At this point I believe vehicle to meet lemon law requirements of Illinois. Company is not willing replace/repurchase vehicle.

REQUESTED RELIEF

I would like for them to exchange, replace my Jeep Compass. I explained to rep, I didnt buy a vehicle to have issues already. It

OFFICE INFORMATION

Reference Number

Date Submitted:

OAG Office:

Language:

Print Date

May 16, 2024 11:21 AM

CHI

English

May 17, 2024 7:04 AM

hasnt been a year at this point.

NOTIFY BUSINESS: I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

RECEIVED

2024 JUN 11 A 11:59
EXECUTIVE SECRETARIAT

OFFICE INFORMATION

Date Submitted:	OAG Office:	Language:	Print Date
May 16, 2024 11:21 AM	CHI	English	May 17, 2024 7:04 AM



KWAME RAOUL
ATTORNEY GENERAL
STATE OF ILLINOIS
115 S. LaSalle Street
Chicago, IL 60603



PRESORTED
FIRST CLASS



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