

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

RT3742JG1450701

Zone Technical Advisor Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CONCERN #1		** No Parts Information Available		RT3742JC1450701	Images: 4

Customer Concern:

Customer reports vehicle engine shuts off while driving.

Root Cause:

Unknown.

Repair Action:

Vehicle scan shows DTC P0884 Power Up at Speed stored in PCM. Vehicle diagnostics on DealerConnect do not effectively identify the specific circuits involved or how to test them. Inspected connectors and did harness wiggle test. Ignition switches already replaced, TIPM modules on order. Vehicle scan and freeze frame data attached.

TSB Group: 08

Repair Successful: N

Issue Number: RT3742JC1450701
 Zone Number: 0-Unknown cagris zone
 Issue Type: Driveability
 Category: Reliability
 Reported By: Greenhalgh, John
 Phone: 847-2264
 Created On: 05/25/2007

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
JK	7L [REDACTED]	9232	112020	23061	EGT 1312 6014	DGV K296 6E09	
JK	7L [REDACTED]	10682	092520	23061	68 EGT	35 DGV	

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

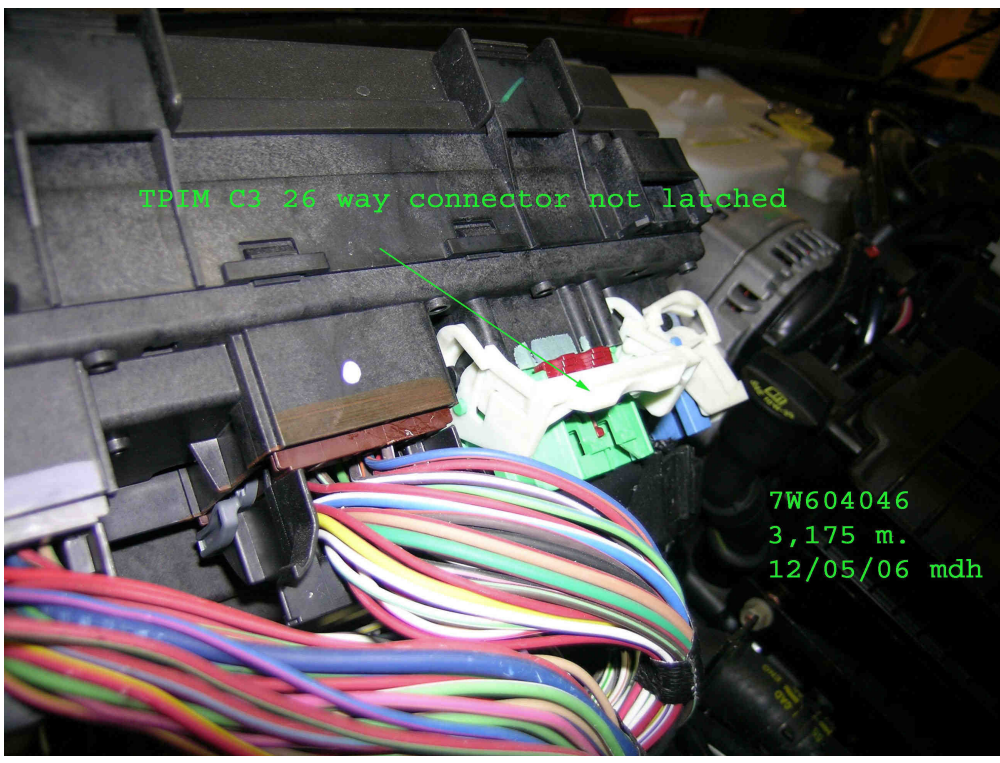
RT3928JR320701

Zone Technical Advisor Report



Issue Number: RT3928JR320701
 Zone Number: 0-Unknown cagris zone
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: RZEPECKI, JOSEPH
 Phone: 776-4765
 Created On: 02/01/2007

Images: 1



Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
KA	7W [REDACTED]	3175	120515	82702	EKG K338 6106 73	DGV K322 6E27 70	

CONCERN #1

Customer Concern:

When in 4WD, have to give it gas to keep from stalling when turning. Vehicle stopped once when going straight down the road, all dash gauges lit up.

Root Cause:

P0884- 'Power up at Speed' DTC caused by the TPIM C3 green 26 way connector not being latched.
 *UPDATE- 02/02/07- Per C.Barnett, RWD Wiring Eng., 'We have proven our analysis below ---and you can try it for yourself ----- With the KA running, you can fully disconnect the GREEN, C3 TIPM connector and nothing happens to the ENGINE and also NO CLUSTER LIGHTS come on.

Repair Action:

Using the StarScan, our PQRC technician found a stored P0884 'Power up at Speed' DTC. He performed a wiggle test on the control modules wiring connectors and discovered that the green C3 26 way TPIM connector was not latched (see photo). He latched /locked the connector, performed a wiggle test, cleared the code and test drove the vehicle. DTC did not return and the vehicle was returned to the customer.

Zone Technical Advisor Report



Part Information

Part Number Part Description Quantity Cost/Unit Fail Cd Retn Dt

RaSheem Barnett, TAP PVE, and Charles Barnett, RWD Wiring Engineering, were informed and sent a photo of the condition for follow up investigation. **** No Parts Information Available**

Secondary issue discovered was that P0884 fault code is currently not found in Dealer TechCONNECT (Service Manual) in the KA engine electrical diagnostic section. Charles Barnett, will address this issue with Marcos Sari, P/T E/E Sys. Engineering.
 * UPDATE - P0884 DTC is found under the transmission electrical diagnostic section.

Issue Number: RT3028JR320701
 Zone Number: 0-Unknown cagris zone
 Issue Type: Non-Powertrain
 Category: Reliability
 Reported By: RZEPECKI, JOSEPH
 Phone: 776-4765
 Created On: 02/01/2007
 Images: 1

TSB Group: 08 Repair Successful: Y

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
KA	7W [REDACTED]	3175	120515	82702	EKG K338 6106 73	DGV K322 6E27 70	

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

RT4388MW790701

Zone Technical Advisor Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CONCERN #1		** No Parts Information Available		RT4388	Images: 0

Customer Concern:

Customer states that the vehicle shuts off and restarts on its own going down the road.

Root Cause:

Unknown at this time.

Repair Action:

Dlr has replaced the ignition switch which did not correct the condition. There are no DTC's and the data recording that the customer did looks normal. The dealer will attempt to get another data recording and ship it to STAR

TSB Group: 08

Repair Successful: N

Issue Number: RT4388
 Zone Number: 0-Unknown cagris zone
 Issue Type: Driveability
 Category: Reliability
 Reported By: Wisdo, Mark
 Phone: 867-0512
 Created On: 03/20/2007

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JK	7L [REDACTED]	8319	102515	23955	EGT 1290 6001 66	DGV K207 6E05 13	

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

RT4388MW810701

Zone Technical Advisor Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit
CONCERN #1			

Issue Number: RT4388
 Zone Number: 0-Unknown cagris zone
 Issue Type: Driveability
 Category: Reliability
 Reported By: Wisdo, Mark
 Phone: 867-0512
 Created On: 03/22/2007

Customer Concern:

Customer complains that they were driving at highway speeds when the dash warning lights came on and the engine shut off. As they were pulling over the engine started on its own? The customer continued to drive and the vehicle then lost power and died. Customer restarted the vehicle and it has run fine since.

Root Cause:

unknown.

Repair Action:

Dealer unable to duplicate the condition, PCM was up to date and there was a stored code for power up at speed.

TSB Group: 08

Repair Successful: N

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
KA	7W [REDACTED]	3711	103111	45148	EKG K297 6212 09	DGV K297 6E22 33	

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

RT4388MW860701

Zone Technical Advisor Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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CONCERN #1

** No Parts Information Available

Issue Number: RT4388MW860701
 Zone Number: 0-Unknown cagris zone
 Issue Type: Driveability
 Category: Reliability
 Reported By: Wisdo, Mark
 Phone: 867-0512
 Created On: 03/27/2007
 Images: 0

Customer Concern:

Vehicle stalls while traveling at highway speeds, according to the customer. Customer has filed a motor vehicle defect notice for a final repair attempt to be made on April 20 2007.

Root Cause:

Unknown at this time.

Repair Action:

Dealership has been unable to duplicate the concern.

TSB Group: 09

Repair Successful: N

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
KA	7W [REDACTED]	13800	102612	60009	EKG K290 6205 58	DGV K293 6E09 31	

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

RT4388MW870701

Zone Technical Advisor Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CONCERN #1					Images: 0

Customer Concern:

Customers concern is that the vehicle will stall out at times while driving, idles rough and will hesitate when you accelerate.

Root Cause:

unknown at this time.

Repair Action:

There are no DTC's and the dealer is unable to duplicate the condition.

TSB Group: 09

Repair Successful: N

** No Parts Information Available

Issue Number: RT4388
 Zone Number: 0-Unknown cagris zone
 Issue Type: Driveability
 Category: Reliability
 Reported By: Wisdo, Mark
 Phone: 867-0512
 Created On: 03/28/2007

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
JK	7L [REDACTED]	1500	111611	43654	EGT 1305 6010 40	DGV K306 6E28 87	
JK	7L [REDACTED]	754	120607	43654	EGT 1333 6002 38	DGV K336 6E21 19	

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

RT5440DM3480602

Sales & Marketing Incident Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
CONCERN #1		** No Parts Information Available		RT5440DM3480602	Images: 0

Customer Concern:

Intermittent stall condition, no codes.

Root Cause:

Have asked the dealer to get data recordings to review further.

Repair Action:

None at this time.

TSB Group: 85

Repair Successful: N

Issue Number: RT5440DM3480602
 Zone Number: 0-Unknown cagris zone
 Issue Type: Driveability
 Category: Reliability
 Reported By: Miller, D. Scott
 Phone: 824-6858
 Created On: 12/14/2006

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
KA	7W [REDACTED]	1670	092112	25006	EKG K259 6100 96	DGV K254 6E23 08	
KA	7W [REDACTED]	2355	102520	43389	EKG K292 6206 35	DGV K292 6E08 96	

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

RT7323SG720702

Zone Technical Advisor Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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CONCERN #1

** No Parts Information Available

Issue Number: RT7323SG720702
 Zone Number: K8-West
 Issue Type: Base Engine
 Category: Pre-Delivery Quality
 Reported By: Gozzi, Stan
 Phone: 826-1758
 Created On: 03/13/2007

Customer Concern:

Engine dies going down the road

Root Cause:

Not known

Repair Action:

This customer reported three times that the engine died while driving. One time they indicated they were coasting down a hill and the dash lights came on and the engine was no longer running. Other times it was driving down the road. There have never been any stored codes. I suggested the dealer install a StarMobile and have the customer record an event.

Fam	VIN	Mileage	MDH	Dealer	Eng	Tran	Part Retn
KA	7W [REDACTED]	6500	101110	44461	EKG K276 6208 77	DGV K276 6E28 14	

TSB Group: 08

Repair Successful: N

PE07-027

DAIMLERCHRYSLER

7-17-2007

ENCLOSURE 2

FIELD REPORTS

RT8323AV860701

Field Engineer Analysis Report



Issue Number: RT8323AV860701
Zone Number: FF-CAG Field Engineer

Images: 1

Issue Type: Non-Powertrain
Category: Reliability
Reported By: Vitullo, Angelo
Phone: 888-409-3315
Created On: 03/27/2007



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JK	7 [REDACTED]	7245	071907	41527	EGT 1173 6097 36	DGV	

CONCERN #1

Customer Concern:

MY07 Wrangler JK. Vehicle died and restarted quickly while driving. Instrument panel lamps illuminated as in bulb test mode. Issue occurred 3 times for customer.

Root Cause:

Keyword: PlantProcess, FocusItem, CSAaudit
Part Number: n/a
Cost: n/a
LOP: n/a
CSA condition: L10

Repair Action:

Positive Battery Terminal Clamp Nut Loose. Positive Battery Terminal loose.

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
Tighten Battery Post Terminal Clamp Nut.		** No Parts Information Available		RT8323AV860701	Images: 1

TSB Group: 08

Repair Successful: Y

Issue Number:
 Zone Number:
 Issue Type:
 Category:
 Reported By:
 Phone:
 Created On:

FF-CAG Field Engineer
 Non-Powertrain
 Reliability
 Vitullo, Angelo
 888-409-3315
 03/27/2007

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
JK	7L [REDACTED]	7245	071907	41527	EGT 1173 6097 36	DGV	

Customer Assistance Inquiry Record (CAIR)#**15660047**

Vin	1D8GU58K3	7W	Open Date	11/13/2006	Build Date	09/07/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	10/30/2006	Dealer	52741	Dealer Zone	32	Mileage	900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MINE HILL NJ					Country	UNITED STATES

Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Customer states the passenger side door will not unlock.
Product - Electrical - Power Windows - Intermittent or Inoperative - F. Door-Driver	Dosen't shut.
Dealer - Sales - Personnel - Discourteous/Rude - Management	Joe rude and unhelpful.
Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	Vehicle not properly cleaned.

Customer wishes to file a complaint on the dealer 52741 for Multiple reasons. First is that the vehicle was not properly cleaned upon sell and after visit with dealer on the issue. Second driver side door dose not unlock with the remote alarm, dealer made attempts to fix but need to order yet another part for that issue. Third the driver side window dose not shut all the way. Fourth in the paper work it states she purchased the vehicle on the 21 of october, this year, but customer states she paid for the vehicle on the 10-27-06. Customer wants a new car agent consulted with RJ16 and referred customer to selling dealer for assistance with this issue. Agent located dealer 23147 and provided information. Agent left message informing dealer of the direct to dealer as well as providing reference number and contact number for DCX.
REASSIGNED TO BC/DLR 32 52741 11/13/06 16:24 O 15660047
Agent sent mishandled car.

Customer seeking update regarding above issue with vehicle. Writer informed customer to continue to work with the dealership she would need have the vehicle inspection correctly. Per LGP14 advise customer DCX will continue to repair the vehicle per the terms of the warranty. Writer consulted with LBD3 whom concurred with the decision. Inform customer to continue working with dealership and take the vehicle in for the inspection. Customer states that she is not happy with the decision with that has been made.

JDB116 took over call per request, caller claims the vehicle stalled on her. Caller states vehicle has been to the dealership several times for this issue. Contacted dealership spoke with Bob he stated, body repair 11/09, trim, heating concerns. Informed caller there has not been any repairs on the vehicle for stalling concerns and this vehicle will be repaired per the terms of the warranty. Caller stated she would take this issue up with the dealership.

Customer Assistance Inquiry Record (CAIR)#**15694936**

Vin	1J4FA5416	7L1	Open Date	11/22/2006	Build Date	09/25/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/11/2006	Dealer	37567	Dealer Zone	35	Mileage	1,906
Name:							
						Home Phone	
	COATESVILLE PA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer claims his vehicle is randomly stalling.
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Customer claims he is having issues with his vehicle stalling. Customer claims he has had this issue once before and took his vehicle to dealership 37567 but they could not diagnose the issue. Customer claims this issue occurred again today and the vehicle is currently at dealership 37567. Agent contacted the dealership in regards to this and spoke with John the assistant service manager since the service manager was on vacation. John claims the vehicle has not been diagnosed yet since it just arrived at the dealership. Agent informed John direct to dealer will need to be sent in regards to this since the vehicle is down at the dealership under warranty. Agent informed customer further technical assistance will be getting involved with the dealership and to continue speaking with the dealership for the most up to date information.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 35 37567 11/22/06 12:07 O 15694936

*Contact Date:11/27/2006

Service Manager at the dealership has closed the Cair# 15694936

Warranty repair has been documented on Repair Order#026720

CAIR RETURNED FROM DEALER ON 11/27/2006 AT 06:46:674 R 15694936

Customer Assistance Inquiry Record (CAIR)#**15750753**

Vin	1J4GA3916	7L	Open Date	12/07/2006	Build Date	08/14/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/30/2006	Dealer	63181	Dealer Zone	63	Mileage	4,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NEW LONDON TX					Country	UNITED STATES

Product - Electrical - Unknown - Other - Default

Customer states that vehicle stalls for 10 seconds in middle of highway.

Customer states that her vehicle stalls in the middle of the highway. Customer states that when the vehicle stalls it dies for 10-15 seconds, the electrical system shuts down, the only thing that stays on are all of the indicator lights. Customer states that it started happening three weeks ago. Customer states she has had vehicle to dealership and they state there is nothing wrong with the vehicle. Customer states that dealership has requested to keep her vehicle for some time to try to duplicate the issue. Agent advised customer that if vehicle is not at dealership, agent cannot do anything to get the correct parties involved in the repairs. Agent advised customer to go back to dealership. Agent provided reference number.

*****NEXT AGENT*****

If customer states that she now has vehicle at dealership, contact dealership request information regarding repairs and attempts, send direct to dealer, only if vehicle is at dealership.
If customer calls back in regards to rental assistance, advise her that if dealership did not set up rental for her per service contract that she would need to pay for rental then submit for reimbursement.

Customer Assistance Inquiry Record (CAIR)#**15753882**

Vin	1J8GA5914	7L [REDACTED]	Open Date	12/08/2006	Build Date	11/13/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/28/2006	Dealer	09733	Dealer Zone	32	Mileage	120
Name:	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	SCITUATE MA [REDACTED]				Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle stalled out.
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Customer calling states she purchased this vehicle last week and it died on her husband in an intersection. Customer states she towed vehicle to dealership who told her that they cannot duplicate an issue with it and they cannot work on it. Customer states she asked for a new vehicle but dealer told her there is no provision for getting a new vehicle. Agent informed customer that she needs to continue to work with the dealer until they can duplicate or diagnose an issue with the vehicle. Customer irate states she is discusted she is not getting a new vehicle and states she will sue jeep when she gets in an accident with this vehicle. Customer ended call.

Customer Assistance Inquiry Record (CAIR)#**15762230**

Vin	1D8GT28K4	7W	Open Date	12/11/2006	Build Date	09/21/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	10/23/2006	Dealer	25006	Dealer Zone	71	Mileage	1,670
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TUCSON AZ					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states that vehicle is stalling.
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Customer states that her vehicle has been stalling and that she has took vehicle into dealer 25006 and problem is not fixed, customer states that she wants buy back. Agent advised customer to contact dealership to have vehicle repaired per terms of warranty.

Customer calling back in stating that her vehicle is currently at dealer 25006 for the stalling out issue, and the dealership ha not yet been able to duplicate the issue. Agent contacted the dealer and spoke with Claudia a service writer who informed me that she was not sure what sure on to what is going on with the vehicle, and transferred agent to service manager. The service manager was unavailable, and was transferred back to Catherine the service operator. Agent provided Catherine with the customer CAIR number, and advised her to leave a message with the service manager that a direct -to-dealer will be sent on behalf of customer Wiggins. Agent then informed the customer that a file has been sent to dealer and to Chrysler to have technical support in helping the dealer with the issue with the stalling out concern. Customer then stated that she would like Chrysler to repair her vehicle, because when the dealer had the vehicle last they could not duplicate the issue, but 3 minutes after leaving the dealer the vehicle stalled out a total of four times.

Agent informed the customer that this has been documented, and to contact DCCAC back once she retrieves the vehicle from the dealer.

REASSIGNED TO BC/DLR 71 25006 12/15/06 11:21 R 15762230

vehicle has been inspected and driven by tech rep, he found no concerns or stalling. Writer instructed service manager to put mobile star scan on vehicle and return to customer wsb

customer is bringing in vehicle 1/23/07 at which time star mobile scan will be inspected for any downloads wsb

there were no downloads, customer resent out with star mobile wsb vehicle was againgg roadtested with custonet and service manager, customer was unable to duplicate concerns. Customer again left with star scan, todat e they have not downloaded any occurances, customer is being requested to return star scan to dealership. vehicle is operating as per design at this time wsb

Customer states she has been having issues with vehicle and her vehicle is suppose to be purchased back. Customer states she contacted lien holder that no one from Chrysler has contacted her. Consulted with emw20 and advised customer to contact selling dealer.

Customer Assistance Inquiry Record (CAIR)#**15764301**

Vin	1J4GA6417	7L	Open Date	12/12/2006	Build Date	09/15/2006	
Model Year	07	Body	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/09/2006	Dealer	08911	Dealer Zone	35	Mileage	4,644
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BETHLEHEM PA					Country	UNITED STATES

Corporate - Replacement - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

120406 WRITER BECAME INVOLVED WITH ABOVE CUSTOMER PROBLEM. TECH ADVISOR JOE MORTON INVOLVED, STAR INVOLVED, VEHICLE HAS INTERMITTENT STALLING ISSUE, WHICH WAS DUPLICATED, BUT AS OF PRESENT, WAS NOT CORRECTED. OWNER DID NOT WANT VEHICLE. WRITER REVIEWED WITH SALES MGR. SHANE REMALEY, AND IT WAS DECIDED TO OFFER OWNER A REPLACEMENT VEHICLE. OWNER TO PAY FOR 4000 MILES AT 10 CENTS PER MILE. VEHICLE HAS BEEN FOUND AND DEALER HAS PUT OWNER IN REPLACEMENT VEHICLE. GJL4

12-13-06 File sent to ISG for processing. MPW
 12/20/06 Initial call to customers at provided numbers, left voice mail messages. RBS
 12/22/06 Spoke with customer who was pre-delivered. Customer wrote check for \$480.00. RBS
 12/22/06 Left voice mail message for dealer contact Shane requesting call back to initiate process. Initial dealer packet sent. RBS
 12/26/06 REC D DEALERS DOCS..SUBMITTED CHECK PKG. FOR APPROVAL..SL
 12/27/06 Left voice mail message for dealer contact Shane requesting revised bill for sale showing NO tax (new unit MSRP lower than original). RBS
 12/28/06 Package to coordinator for revision. RBS
 12/28/06 reworked check pkg. & sub. for approval..sl
 12/29/06 Spoke with customer and reviewed figures. Customer accepts. RBS
 12/29/06 FAXED DEALER COMP..SL
 1/2/07 REC D SIGNED FINAL DOCS FROM DEALERSHIP ..FILE TO TITLE..SL
 1/2/7: Set transport to Bergey s for repair.ma
 01/04/06 Received file. tj
 1/19/07 SENT DEALER & CUST. CHECK OUT..SL
 01/29/07 per status sheet from Bergey s, still being worked on. kl

Customer Assistance Inquiry Record (CAIR)#**15786202**

Vin	1J4GA5915	7L	Open Date	12/18/2006	Build Date	11/22/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/25/2006	Dealer	66933	Dealer Zone	66	Mileage	6,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WILLARD NC					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	Customer states the vehicle just locks up.
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Customer is calling states that the vehicle has just shut off. Customer states that they took the vehicle to the dealership and they found a code and they reset the computer. Customer states that her husband was driving the vehicle the other night and the vehicle shut off again. Customer has only taken the vehicle to the dealership once. Customer is wanting Chrysler to buyback the vehicle. Customer states that they will not make another payment on the vehicle. Agent advised customer that agent can contact the dealership and get other parties involved. Agent advised customer as far as lemon law and buyback, agent advised customer that she can refer back to her blue and white booklet. Customer husband got on the phone and is very irate. Customer states that this vehicle will be bought back or he is getting a lawyer. Customer states that he will not make another payment and Chrysler will have to take The e vehicle back. Customer states that his wife is 2 months pregnant and he does not want her to drive the vehicle. Customer is wanting to speak to a supervisor now. Customer is very irate and demanding. Agent advised customer that he will have to work with his dealership to get this vehicle repair. Customer is demanding a supervisor. LBD3 took over call. Writer advised customer that DCX would continue to repair the vehicle per the terms of the warranty. Writer advised customer that any actions outside of DCX are at the customer s discretion and expense.

Customer Assistance Inquiry Record (CAIR)#**15788265**

Vin	1D8GT58K3	7W	Open Date	12/19/2006	Build Date	10/10/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/10/2006	Dealer	45057	Dealer Zone	63	Mileage	1
Name:						Contact Type	LETTER
Address						Home Phone	
	HOUSTON TX					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Vehicle stalls
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

12/19/06 - Owner stated the vehicle feels like it is going to stall and sometimes stalls.

(1) Writer contacted owner and spoke with wife. Wife stated her husband probably took the survey because she is not aware of it. Wife stated her husband was not available. Writer left detailed message for husband to call writer back.

(2) Writer contacted owner and was advised by his grandon that he was sleeping. Writer left another detailed message for owner to call writer back.

(3) Writer sent letter.

Customer Assistance Inquiry Record (CAIR)#

15789441

Vin	1D8GT28K1	7W	Open Date	12/21/2006	Build Date	10/03/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	10/18/2006	Dealer	44527	Dealer Zone	63	Mileage	6,000
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	MERTZON TX					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	check engine light on
Corporate - Lemon Law - Default - Default - Default	

Owner sends in MVDN card mailed CERTIFIED MAIL received 12-19-06 Please Respond to the owner complaints listed ASAP. Please review the noted issues On this file and contact the owner and resolve the file per state lemon law Demand requirements. Please advise the owner of the outcome on all issues noted on this complaint. Thank You Michael Pawlowski
 Owner complains of check engine light still on after seven repair attempts owner also complains of starter hanging up

TES6 talks to Mrs. [REDACTED], who is rather testy on the subject of this Nitro. Nitro is in Lubbock, Texas where her daughter is in school. She advises that All American in San Angelo, Texas has advised that they cannot fix the vehicle and to take it elsewhere. I will talk to Frontier Dodge in Lubbock to see who the driveability tech is and whether Spirit CJ or Frontier Dodge would be the best place to effect a repair. TES6

Service Mgr. Johnny Barueman from Frontier Dodge calls TES6, advising that they have diagnosed a problem with a leaking seam on the muffler on this Dodge Nitro. Muffler ordered. They will keep the vehicle until they verify that it is fixed. TES6

GKT3 Closed CAIR per JB8. DM, please add comments to this CAIR as necessary. Thanks.

1/24/2007 Svc. Mgr. at Frontier Dodge in Lubbock, Texas advises that this Nitro is fixed. Mrs. [REDACTED] is the purchaser of this vehicle for her daughter and son in law that live in Lubbock, Texas. Mrs. [REDACTED] is the problem in resolution of the matter, the users of the vehicle are easy to work with. Defective muffler fixed the vehicle as per the dealership, the check engine lamp that would always set within a few mile of use after clearing the DTCs has not come back on as per Svc Mgr John Baruemann. Will call and follow up with the users of the vehicle today. Unfortunately, I don't believe that the purchaser of the vehicle, Mrs. [REDACTED], will be happy with anything but a replacement vehicle even if the users of the vehicle are. TES6

***** THIS CAIR IS BEING RE-OPENED *****

OWNER CALLED BACK 1-23-07 STILL HAVING PROBLEMS PER THE OWNER HER DAUGHTER HAD THE VEHICLE DIE OUT 1-23 AND COULD NOT GET VEHICLE RESTARTED FOR SOME TIME. PLEASE CONTACT SON IN LAW JOHN PAUL AT 325 650 1550 ASAP
 THANK YOU MIKE PAWLOWSKI

REASSIGNED TO BC/DLR 63 44527 01/24/07 11:01 R 15789441

REASSIGNED TO BC/DLR 63 44527 01/24/07 11:04 R 15789441

DM (APA9), please get involved with this case asap. If you need updated info, contact TES6. The vehicle is in your district now. Thanks! GKT3

1/28/07 DM reviewed above situation with SM(johnny Berumen) on 1/25/07.

SM informed DM that vehicle was repaired and returned to the owner during the week of Jan 15, 2007. apa9

2/12/07 DM attempted several times to contact owner at CAIR numbers but got answering machine. Owner is free to take vehicle to any DCX dealership for any warrantable concerns. apa9

2/11/07 DM contacted owner and spoke to husband(John Parker). According to owner vehicle has been fixed. Check engine light was corrected at last repair. owner, however now has concern with vehicle stalling.

Owner has experienced 2 incidents where vehicle stalled and took it to dealership (44527). Dealership could not duplicate new concern and released vehicle back to owner. DM emphasized to owner, that in order for any dealership to properly address any concern a duplication has to occur- owner understood. DM recommended, to owner, that if owner experiences concern again to feel free to take it to any DCX dealership. Despite the new concern, vehicle is fixed. apa9

Customer Assistance Inquiry Record (CAIR)#**15801217**

Vin	1D8GT58K6	7W	Open Date	12/22/2006	Build Date	10/31/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/17/2006	Dealer	44258	Dealer Zone	66	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	COLUMBUS GA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Vehicle cuts out and will not start.
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

cell number is [REDACTED] asap

12/22/06 Owner completes an IQS survey expressing dissatisfaction with product quality. Owner states that the vehicle cuts out and will not restart. Writer called Melissa in service at dealer 44258 who advised that she will call back with file in hand.

Melissa advised that the vehicle was last in on 12/2/06 @ 375 miles and a fuse was replaced. Melissa advised that the vehicle came back in on 12/14/06 and had the fuse box replaced. Writer called the customer who advised that the problem has been corrected.

Customer states engine die while on road. Customer states that the dealership attempted to repair the issue and the engine still dies.

Customer is afraid of driving this vehicle. Customer asked dealer if they would buy the vehicle back. Customer stated that dealer is working on this. Customer state the vehicle is at the dealership now. Customer states that it would make this horrible sound when she starts.

Contacted 44258 and spoke with service manager ED. Stated that on 12/2/06 replaced fuse box as per STAR at 376 miles. 1/12/07 came in stated that the vehicle would cut out. Ed stated can duplicate and still working on it (test drove), stated they put the customer in loner vehicle for her convenience. Agent informed Ed a D2D will be sent today.

Agent informed customer that DCX will sent additional parties involved until the issue is resolved and refer customer to the blue and white booklet and to continue to work with the dealership until the problem is resolved.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

Customer Assistance Inquiry Record (CAIR)#**15808657**

Vin	1J4GA3912	7L [REDACTED]	Open Date	12/26/2006	Build Date	09/21/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/09/2006	Dealer	67561	Dealer Zone	42	Mileage	9,315
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	BAY VILLAGE OH [REDACTED]					Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Caller states there is a major electric problem.
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Caller states there is a major electrical problem with this vehicle. Caller states on three occasions the electrical system shut off while vehicle was in motion. Caller states that engine continues to run and as the vehicle is rolling to a stop it reactivates. Caller has been to dealer 67561 for diagnosis and caller states the technicians called Chrysler and noone knows what is going on.

Agent contacted dealer 67561 and there is still no clear diagnosis on this vehicle. Service manager states that vehicle has two total documented visits concerning this issue including this visit. Agent informed service manager that this file would be forwarded to their dealer.

Customer states the electrical problem with the vehicle still exist and this will be the third time that the vehicle will be going into the dealership for repairs. Customer states he does not want the vehicle anymore. Customer is seeking Lemon Law. Agent spoke with service manager Bryan at dealership 67561. Bryan states the problem has not really been duplicated and there has not been any active codes. Brian states the vehicle was in 12/26/06-PCM reflashed per TSB at 9315 miles, 12/22 not duplicated at 9114 miles. Brian states nothing has been replaced on the vehicle. Brian states the vehicle needs to be brought back into the dealership for a diagnosis. Agent advised customer of this information and referred customer to the blue and white booklet.

Customer Assistance Inquiry Record (CAIR)#

15810660

Vin	1D8GT28K8	7W	Open Date	12/27/2006	Build Date	10/03/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/07/2006	Dealer	60201	Dealer Zone	63	Mileage	2,000
Name:						Contact Type	
Address						Home Phone	
	SPRING TX					Country	UNITED STATES

Dealer - Sales - Personnel - Discourteous/Rude - Management	'...but the manager was horrible'
Product - Drivability - Unknown - Stalling - Default	'We have had it in the shop 3 times. It's been dying'
Dealer - Sales - Transaction - Sales Terms Unsatisfactory - Default	'wrong trade in price and charged me much more'
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

We have had it in the shop 3 times. It s been dying. Horrible experience buying it, they kept me a wrong trade in price and charged me much more for the vehicle but they were quoting us the wrong vehicle. I ve known the salesman for years but the manager was horrible.

12/29/06 Left message/ext this am with customer.

Customer Assistance Inquiry Record (CAIR)#**15812749**

Vin	1J4FA2419	7L	Open Date	12/27/2006	Build Date	10/04/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/15/2006	Dealer	62737	Dealer Zone	35	Mileage	2,984
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SIMPSON PA					Country	UNITED STATES

Product - Engine - Unknown - Defective - Default	Customer states the engine will turn off at times while stopped.
Product - Electrical - Lamps and Switches - Defective - Default	Customer states the light on the dash will come on.

Customer calling seeking Lemon Law. Customer states he purchased the vehicle in November and less than a month the dash lights would come on and off. Customer states he took the vehicle to the dealer and had the PCM reprogrammed. Customer states the vehicle was running good after that repair. Customer states he was driving and had to stop at a red light and tried to pull of and the RPMs dropped and the engine would not run. Customer states after a minute the vehicle started. Customer states when he is driving the vehicle it will automatically shut off. Writer called dealer several times for more information and was not able to speak with anyone. Writer will try at a later time.

Writer called dealer and had to leave a message for a call back regarding the repairs.

Customer called stating that the previous agent was supposed to contact the customer back once the have more information. Customer called stating that he feels like he was being bounced around and not called back. Agent contacted dealership and spoke with Sandy the service advisor and she advised this agent that the transmission making noises, Sandy states that the tried to duplicate the issue and the vehicle did not stall or shut off. Customer states that the vehicle shut off again and he is going to take the vehicle back to the dealership to have it looked at again. Agent advised the customer that he would need to go ahead and have the vehicle looked at and see if they can find a diagnosis or a fix for the issue and if not to contact DCX back and have the next agent forward the file to dealership to get additional parties involved with finding the reason for the issue.

next agent send direct to dealer to dealer 62737

Customer Assistance Inquiry Record (CAIR)#**15823158**

Vin	1D8GU58K3	7W	Open Date	01/03/2007	Build Date	10/10/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/02/2006	Dealer		Dealer Zone		Mileage	1,500
Name:						Contact Type	E-MAIL
Address						Home Phone	
	FT. COLLINS CO					Country	UNITED STATES

Product - Drivability - Unknown - No Start - Default

Alleges vehicle died in snow storm.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Nitro is in the shop more then on the rode!!!!!!!!!!!!!! Junk!!!

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

We have bought 25 gmc/chevy cars/trucks over the last 10 years decided to give dodge another shot bought the nitro YOU GOT TO BE KIDDING ME!!! IT HAS BEEN IN THE SHOP 3 TIMES DIED ON MY WIFE IN A SNOW STORM AND NOW IS STILL IN THE SHOP YOU GUYS CAN T EVEN PUT THE RIGHT FLOOR MATS IN THIS THING THATS RIGHT WRONG FLOOR MATS!!! IF YOU CAN T BUILD IT RIGHT DON T SEND IT TO THE PUBLIC! Grab life by the horns? We are very dissipated with your product Now I know why we switched to chevy 10 years ago Like a Rock

*****END OF EMAIL *****

Thank you for contacting the Chrysler Group Customer Assistance Center. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**15823352**

Vin	1D8GT58K5	7W5	Open Date	01/01/2007	Build Date	10/11/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/01/2006	Dealer	44725	Dealer Zone	71	Mileage	700
Name:						Contact Type	
Address	HENDERSON NV					Home Phone	
						Country	UNITED STATES

Product - Air Conditioning / Heater - Switches / Controls - Inoperative - Default	body & leg controls area inoperative
Product - Electrical - Radio/Spkr/Clock/Antenna - Noisy/Static/Interference - Default	loud tapping noise from left side speaker
Dealer - Sales - Personnel - Courteous - Management	rated dealer and vehicle as good
Corporate - Outbound - Survey Follow-Up - IQS - Default	

****** OUTBOUND CSI/IQS CAIR ******

Owner indicates on survey the experience is good so far, but requested a call back. Owner claims there is a the loud tapping sound coming out of the speaker on the left side by the door, the heater does not work when put on body and leg controls, the gas mileage do not correspond at all-im barely getting fourteen miles in the city and getting seventeen point five miles on the open road. The light system for rear view mirror, the light stays on but does not work. The vehicle stalled three times when making any turn and shut off.

Writer contacted the owner who advised, in addition, the horn on the wheel only left side works, but not on the right. Owner indicated he would like the dealer to be made aware of current mechanical issues.

Owner was also happy with our call.

Writer contacted Service Manager Jeff Rogers and left message with forthcoming Cair.

Writer spoke to service manager Jeff, who advised will contact the owner to address all mechanical issues in the interum and determined sending Cair would not be needed..dg2

Customer Assistance Inquiry Record (CAIR)#**15823365**

Vin	1D8GU58KX	7W	Open Date	01/01/2007	Build Date	10/05/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/27/2006	Dealer	41802	Dealer Zone	32	Mileage	1
Name:						Contact Type	LETTER
Address						Home Phone	
	FRANKLIN MA					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default

**** OUTBOUND CSI/IQS CAIR ****

1/2/07 - Owner stated she had two problems with the vehicle. Owner stated while driving home the rpm s accelerated and a few days ago, it stalled while in reverse.

(1) Writer contacted owner and left a voicemail message.

(2) Writer sent letter

Owner called writer back and left a message. Writer returned the call and left another voicemail message for owner.

1/3/07 - Owner called writer back and addressed the above concern. Owner stated she addressed the concern with the dealership; however, the concern did not duplicate. Owner stated the vehicle now feels funny when she drives it but she has not addressed it with the dealership. Writer offered to contact the dealership to assist owner in scheduling an appointment. Owner stated she will mention it to the dealership when she calls to schedule her next oil change.

Customer Assistance Inquiry Record (CAIR)#**15826923**

Vin	1D8GT58K1	7W [REDACTED]	Open Date	01/02/2007	Build Date	10/16/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	12/08/2006	Dealer	44231	Dealer Zone	63	Mileage	2,466
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	CONROE TX [REDACTED]					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	cust alleges stalls wants \$ back
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Cust returned to selling dlr after weekend purchase of veh. Wanted to return for full refund. When advised could not do that then cust stated veh 'stalls' on freeway. Could not duplicate nor could cust demonstrate nor were there any DTCs. Cust advised that unfortunately dlr cannot unwind the transaction and cannot make repairs unless a defect or malfunction is demonstrated. gnb 1-2-07

Cust now complains of cracked trim ring around sunroof. Writer assisting serv/parts mgr in getting part from expediting. gnb 1-9-07

Customer Assistance Inquiry Record (CAIR)#**15828782**

Vin	1J4FA2415	7L	Open Date	01/04/2007	Build Date	11/09/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/14/2006	Dealer		Dealer Zone		Mileage	3,320
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	NASHVILLE TN				Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	customer alleges complete vehicle shut down
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Service department at the dealership where I purchased my Jeep refuse s to p
erform TSB.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****EMAIL SUMMARY*****

I took my Jeep in for the first service appointment as well as to address a few other issues that I had experienced with the Jeep. Those problems being the battery light coming on, the radio shutting down, at one point the entire vehicle shut it s self off as I was driving it. All of the problems are very sporadic, and are impossible to 'duplicate' on demand. After dropping my Jeep off for service I found that there was a TSB issued that address a couple of these issues. TSB 18-036-06. My Jeep met the qualifications for being a candidate to have this TSB performed, as this TSB applies to vehicles built before 11-10-06. Which mine was. The service rep called me back this afternoon stating that they could not replicate the issue. I informed him of the TSB, and after looking at it he did agree that my Jeep met the qualifications for this based upon the build date and problems described, but because they could not 'duplicate the issue' and the could not find any trouble codes they refused to perform the TSB. How is it that they can refuse to perform a TSB that has been issued by Chrysler when all things indicate that my Jeep is a candidate for it? It is a little disheartening to know that I just bought a brand vehicle that from some one and they wont do what they can to fix it. Especially for known issues. Not to mention the safety concerns with the entire vehicle completely shutting down as I am driving in traffic. I would like some one to contact me to hopefully explain a point of view I may be missing. These issues need to be addressed even if the dealer says they can t do it. Thanks,

*****END EMAIL SUMMARY*****

Agent attempted to contact the customer on 1/4/07 at 12:45pm on the customer s home phone. Agent inquired about who his point of contact was, who is Don Prior. Agent contacted dealer 23926, SOUTHEAST AUTOMOTIVE and spoke with Kendall the Service Manager. Agent inquired about the TSB and asked Kendall to consult with Don as to whether the vehicle was ineligible. Kendall states that after consulting with Don they are unaware of why they didn t do it. Agent advised Kendall that agent would refer customer to dealer again. Agent attempted to contact the customer on 1/4/07 at 12:51pm on the customer s home phone. Agent advised customer to speak with Kendall about the issue and the dealership and to call when he dropping the vehicle off so a direct to dealer can be sent.

*****EMAIL RESPONSE*****

Thank you for contacting the Chrysler Group Customer Assistance Center. I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, . If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69826.

If you need immediate assistance, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. Before calling the Customer Assistance Center, please have the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Current vehicle mileage

An explanation of the problem

We have trained Senior Staff agents available to address the questions

and concerns you may have.
I look forward to speaking with you.
Thanks again for your email.

*****END EMAIL RESPONSE*****

Customer is calling states that he was told to call back once his vehicle was at the dealership. Agent contacted the dealership 23926. Agent spoke to Kendall the service manager he advised that the vehicle was there. Agent advised agent is sending a direct to dealer. Agent advised customer to call back if he has any more questions.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

Customer called in still upset with the outcome. Customer states that he went to the dealership and was told that since no updates could be found at this time to update the system. The customer states that he has now found another TSB relating to the concern. The TSB is 08-053-06 which is to be performed after TSB 18-036-06. The customer states that Don at the dealership advised him that the starscan tool did not download an update. The customer s concerns have still not been addressed.

Agent contacted Dealer 23926 and spoke with Kendall who states they cannot find any updates for this vehicle. Agent inquired if they have contacted STAR since they have been unable to resolve the concern. Agent advised customer to continue working with his dealership and to call if the concern is not resolved. Agent also advised Kendall at the dealership that a direct to dealer had been sent.

Agent contacted dealer 63715 and spoke with Wayne service manager who verified that this concern is for the vehicle in question and would be able to look at the vehicle. Should the customer s concerns not be resolved at dealer 23926, Pete at Dealer 63715 has the TSB information ready.

Customer Assistance Inquiry Record (CAIR)#**15830254**

Vin	1D8GU28K2	7W	Open Date	01/03/2007	Build Date	10/24/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/12/2006	Dealer	43320	Dealer Zone	71	Mileage	1,050
Name:						Contact Type	
Address				GILL	Home Phone		
	WOODINVILLE WA					Country	UNITED STATES

Dealer - Sales - Transaction - Incorrectly Equipped - Default	Customer wanted the YES Fabric
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

No survey found. Writer called Customer who mentions that vehicle stalls out and requires restarting sometimes and it has done this 3 times since purchase (after making tight turns in parking lots). Writer spoke with Ben Via (primary driver and husband) encouraged Customer to bring to Chrysler service department at dealer. Customer also stated he assumed he was going to get the YES fabric on the seats and it did not come equipped as such. Advised Customer his sales disappointment would be documented on file also. Survey was found - Customer was listed unsatisfied - due to sales shortcoming

Customer Assistance Inquiry Record (CAIR)#**15830258**

Vin	1D8GU58K3	7W	Open Date	01/03/2007	Build Date	10/13/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/04/2006	Dealer	68650	Dealer Zone	35	Mileage	150
Name:						Contact Type	
Address						Home Phone	
	GEORGETOWN DE					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****

Anytime Between 9-5p

Survey says that Customer had concern with vehicle shutting off in mid-drive. Writer called the phone number available for contact. Phone number listed for the customer is a fax number. SENT 140 LETTER.

Customer Assistance Inquiry Record (CAIR)#**15834519**

Vin	1D8GT58K8	7W	Open Date	01/04/2007	Build Date	11/01/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/26/2006	Dealer	67879	Dealer Zone	63	Mileage	1,800
Name:						Contact Type	
Address						Home Phone	
	OAKLAND TN				Country	UNITED STATES	

Product - Engine - Unknown - Defective - Default	Caller states vehicle shuts off.
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owner s notes indicate she is having a problem with the vehicle shutting off and a transmission issue.

Owner is pleased with the way this vehicle looks and drives. Writer left a message for the owner.

***Writer left a second message and will send a follow up letter.

Customer returning phone call. Agent advised customer that there should be someone contacting her back, but there are no guarantees. Customer wants issue with vehicle solved.

***Writer left a message for the owner after receiving a message from her.

***Writer returned a message to the owner and left a message for her.

***Owner states that it does shift hard and does not like the transmission. Owner states on 1/1/07, it cut out while driving on the interstate. The dealer has not been able to duplicate it or bring up a code. Owner was given the file # for follow up in the future. She states she does like driving this vehicle.

Caller states the vehicle shut off on the interstate. Caller states vehicle powered back up and everything was ok. Caller just wanted this issue documented fully with DCX. Caller mentioned this has only hapened once and no diagnosis was made.

Customer Assistance Inquiry Record (CAIR)#**15834522**

Vin	1D8GT58K9	7W	Open Date	01/04/2007	Build Date	11/02/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/21/2006	Dealer	42308	Dealer Zone	66	Mileage	3,000
Name:						Contact Type	
Address						Home Phone	
	WEAVER AL					Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	3X check engine light
Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Unknown - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****

Vehicle at dealer 3 times for a check engine light concern and it stopped in the middle of a busy intersection recently.

Writer called the owner who advised the vehicle has had 3 repairs for the check engine light. 1st repair-O2 sensor, 2nd repair O2 sensor leaking (hole) and 3rd repair wiring had to be re-routed. Recently the vehicle stalled in the road and the owner was able to restart it immediately. The owner called the dealer and they were supposed to document the concern on her record. Writer agreed to document the cair. Writer advised the owner to call DCCAC if she has any future concerns. Owner was grateful for the phone call.

Customer Assistance Inquiry Record (CAIR)#**15834525**

Vin	1D8GU28K7	7W	Open Date	01/04/2007	Build Date	10/26/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/18/2006	Dealer	45258	Dealer Zone	35	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	WILMINGTON DE					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	stalled twice , dealer cannot fix
Product - Steering - Steering Wheel / Column - Noisy - Default	steering wheel squeaks
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Attempted to call owner @3:33pm.

No answer, no machine.

Attempted to call owner, no answer.

140 letter sent.

Customer Assistance Inquiry Record (CAIR)#**15835076**

Vin	1D8GT58K7	7W	Open Date	01/04/2007	Build Date	10/30/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/19/2006	Dealer	41221	Dealer Zone	66	Mileage	2,600
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TAMPA FL					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Customer states vehicle stalls.

Customer states vehicle keeps shutting down. States she will drive down road and vehicle will die. Customer states she wants her vehicle repaired. So far computers are not picking up codes. States vehicle rides rough. Agent called dealership and spoke to Eric, Service Manager, which states issues cannot be duplicated. Eric states District Manager has already been pulled in and the top technician at this dealership has been working on her vehicle. Agent advised Eric direct to dealer would be sent. Agent advised customer that Bob will ride with her when she comes in on Tuesday and he would try to duplicate the issue and advised customer that 41221 already had their top technician working on vehicle but this direct to dealer would assist to pull in extra technical support that might be needed.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 41221 01/04/07 10:37 O 15835076

*Contact Date:01/10/2007

Service Director at the dealership has closed the Cair# 15835076

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 1/10/2007 AT 10:45:084 R 15835076

Customer Assistance Inquiry Record (CAIR)#**15836568**

Vin	1J4GA3918	7L	Open Date	01/11/2007	Build Date	09/15/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/17/2006	Dealer	68904	Dealer Zone	71	Mileage	3,500
Name:						Contact Type	
Address						Home Phone	
	WINLOCK WA					Country	UNITED STATES

Product - Drivability - Unknown - No Start - Default	
Product - Drivability - Unknown - Stalling - Default	
Referral - Customer Retention Task Force - Default - Default - Default	

***** OWNER RETENTION BUYBACK TASKFORCE TEAM *****

Owner writes concerning a stalling condition in vehicle followed by no start. Owner states this happened three times from the date of purchase to 12/15, and each time the vehicle was brought to the dealer for service. Owner states on the first visit the vehicle was down for a week and the dealer found nothing wrong. Owner states the second visit the vehicle was towed in and was down for three weeks while the dealer made repairs. Owner states the day after getting the vehicle back it stalled again and owner called for a tow. Owner states this was 12/15 and the vehicle was still down at the time the owner s letter was written (12/27). Owner states his wife is scared to drive the vehicle and that they cannot depend on it. Owner seeking immediate action be taken to resolve.

Spoke with service manager Aaron at dealer 68904 who advised vehicle has been down since 12/14. SM states vehicle started when dropped off but had stored code for PCM. Dealer replaced module and vehicle will not start. Aaron confirmed vehicle was down aprox 3 weeks on prior repair attempt. Reviewed with WAD, we will replace owners vehicle given down time and unresolved condition. Left message for owner to contact me direct. Should owner call in response to my message, please direct him to me at extension 7125, do not discuss with him the replacement offer. Thank you.

Spoke with owner and offered MSRP replacement. Owner accepted, is pleased with the resolution. Owner had questions about a brake recall that affects some of the new Jeep models and also states he pair close to a \$2000 premium for the vehicle over MSRP and inquires how that will affect the replacement. Advised owner I would look into both these concerns and return his call tomorrow.

01/17/07 Spoke with owner and explained that vehicle would be replaced based on MSRP, and not purchase price. Advised owner currently there were no open recalls on the 07 Wrangler.

Replacement template submitted for approval.

01/24/07 Owner calls, states dealer asked him to pick his vehicle up and return loaner. Owner states after he picked his vehicle up it broke down again. Owner states dealer gave him a loaner but only for a day. Owner states he will be without transportation. Advised SM Aaron DCX would assist with a loaner for owner. Dealer will arrange.

02/13/07 Spoke with Perry Phillips, Fixed Operations Mgr at Olympia regarding loaner. Advised DCX would assist with loaner from 1/24 to today. Advised that if owner wants to order a new vehicle rather than take a unit from stock, DCX would not participate in loaner assistance, that it would be responsibility of owner or dealer.

Customer Assistance Inquiry Record (CAIR)#**15839626**

Vin	1D8GU28K6	7W	Open Date	01/08/2007	Build Date	10/20/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/15/2006	Dealer		Dealer Zone		Mileage	1,656
Name:						Contact Type	E-MAIL
Address						Home Phone	
	COLUMBIA HEIGHTS MN					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Vehicle stalls at times, no diagnosis from dealer.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Problems with my 2007 Nitro & Dealership is no help!

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Took our car is for service on it, the car will stall when you turn into a tight parking space, it has problems with shifting at 35 & 45 MPH it makes a jerking feeling, turn signals have stuck, tire sensor went off and nothing was wrong with it, dealership took it for 2 test drives and hooked it up and told us there is nothing wrong with it that we just have to get use to it, that it needs to be broken in. Here is my problem with that, we are not the only ones with this problem with their nitro s. here is a place to go look on the internet:

<http://www.nitroforumz.com/index.php> I was told my Tech at shop that they could not find any # s for correcting the problems that we are talking about yet I found some! I am so not happy with the service at this apparent 5 star dealership and I do not want to have to keep bringing my NEW car back in for service! We are leasing this car and yet they feel that they can take it on several test drives for 20-30 miles to check it! Plus the fact they are telling us that we have to get used to it! I think not! I do not even want to drive this car now, I have a 5 year old with my most of the time in it and if it should stall out on me on the interstate that would pose a major problem! I really would like to know who we can take this peice of junk to to get it fixed right and what Dodge plans on doing to fix the problems everyone is complaining about.

*****END OF CUSTOMER EMAIL*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the issues you are having with your 2007 Dodge Nitro. We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents. Thank you again for your email.

*****END OF EMAIL RESPONSE*****

Customer is calling in wanting to know if we got the letter. Agent informed the customer that she got a response. Customer states that she was just calling to make sure that we got the e-mail. Agent informed the customer that DCX received the letter on 1/08/07.

Customer Assistance Inquiry Record (CAIR)#**15842716**

Vin	1D8GT28K0	7W	Open Date	01/08/2007	Build Date	11/08/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/27/2006	Dealer	66648	Dealer Zone	63	Mileage	3,700
Name:						Contact Type	
Address						Home Phone	
	SAN AUGUSTINE TX					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default

Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default

**** OUTBOUND CSI/IQS CAIR ****

Please call between 4-5 or on her cell phone 9365965595

_CUSTOMERS SURVEY RELATES AN INTERMITTANT CONCERN WITH DASHGAUGES CUTTING OUT 1 TIME IN VEHICLE OWNERSHIP. WRITER SPOKE WITH THE CUSTOMER AT THE ABOVE CELLULAR LINE. WRITER SPOKE WITH ADVISOR. APPARENTLY, CUSTOMER WAS CONCERNED ABOUT LOANER TRANSPORTATION. ADVISOR ALAN HAS AGREED TO RENTAL COVERAGE NEXT DAY (SELF AUTHORIZE, SERVICE MANAGER,SM) IF VEHICLE WAS NOT FIXED TODAY. ALAN STATED WAS IN THE PROCESS OF DIAGNOSIS AS WE SPOKE. CUSTOMER SOUND COOPERATIVE AND SATISFIED.

Customer Assistance Inquiry Record (CAIR)#**15842749**

Vin	1J4GA3910	7L1	Open Date	01/08/2007	Build Date	11/08/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/21/2006	Dealer	08011	Dealer Zone	74	Mileage	3,000
Name:						Contact Type	
Address						Home Phone	
	RIVERTON UT					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	'sometimes it turns off while you're driving.'
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

anytime

describes experience so far-- Good

States vehicle has done this 2x.

Owner states will be bringing vehicle in this week to have issue addressed (has not been to dealer yet for this issue).

Owner states has appt 'later this week' - invited owner to contact me back directly if the problem persist or dealer cannot assist.

Service Manager Rick will inspect v4ehicle and contact me directly.

1/10/07 Will close CAIR until further contact from either owner or dealer/

MJF5

Customer Assistance Inquiry Record (CAIR)#**15844540**

Vin	1J4GA391X	7L	Open Date	01/08/2007	Build Date	09/11/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/11/2006	Dealer	41337	Dealer Zone	66	Mileage	4,800
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ELBERTA AL					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer having issue with vehicle stalling.
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Customer called stating that his vehicle would shut off going 55 mph and then come right back on. Customer states that the dealership 68756 tried to fix the issue but could not find the reason his vehicle is acting up. Customer states that there is a dealership closer to him then the previous one he took it to. Agent advised customer that he could take it to the other dealership and as soon as the dealership has the vehicle that he could contact DCX and the next agent will send the file to the dealership to get the appropriate people involved.

next agent send a direct to dealer to dealership 41337

Caller states that he already had a diagnosis completed on this vehicle and they still do not know what is wrong with the vehicle. Writer advised that he would leave a message with 41337 and advise of the file that would be sent to make sure that the proper parties are involved. Writer contacted Phil in service and advised of the direct to dealer.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 41337 01/08/07 16:30 R 15844540

*Contact Date:01/17/2007

Service Manager at the dealership has closed the Cair# 15844540

Warranty repair has been documented on Repair Order#43768

CAIR RETURNED FROM DEALER ON 1/17/2007 AT 12:00:658 R 15844540

Customer Assistance Inquiry Record (CAIR)#**15847281**

Vin	1D8GU28K5	7W	Open Date	01/09/2007	Build Date	10/02/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/08/2006	Dealer	44897	Dealer Zone	35	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	PITTSBURGH PA					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	

****** OUTBOUND CSI/IQS CAIR ******

Owner complains of stalling. Called dealer service, Chris, who states the owner has not been in. Issued direct line for the dealer to contact writer for possible rental.

Owner states that there may be a possible low idle. Owner states that she was pulling into a parking place and the vehicle stopped running. Warm transferred owner to Chris in service to set an appointment.

Customer Assistance Inquiry Record (CAIR)#**15847722**

Vin	1D8GT58K9	7W	Open Date	01/10/2007	Build Date	10/16/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/22/2006	Dealer		Dealer Zone		Mileage	2,777
Name:						Contact Type	E-MAIL
Address						Home Phone	
	MANDEVILLE LA					Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states that the vehicle shut off.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

My 2007 Nitro lost all power while I was travelling 65 mph on the Causeway bridge, and there is a grumble, drone, and knock with the transmission, and the brakes hum when changing between drive and reverse.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****BEGIN EMAIL*****

I was driving home last night after work. I take the Causeway Bridge to get from New Orleans to Mandeville, Louisiana. The bridge is 23 miles long, with no shoulder, and a 65 mile per hour speed limit. I had the cruise control set to 65 and was about two-thirds of the way across the bridge when my SLT lost all power. Head lights went off. Radio lights went off. Engine cut. Then, every light on my dash board came on. Even the seatbelt light was blinking, despite the fact that I was buckled in and rolling at about 60 miles an hour. Not knowing what to do, I just decided not to touch anything. As the car decelerated to 50, the engine returned as did all the lights. That is problem #1. Problem #2 concerns the poor shift quality of the Nitro s transmission. There is a constant bump when shifting gears, and an apparent searching for gears. Problem #3 concerns switching between 'reverse' and 'drive.' When doing so, a noise can be heard from the brakes which sounds like a hum. Please advise.

*****END EMAIL*****

*****BEGIN RESPONSE*****

Dear [REDACTED]:

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

Thank you for your email to DaimlerChrysler regarding your 2007 Dodge Nitro.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer requrs factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

*****END RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**15847986**

Vin	1J4FA2415	7L	Open Date	01/09/2007	Build Date	11/09/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/14/2006	Dealer	23926	Dealer Zone	66	Mileage	3,951
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NASHVILLE TN					Country	UNITED STATES

Product - Electrical - Battery - Other - Default	Customer is having electrical issues with the battery.
Product - Drivability - Unknown - No Start - Default	Customer states that the vehicle has shut off on him.

Customer is calling he has sent in an email about his issue. Customer states that he is having electrical issues. Customer states that he has had issues with the battery. Customer states that his vehicle even has quit on him. Customer is very concerned. Agent contacted the dealership and spoke with Kendell he advised that the vehicle is at the dealership. Agent advised Kendell that agent is send a direct to dealer. Agent advised customer that agent is getting technical assistance involved with his vehicle.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 23926 01/09/07 10:25 O 15847986

Customer calling in for update on file. Customer calling states he just heard back from the dealer. Customer states dealer just told him again that they cannot duplicate the issue. Customer calling states he has recently also found another TSB and would like both Known TSB performed. Agent informed customer when the dealer Duplicates the issue the vehicle can be repaired and not until then. Agent and customer went round and round agent informed customer numerous times that repair cannot be made without duplication or diagnosis of issue. Customer states he will get second opinion and follow up on this.

****PLEASE REVIEW INFORMATION IN CAIR 15828782 REGARDING THIS VEHICLE****

Caller is Kendall Wright, service manager, with dealership 23926. The technical bulletins do not apply to this vehicle. Dealership contacted STAR there is no issue with the part.

Dealer was advised that the file was updated.

*Contact Date:01/23/2007

Service Manager at the dealership has closed the Cair# 15847986

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 1/23/2007 AT 02:48:248 R 15847986

Customer Assistance Inquiry Record (CAIR)#**15848081**

Vin	1J8GA5917	7L	Open Date	01/09/2007	Build Date	08/30/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/22/2006	Dealer	68399	Dealer Zone	63	Mileage	7,900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	VAN ALSTYNE TX					Country	UNITED STATES

Product - Engine - Unknown - Defective - Default	Caller states engine stalls.
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Caller states engine stalls. See CAIR 15706932. Caller seeking update on this situation. Agent informed caller that for an update he will have to stay in touch with dealer. Caller states that he spoke with DM this morning and hae was not helpful. Agent informed caller that this is in the dealers hands now, primarily the DM. Agent explained that it is at the dealers disscression at this point what action to take. Caller understood.

Customer calling regarding the above issue. Customer is seeking status on the buyback issue. Agent advised customer that it is now in the CAIR of the DM and he would need to continue to work with the dealership.

Customer would like for someone to contact him back at 903-815-7469. Agent advise customer that the information will be documented.

1-17 DM contacted owner this date and owner seeks a repurchase and is not interested in another DCX product. Owner told DM that vehicle will has on two occastions experienced a condition where the guages go down and then come back up as if the car has restarted. During this event the owner loses throttle responsiviness as well. Owner also reports that there is an in termittent issue with the radio that he feels is related. The two occasion s the owner references occured at approx. 2900 miles & 5900 miles. The vehicle currently has 8300 miles on it. DM will update after further contact with the owner. spc

Customer Assistance Inquiry Record (CAIR)#**15855661**

Vin	1D8GT58K9	7W	Open Date	01/11/2007	Build Date	10/31/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/15/2006	Dealer	44854	Dealer Zone	66	Mileage	174
Name:						Contact Type	
Address						Home Phone	
	PALM BEACH GARDE FL					Country	UNITED STATES

Product - Drivability - Unknown - No Start - Default	Stalling
Product - Electrical - Unknown - Defective - Default	Tire pressure sensor
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

after 5pm

I had the car less than 2 Weeks and it wouldn t start. Happened twice, didn t take it in but did call the dealer. It started back up after about 10-15 of waiting and sitting. I was going about 55mph in the rain one night on the interstate when the car totally stopped. Engine died. I had to go on the ramp coasting with flashers on and I had no power brakes.

I sat there for about 10 min and tried to start it again which it did turn over. I took it to dealer the next day and they kept the car for 3 days.

Dealer had to totally replace faulty piece in the engine.

States the current problem is the system that alerts you of your tire pressure is not reading the pressure for 1 of the tires. I checked all the tires and they are fine. Must be something wrong with computer system.

*

Spoke with owner who states she has not been in yet for the tire monitoring sensor problem.

States one tire out of the 4 is not reading. States she checks the pressure and they are all fine including the spare.

States she will contact dealer for inspection.

Owner was upset with previous concern and states the vehicle stalled out on her in traffic. States dealer reprogramed the PCM.

Provided direct line for future use. Also sending some oil change coupons for some customer satisfaction. Owner accepted and is happy.

Sending Owner Care OC36M.

Customer Assistance Inquiry Record (CAIR)#**15858489**

Vin	1D8GT28KX	7W	Open Date	01/11/2007	Build Date	09/28/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/14/2006	Dealer	44058	Dealer Zone	66	Mileage	2,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	COLUMBIA SC					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Customer states that the vehicle stalls.

Customer states that the vehicle stalls while driving down the vehicle.
Customer states that the dealership advised that they should bring the vehicle in. Agent advised customer that he did need to take the vehicle in to be diagnosed. Agent advised that he could take the vehicle to any Chrysler dealership that he chose to use. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**15860720**

Vin	1D8GU28K3	7W	Open Date	01/12/2007	Build Date	10/03/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	10/31/2006	Dealer	43871	Dealer Zone	35	Mileage	1
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WILLIAMSTOWN NJ					Country	UNITED STATES

Product - Electrical - Radio/Spkr/Clock/Antenna - Vibration - Default	passenger speaker vibrates & inoperative
Product - Body / Trim / Paint Finish - External Ornamentation - Loose - R. Door-Driver	rear wheel well molding falls off & unable to attach
Product - Electrical - Power Windows - Intermittent or Inoperative - R. Door-Pass	will not open
Product - Drivability - Unknown - Stalling - Default	

Owner responds to survey indicating she will never buy another Chrysler product. She purchased the vehicle at Barbera in Pa but lives in New Jersey, where the dealer is giving her problems because of that. In addition owner claims is having problems including : back side window will not open, passenger speaker vibrates and inoperative, stalls, rear wheel well molding fell off and won t stay put and the electrical wire panel under the dash will not stay attached.

Writer contacted the owner to determine if her concerns have been addressed and if we can provide any assistance in locating a dealer for service.

Writer spoke to owner who advised is scheduled to repair vehicle at Turnerville (44330) as part for rear window has arrived.

Writer advised will document complaint against Barberra and explained warranty is valid at any Dodge dealer. Owner to call writer back if any further concerns..dg2

Customer Assistance Inquiry Record (CAIR)#**15860923**

Vin	1J4FA2413	7	Open Date	01/12/2007	Build Date	10/16/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/02/2006	Dealer	68861	Dealer Zone	66	Mileage	6,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GIBSONTON FL					Country	UNITED STATES

Product - Unknown - Unknown - Hesitation/No Power - Default	Customer states that vehicle stalls while driving
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Customer states that the second week after she bought her vehicle there were some issue with her vehicle. Customer states that she took vehicle to dealership for inspection. Customer states that when she is driving the car will shut off, once she tries to start the vehicle again it is hard to start. The check engine light comes on. Customer states that the second time this happened the RPM went up to 6 or 7 thousand. Customer states that she is concerned because this is a safety issue. Customer states that this issue can cause an accident. Customer states that there is another vehicle in the dealership with this issue. Customer states that she wants to know if this issue is covered under the lemon law. Customer states that she is wanting to possibly trade the vehicle. Agent advised customer to review her blue and white booklet in regards to lemon law requirements. Customer states that she has already done all of this. Agent contacted dealership 68861 and spoke with Patrick. Agent was advised that the vehicle has bee drive 135 miles in total and there is no issue. Patrick states that the issue can not be duplicated. Agent advised customer to continue working with dealership or seek guidance through her blue and white booklet.

Customer Assistance Inquiry Record (CAIR)#**15878419**

Vin	1J4FA2410	7L	Open Date	01/18/2007	Build Date	10/21/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/15/2006	Dealer	23963	Dealer Zone	66	Mileage	1,700
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DELRAY BEACH FL					Country	UNITED STATES

Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Caller states that vehicle is stalling.
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Caller states that vehicle is stalling. Caller states vehicle has had a few problems now with the warning lights coming on. Caller states those issues have been checked out and apparently repaired. Caller states that they do not want buyback but rather just an exchange at the dealer. Agent informed caller that this would be between customer and dealer.

Customer Assistance Inquiry Record (CAIR)#**15884356**

Vin	1J4FA2411	7L	Open Date	01/22/2007	Build Date	09/13/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/12/2006	Dealer	23061	Dealer Zone	32	Mileage	800
Name:						Contact Type	
Address						Home Phone	
	WARWICK RI					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default

Product - Drivability - Unknown - Stalling - Default

**** OUTBOUND CSI/IQS CAIR ****

Survey Comments:

the resp is extremely unhappy with daimler chrysler! he was stuck in the high way and he was freezing bec his jeep broke down.they towed his car , but can t find what s wrong with it.he is very disappointed with the sales person at tarbox dealership, but he higly commended the sales manager for helping him.he said the manager was very apologetic and was extremely nice to him.but again, he s not satisfied with his jeep and will never purchase another one.

1/22/07 Left message/ext with owner this PM / MJF5

1/26/07 Sent 140 unable to contact letter.

1/29/07 reviewed with owner all of above- owner is very pleased we called to discuss. Explained to owner internal customer relations process (in general terms) and advised of corporate/dealer relationship. Owner has my ext for further contact if needed/MJF5

Closing CAIR at this time/MJF5

Customer Assistance Inquiry Record (CAIR)#**15884372**

Vin	1J4GA3918	7L	Open Date	01/22/2007	Build Date	11/21/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/04/2006	Dealer	23050	Dealer Zone	32	Mileage	3,000
Name:					Contact Type		
Address					Home Phone		
	ATHOL MA			Country	UNITED STATES		

Corporate - Outbound - Survey Follow-Up - IQS - Default

Product - Drivability - Unknown - Stalling - Default

**** OUTBOUND CSI/IQS CAIR ****

Customer s survey indicated because 'I m having electronic problems with vehicle it stops for no reason.' Customer mentioned dealer has told her tomorrow they plan to fix and have found the concern to be module related.

Customer stated she is scheduled to drop off vehicle 1/23 and over all sounds pleased with vehicle.

Customer was contacted Writer assured owner she can call my direct line for any future concerns.

Customer Assistance Inquiry Record (CAIR)#**15884374**

Vin	1J4GA391X	7L	Open Date	01/22/2007	Build Date	07/28/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/05/2006	Dealer	68244	Dealer Zone	63	Mileage	5,654
Name:						Contact Type	
Address						Home Phone	
	MEEKER OK					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****

Survey mentions had one engine concern and vehicle just shut off. Writer called customer on 1/22. Customer mentions that this only happened once. The issue has not returned since per Mr. Statton. Writer encouraged the Customer to return to Chrysler dealer for further testing. Customer is satisfied with overall vehicle and it is drivable.

Customer Assistance Inquiry Record (CAIR)#**15888807**

Vin	1D8GT28K4	7W	Open Date	01/23/2007	Build Date	10/03/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/15/2006	Dealer	68836	Dealer Zone	71	Mileage	700
Name:						Contact Type	
Address						Home Phone	
	INGLEWOOD CA					Country	UNITED STATES

Product - Electrical - Power Door Lock / Deck Lid - Intermittent or Inoperative - Unknown	Power door locks inoperative
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

1/23/07 - Owner stated she cannot get into the vehicle. Owner stated something is wrong with the lock and she has to take it back. Owner stated this occurred a week after purchasing the vehicle. Owner stated she took the vehicle back once and they were not able to take care of it because of the other services.

(1) Writer contacted owner successfully. Owner stated she has not had the opportunity to schedule an appointment with the dealership to have this concern diagnosed. Owner stated she works two jobs and does not have the time right now. Owner stated she noticed another problem. Owner stated the vehicle stalls while reversing and turning the steering wheel, mostly when she is parallel parking. Owner stated she will address the concern with the dealership at her leisure.

* Writer called dealership and left a voicemail message for Service Manager, Kerry to call writer back.

1/25/07 - Writer contacted dealership and spoke with Kerry. Writer explained the customer's concern. Kerry stated she will contact the customer to schedule an appointment and arrange to have a loaner vehicle available for the owner. Writer thanked Kerry.

Customer called claiming that the key pad for the locks hesitates and does not always unlock, the vehicle cuts off when backing up or parallel parking, the radio stays on after turning the vehicle off, and is concerned with the recall in effect for the ABS system. Claims that the vehicle is missing a piece in the U-connect. Agent advised customer that they may take the vehicle to any Dodge dealer for service under warranty and recall service. Customer understood.

Customer states that her vehicle was vibrating and the ETC light and the ESP light came on. Customer states that she then turned the vehicle off and on again and everything ran normally. Customer wants to know if this is normal. Agent advised customer that she would have to have issue diagnosed by dealer and repaired under warranty.

Agent also advised customer of incomplete recall F50.

3/2/07 - Writer called owner and left a message

3/6/07 - No customer response. Writer closing file.

3/21/07 - Writer contacted dealership and left a voicemail message for Service Manager, Kerry.

3/26/07 - Writer contacted owner and left a voicemail message at 12:16pm.

Owner stated the Service Manager called her and advised the part she is waiting on has no eta. Owner stated the dealership still has not scheduled an appointment with her to diagnose and repair the other problems. Owner stated the dealership has finally returned her phone call after leaving a message with them over a month ago. Writer called dealership and left another voicemail message for Service Manager, Kerry. Numerous voicemail messages were left for SM and the call was never returned. Customer was contacted instead with no resolution, writer sending direct to dealer cair.

3/26/07 - Writer called customer back and informed of file that will be forwarded for further technical assistance. Owner stated she would like to schedule an appointment to have the other concerns addressed. Writer made two attempts at contacting the dealership. Writer advised owner due to the excessive wait time to get through to the dealership, writer will call owner back once a SA is on the line and owner agreed. Writer contacted dealership for the third time and spoke with Rosie, Service Advisor. Rosie inquired about owner's concern and stated she can assist in scheduling an appointment. Writer contacted owner again and conferenced her with Rosie to schedule an appointment.

REASSIGNED TO BC/DLR 71 68836 03/26/07 13:59 R 15888807

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance
(district manager/zone/STAR) in an attempt to resolve
customers concern. Please update with final resolution
REASSIGNED TO BC/DLR 71 68836 03/26/07 14:00 R 15888807
3/26/07 - Kerry, Service Manager, left voicemail message for writer at
1:03pm. Kerry s voicemail stated ' the part is not available yet and I
has informed customer. '

*Contact Date:03/30/2007

Service / Parts Director at the dealership has closed the Cair# 15888807
Parts have been received.

CAIR RETURNED FROM DEALER ON 3/30/2007 AT 03:18:616 R 15888807

Customer Assistance Inquiry Record (CAIR)#**15888813**

Vin	1D8GT58K1	7W	Open Date	01/23/2007	Build Date	10/19/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	12/09/2006	Dealer	43012	Dealer Zone	71	Mileage	1,500
Name:						Contact Type	
Address	7					Home Phone	
	LOS ANGELES CA					Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	cut off completely
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Customers survey indicated that vehicle suddenly shut off. Writer called Shonice Williams who advised that she had to wait past weekend until Tues. because the dealer was closed when this happened (Christmas Weekend Dec. 23 /2007) she waited to bring it into dealer and once vehicle was in the shop dealer advised if it is not broken they would be unable to fix it. Writer reiterated importance of involving Chrysler dealer should issues re-manifest. Direct line was given as reference. Advised DCX can not force a dealer to repair car if conditions can not be verified.

Customer Assistance Inquiry Record (CAIR)#**15892399**

Vin	1D8GT28K1	7W	Open Date	01/23/2007	Build Date	10/03/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	10/18/2006	Dealer	44527	Dealer Zone	63	Mileage	6,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MERTZON TX					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer complains of stalling issue.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Customer states the check engine light was on.
Referral - Tier Three - Default - Default - Default	Tier three referral.

Customer states the check engine light was on. Customer called in and states that he was having an issue with his vehicle, he states that he contacted a Chrysler Rep and spoke with him on this issue. Customer seeking to speak with that Rep again. Customer was informed that that information is not available and he would have to speak with the dealer for that information. Customer states that the vehicle has been to the dealer 8 times for the same issue. Customer also complaining of a stalling issue. Customer states that most of the repair work has been done at 43138. Customer states that he already has a lawyer but is looking into the lemon law process. Agent contacted 43138 to get repair history. Agent spoke with Adrian.

11/30/06 2889 miles- Replaced o2 sensors

11/17/06 1934 miles- engine light is on- o2 sensor replaced

11/09/06 1840 miles- engine light- Bad converter, converter was replaced

10/27/06 1041 miles- engine light-Parts were ordered

Still having issue. Agent was not able to contact 44527 to get additional information facility was closed. Agent informed customer that the file would be forwarded to the correct department for review and once reviewed he would be contacted. Reference number given.

TALKED TO THE MOTHER THIS AM SHE REFERED ME TO SON IN LAW SEE FORMER CAIR RE-OPENED FOR RESOLUTION. MFP

Customers son in law, driver of the vehicle, and he states he just spoke to MFP and he feels he was rude to the customer. Writer advised customer that the issue was being reviewed by all appropriate parties and he would be contacted as soon as they came up with a resolution. Customer states he would wait to hear from the people that are working on these issues.

Customer Assistance Inquiry Record (CAIR)#**15892608**

Vin	1D8GU58K9	7W	Open Date	01/23/2007	Build Date	11/16/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	12/19/2006	Dealer	59709	Dealer Zone	71	Mileage	1,705
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MARYSVILLE WA					Country	UNITED STATES

Product - Steering - Steering Wheel / Column - Defective - Default	Customer reports steering column replaced.
Corporate - DaimlerChrysler Address - Default - Default - Default	Customer request DCX address.
Product - Drivability - Unknown - Other - Default	Engine performance concern.

012307: Service Manager of Dwayne Lane Dodge reports that customer reports an engine performance concern. They have been unable to duplicate the customer engine performance concern during road testing and no detected trouble code found. RAD16

Customer calling to request DCX address in order to request vehicle buyback. Customer reports that the dealership is currently replacing some parts in the vehicle, and that she doesn't feel safe with the vehicle and so is requesting buyback. Provided customer DCX address, referred her to the Blue & White book, and advised her to keep working with the dealership. Advised customer agent would call her back if necessary. Called dealership and spoke to Service Manager James who advised that the customer has had various complaints about the vehicle since the day after she purchased it, summarized as follows:

01/15/07 engine hesitation - no duplication, no codes, no diagnosis.

01/15/07 mirror changes by itself - replaced.

01/02/07 engine hesitation - no duplication, no codes, no diagnosis; reprogrammed PCM per TSB.

01/02/07 blower noise - diagnosed as normal operating condition.

01/02/07 seatbelt cover came off - screw replaced.

02/06/07 all systems shut down, vehicle died - steering column replaced.

02/06/07 engine hesitation - no duplication, no codes, no diagnosis.

Called customer back; customer states vehicle is at dealership and she has not picked it up yet. Customer states that she does not feel safe in the vehicle and is requesting buyback. Customer states all current issues have been resolved. Referred customer to the Blue & White book and advised her to keep working with the dealership.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and left message for James, and informed him of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your

Business Center guidelines in an attempt to resolve customer's concern(s). If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 71 59709 02/16/07 17:29 R 15892608

021907: I am aware of the case. 011607, service manager call to report that vehicle was scheduled to return to his shop. RAD16

Customer Assistance Inquiry Record (CAIR)#**15893010**

Vin	1D8GT28K4	7W	Open Date	01/24/2007	Build Date	11/10/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/08/2006	Dealer	68543	Dealer Zone	63	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	FREER TX					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****

this is cell phone

Owner says, 'stalled out, tires locked up at about 70 mph, and it wouldn't start.'

Left message and extension on owner's voice mail.

Sent unable to contact letter.

Letter came back 'return to sender.'

Customer Assistance Inquiry Record (CAIR)#**15894119**

Vin	1J4GB3917	7L	Open Date	01/24/2007	Build Date	08/21/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	09/08/2006	Dealer	43351	Dealer Zone	63	Mileage	6,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FORT POLK LA 7					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer reporting stalling problem
Corporate - Product Information - Default - Default - Default	Provided product information.

Customer s wife stated husband was driving, all dash lights came on and engine cut off, a few seconds later, engine came back on and dash lights went back off. Agent advised customer to contact a DaimlerChrysler repair facility to have vehicle checked. Customer also requesting register a complaint. Customer stated she is unable to access dealer inventory on web site. Agent walked customer through website and was able to bring up dealer s inventor, customer was not. Customer states that all the lighs came on and he lost complete power. Customer states that he is calling in to make DCX aware of this issue. Agent advised customer that agent has documented the issue.

Customer Assistance Inquiry Record (CAIR)#**15896082**

Vin	1D8GU58K5	7W	Open Date	01/24/2007	Build Date	10/05/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/20/2006	Dealer	43162	Dealer Zone	74	Mileage	2,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DILLON MT 5					Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Defective - Default	Customer states driver side does not heat.
Product - Transmission / Transaxle - Torque Converter - Defective - Default	Customer states torque converter is defective.

Customer states this vehicle is having issues. Customer states there has been work on the torque converter and the vehicle computer. Customer states that he feels the transmission issues are being addressed properly. Customer states there is minimal heat on the driver side of the vehicle. Customer states in Montana it gets very cold and this is absolutely unacceptable. Customer states the dealer has acknowledged this issue and has also advised that DCX does not have a fix for the issue yet. Advised customer the dealer will have to be phoned and he will receive a call back. Customer states to phone him on his Secondary number.

Called dealer 43162 and spoke with Frank Russell. Advised Frank that there is a notice 06-063 regarding the air flow on the HVAC on the NITROs. Advised Frank the customer s VIN is not on the list of affected vehicles but he may try to get approval to flash the HVAC module. Frank states they believe they have corrected the torque converter issues. Frank states he will get approval from his service manager to perform the HVAC flash. Called customer and advised that once Frank has received approval, he will contact her to perform the HVAC repair.

03/01/07 DM tea3 called dealer. Smgr out sick and Dealer is out test drivin g a vehicle Dm gave receptionist Dm s home no to call.

03/01/07 Dealer Called DM back, and advised that veh will experience shudde r every 2 weeks, and all dash warning light will engage and vehicle stalls although veh starts right up owner is starting to get concerned. Both _ Dealer and DSM believe the problem is with the PCM, however, dealer tec _ states that the PCM is an integral part of the wire harness and cannot be exchanged out due to the VIN memory. DSM is requesting Tec Advisor _ Involvement. Tea3

Customer Assistance Inquiry Record (CAIR)#**15899984**

Vin	1D8GT28K7	7W	Open Date	01/25/2007	Build Date	10/03/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/30/2006	Dealer	59580	Dealer Zone	66	Mileage	1,600
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	JACKSONVILLE FL					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer having issue with vehicle stuttering.
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Customer states that his vehicle has been to the dealership because a stuttering issue. Agent advised customer that this agent will forward his file to the business center at the dealership for further assistance with this issue. Agent contacted the dealership and spoke with Jerry and advised Jerry that this agent is forwarding the file of Mr. Caldwell over to there business center for further assistance with this issue. Agent advised the customer to continue working with his dealership for more information regarding this issue. Customer understood.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 59580 01/25/07 16:46 R 15899984

DM working with SM to resolve this issue - a torque converter has been ordered. Will update with any new info. RJV13

DM closing cair - test drove this veh after the above repair and found it to be operating as it should.

Customer Assistance Inquiry Record (CAIR)#**15901064**

Vin	1J4FA2416	7L	Open Date	01/26/2007	Build Date	09/15/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/24/2006	Dealer	24002	Dealer Zone	66	Mileage	7,318
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MARSHALL NC 2					Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Caller states that there is strange electrical problem.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Noisy - Default	Caller states vehicle makes clunking sound.

Caller states while driving the vehicle on four occasions all the dash lights came on but on the last occurrence the vehicle stalled while on the interstate. Caller states the vehicle was taken to dealer 24002 and service manager Paul found no problem with the vehicle. Caller states service manager was quite abrupt and unhelpful. Agent was unable to speak with anyone at the dealer. Agent informed caller that without a clear diagnosis a dealer cannot make any repairs. Agent informed caller that since she has not had a diagnostic since this stall out she should continue to work with the dealer.

Customer Assistance Inquiry Record (CAIR)#**15904188**

Vin	1D8GU28K2	7W	Open Date	01/28/2007	Build Date	10/26/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/25/2006	Dealer	68959	Dealer Zone	42	Mileage	2,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	JEFFERSON OH					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Repeated repairs/now repaired/CSC offered/Reimbursement
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12/05/06... Dealer Principal reviews repair needs to correct stalling.
DM involved with Serv.Mgr and STAR prior. Stalling condition now repaired
however dealer voices owner s intrest in vehicle repurchase/replacement.
Dealer negotiated with owner per DMs instructions and provided CSC extended
coverage as resolution. DM agreed to reimburse dealer for cost of contract.
12/20...DM rec d CSC invoice from dealer. Agreed to reimburse \$995 for
contract. DM notes 3 vehicles in COIN owner history.
DM submits check request. CHECK TO BE MAILED DIRECTLY TO 68959. TAS13

Customer Assistance Inquiry Record (CAIR)#**15904718**

Vin	1J4FA2416	7L	Open Date	01/29/2007	Build Date	11/22/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/21/2006	Dealer	62125	Dealer Zone	32	Mileage	2,000
Name:						Contact Type	
Address						Home Phone	
	FAIRPORT NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Misaligned / Poor Fit - F. Door-Driver	lower portion sticks out
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owner states the doors are not well adjusted. Headrests are hard and uncomfortable.

Owner states that the lower portion of the door is sticking out about 1/4". Owner states that if you slam the door shut, it damages the seal.

Owner states that he found this information on the Jeep forum. Owner states that in some cases, the door was not painted under the hinges.

Owner states that the headrests tilt forward and they are not comfortable. Owner states that since there is a rough ride, his head hits on the headrest.

Owner calls back and states that 2 times in the past week when driving, the vehicle loses all power for a few seconds, then fires back up and continues to go.

Owner states this happened in 3rd gear around 35 mph at 11 degrees F on flat roads. Owner states that there are others that are having this problem as well on www.jk-forum.com under stock jk tech 4th link down, 1st thread stalling out.

Owner is reluctant to take to the dealer, since it is not something that can be duplicated. Others have had the same problem, according to the threads. Advised CER12

Customer Assistance Inquiry Record (CAIR)#**15905361**

Vin	1J4FA5414	7L	Open Date	01/29/2007	Build Date	10/31/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/02/2006	Dealer	45148	Dealer Zone	66	Mileage	2,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PALM COAST FL					Country	UNITED STATES

Product - Engine - Unknown - Other - Default	Engine dies at 50 to 60 miles per hour.
Corporate - Recall - Default - Default - Default	The dealership does not know anything about a recall coming out.

Customer stated engine dies at 50 to 60 miles per hour and then comes back on again after about 10 seconds. Customer stated his dealership did not have any information on a recall coming out shortly on an emissions. Agent called dealership and spoke with Jim Brown service manager and told him the customer stated they knew nothing of the recall that is coming out in February. Agent advised dealership to contact his Business Center and his district manager for more information. Agent advised dealership of direct to dealer. Agent gave dealership and customer reference number. Dealership stated tell customer to call one of his seven advisors and get his vehicle in immediately.

Agent gave customer dealership information stated.

REASSIGNED TO BC/DLR 66 45148 01/29/07 09:25 O 15905361

*Contact Date:01/30/2007

Service Manager at the dealership has updated the Cair# 15905361

An appointment has been set with the customer.

*Contact Date:01/30/2007

Service Director at the dealership has updated the Cair# 15905361

An appointment has been set with the customer.

SM reports that he and lead tech have met with the owner and discussed his concern. SM reports that he and the tech and the owner tried to duplicate the issue to no avail. No issue was noted in terms of codes, etc. Vehicle was returned back to the owner. RJV13

Customer Assistance Inquiry Record (CAIR)#**15906272**

Vin	1J4FA2411	7L	Open Date	01/29/2007	Build Date	10/14/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/24/2006	Dealer	63283	Dealer Zone	66	Mileage	500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PIGEON FORGE TN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	States that lights and gauges come on and go off while driving.
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Customer states that his vehicle has been at the dealership since he bought it. Customer states that the lights and gauges come on and go off while driving. States that dealership advised him DCX has been contacted but they have not been contacted back. Agent contacted dealership and spoke with Marty. Agent advised that a direct to dealership was being sent.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 63283 01/29/07 11:33 O 15906272

_1/29 dm reviewed w/dealer principle- owner in loaner: dealer working w/star and tech adv to resolve issue. jk24

2/5 dm reviewed w/dealer-replaced ignition switch to resolve concern. _veh returned to owner. jk24

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke with Marty in Service, who took a message for Bret (Service Manager) and informed them of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer's concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

Customer stated that the vehicle is still having the same issues, and the dealership told him that they do not know what is causing the issue.

Vehicle makes a dinging noise, and then the dash lights will start coming on, and off. A fan motor comes on, and this causes the gauges to fail.

When the fan turns off gauges come back. When vehicle is turned off, and back on the dash lights will shut off, except check engine light.

Inquired what his options were at this point.

Customer inquired about Lemon Law. Agent referred caller to Lemon Law booklet.

REASSIGNED TO BC/DLR 66 63283 02/14/07 11:34 R 15906272

3/21 dm reviewed w/serv mgr - veh has been repaired by replacing tpim module. have test drove over 250 miles - veh ready for p/u.jk24

_veh has failed again-dm has agreed to replace veh -dealer has located a replacement veh for the owner. dm agrees

Customer Assistance Inquiry Record (CAIR)#**15911401**

Vin	1J4GB3915	7L	Open Date	01/31/2007	Build Date	09/29/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/27/2006	Dealer		Dealer Zone		Mileage	1,231
Name:						Contact Type	E-MAIL
Address						Home Phone	
	FORT LAUDERDALE FL					Country	UNITED STATES

Referral - Referred to Sirrus Radio CAC - Default - Default - Default	TIER THREE SUPPORT REFERRAL.- International.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Warranty Issues with new 2007 Jeep Wrangler X Unlimited

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I am writing you to request your advice and assistance in a problem that has developed with my new 2007 Jeep Wrangler X Unlimited. I have been a loyal Daimler/Chrysler customer for the last 4 years, with the purchase of a new 2004 Dodge Ram 1500 pickup, then the purchase of a new 2005 Chrysler Crossfire, followed by the purchase of a new 2006 Jeep Commander and finally with the latest purchase of my 2007 Jeep Wrangler X Unlimited, vehicle ID #1J4GB39157L. I am currently living in Antigua, Guatemala.

I had the 2007 Jeep Wrangler shipped to this country by boat through Unigroup Worldwide and Crowley International, both very reputable companies, on 12/27/06 and I was able to pick it up from Caniz International Corp., the customs broker here in Guatemala on 1/19/07. For the record, the car is still registered and titled in the US, state of Florida. On 1/27/07, while driving from Guatemala City to Antigua, about a 45 km trip, the ETC light came on in the dash of the Jeep and the vehicle started to smoke. It stalled and I was unable to restart the car for approximately 1 hour. When I was able to restart the car, to move it off the major highway that I was stranded on, the ESP light came on as well as the Malfunction light but the ETC light went out. The fluid levels (clutch, water and oil) were all at acceptable levels and there was NO indication that the vehicle was over heating! As the manual recommended flatbedding the vehicle, I waited 5 hours at the roadside with Guatemalan police as a safety precaution, for a flatbed truck to bring the disabled vehicle to my home in Antigua, Guatemala. At the time that the initial vehicle problem occurred, I also did contact the Eddie Accardi Jeep Dealership in Pompano Beach, Florida on my cell phone, to advise them of the problem and ask them if they had any ideas on what may have happened and what my next course of action should be to get the vehicle moving. I spoke with Sheila, new car salesperson at that office. On the next business day, 1/29/07, I contacted the local Mercedes/Chrysler Jeep dealer in Guatemala City, called Seregua. I spoke with a Mr. Hasso Tengelmann, whose number here in Guatemala is 011-502-2470-1681. (He speaks english). He arranged for the vehicle to be picked up later that same day on a flatbed truck and transported back to Guatemala City for diagnosis. I am still awaiting that diagnosis but I wanted to give you a heads up to the problem with the vehicle and ask for your assistance in insuring that there will be no warranty coverage issues with this vehicle. As the warranty book indicates, as long as the vehicle is still registered in the US, regardless if the vehicle is outside the US, it is covered under the 36 month limited warranty coverage at a minimum. Further for the record, I took delivery of the vehicle on 11/29/06 from the Eddie Accardi dealership in Pompano

Beach

after trading in my Jeep Commander. In speaking with Mr. T [REDACTED], he indicated that, if there were warranty problems, they would invoice me and

I would need to seek re-imbusement for expenses from the Florida dealer at

a later date. I would hope there will be no question as to the coverage whether here in Guatemala or the US and that the repair of my vehicle, which has approximately 1232 miles on it, will be expeditious and without

further issues. Thank you for your attention and assistance in this matter.

Please do not hesitate to contact me at my Guatemala address if you have any information or questions on this matter. Again, my house phone number

is [REDACTED] and my [REDACTED] cell phone number is [REDACTED]

[REDACTED]. My house phone in the US is still active [REDACTED] but there will be no one there to answer it until late March. Sincerely,

[REDACTED] PS: There is a problem with your current mileage fields....the true mileage on my vehicle is 1,231 mi.

Dear [REDACTED],

Thank you for your recent email to DaimlerChrysler Motors.

Your email was received by the DaimlerChrysler Customer Assistance Center that addresses issues with vehicles currently in the United States. We recommend that you contact our office responsible for your area by calling [REDACTED]. That Center is staffed with trained professionals, ready to address your concerns.

Also, as a manufacturer, DaimlerChrysler does not support the movement of our vehicles from the country of manufacture and sale to another country.

We sell vehicles specifically built to operate in many countries, and support those markets with parts and service only for those specific vehicles.

DaimlerChrysler Motors Corporation doesn't provide warranty coverage for vehicles exported from the U.S. to other countries by anyone other than DaimlerChrysler Motors Corporation. In view of this, your request for consideration in this matter must be declined.

Although we cannot provide a more favorable reply, we do appreciate you writing and allowing us the opportunity to review this with you.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**15912446**

Vin	1D8GT28K6	7W	Open Date	01/30/2007	Build Date	10/26/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/10/2006	Dealer	60009	Dealer Zone	66	Mileage	8,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ORLANDO FL				Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default

Vehicles dies.

Caller states he purchased a dodge nitro. Caller states he was at the dealer yesterday. Caller states the vehicle dies on him. Caller states he picked up vehicle today and the problem still exists. Caller wants to start the lemon process.

Agent contacted dealer 60009. Agent spoke with Frank the service advisor.

Frank advised of repair history:

1/2/07

couldnt go over 80 mph

oil change

(no duplication)

1/29/07

Stalling issue

(no duplication)

issue still exists

Agent consulted AAM41, and advised caller to stay in contact with the dealer and he can consult with his blue and white booklet.

Agent contacted dealer 60009 again. Agent spoke with Richard the service manager.

Agent advised of direct to dealer being sent.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 66 60009 01/31/07 17:59 O 15912446

*Contact Date:02/15/2007

Dealer 60009 has updated the mileage to 8109.

Service Manager at the dealership has closed the Cair# 15912446

Vehicle operates properly and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 2/15/2007 AT 03:40:374 R 15912446

Customer Assistance Inquiry Record (CAIR)#**15912768**

Vin	1J4GA3911	7L	Open Date	01/30/2007	Build Date	10/19/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/14/2006	Dealer	68182	Dealer Zone	35	Mileage	2,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MEHOOPANY PA 1					Country	UNITED STATES

Product - Transmission / Transaxle - Manual Trans / Transaxle - Improper Shift - Default	Customer states vehicle jumps out of gear.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalls at certain stops.

*****Recall Contact*****

Customer states she has had vehicle in to dealer for a stalling and a issue with gear jumping out of park. Customer states that the dealer can t get the vehicle to do the problems for them at the time vehicle is at dealer. Agent transferred customer to DCCAC for further review and assistance.

Customer states she purchased this vehicle in November 2006 and the vehicle is in the shop. Customer states the dealer repair order states the issues can not be duplicated. Customer states her husband was advised by the service advisor that when the vehicle is driven conservatively the issue can be duplicated, but when driven aggressively the issue does not duplicate. Customer states the vehicle pops out of gear in most gears. Called dealer 68182 and spoke with Jackie. Jackie states the condition can not be duplicated. Jackie states the customer has given permission for the technician to drive the vehicle home but it is snowing today so it will not be today. Jackie advises that they have contacted their business center and STAR and both did not have any advise on the repair and advised they do not show this as a known issue. Advised customer agent will keep track of this repair and attempt to assist the dealer if necessary. Provided customer with reference number and advised she will receive a call back.

Customer called again and stated that the vehicle jumped out of gear at fifty miles an hour while her husband was driving the vehicle. Customer has safety concerns about driving the vehicle. She contacted the dealer today and says she was told that there was nothing wrong. Customer states that she will take the vehicle to another dealer. Agent offered to help her find one and she stated that she knew where she was going to take it. No further follow-up since the customer is not returning to the dealer on file.

Customer Assistance Inquiry Record (CAIR)#**15914383**

Vin	1D8GT58K5	7W	Open Date	01/31/2007	Build Date	11/09/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	12/22/2006	Dealer	59766	Dealer Zone	71	Mileage	2,000
Name:						Contact Type	
Address						Home Phone	
	SHERMAN OAKS CA					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default

**** OUTBOUND CSI/IQS CAIR ****

1/31/07 Received survey from customer, his statement - the quality control on the vehicle the electronics on the car just go out while I m driving I think my purchase did an good job on explaining the details on the car. This is my second DaimlerChrysler vehicle. The first one was a Jeep Grand Cherokee and I had problems with that one also. The only reason why I got this on is because I thought that they were improving on there cars and things but apparently they not put them together like they do the Mercedes Benz. With owning two of your cars and all the problems I had it make me not want to get another DaimlerChrysler vehicle.

Called and left direct phone# for call back. TJK7

Owner called writer right back stating, vehicle is at the dealership and dealer cannot duplicate stalling while driving. Owner states he was driving on the highway at 50mph when it felt like the engine stalled just for a brief second and all the lights gone out. Just before engine stalled it started up again but it was a very scary feeling because vehicle suddenly had no power and owner states he could have got rear ended if there was someone close enough. Dealer has put owner in a loaner for the day and is working with STAR but can not duplicate condition.

Writer apologized to customer for the inconvenience and assured owner that dealer will do everything in his power to duplicate this condition.

Owner was not happy. Writer called dealer, spoke with service manager Brian who states they have hooked it up to diagnostic machine. They are working with STAR and Brian will drive home for the night. Dealer also placed a call to his D/M. Writer offered assistance with loaner if dealer needs more then one day and if needed Brian will call writer back. TJK7

Customer Assistance Inquiry Record (CAIR)#**15915346**

Vin	1D8GU58KX	7W	Open Date	01/31/2007	Build Date	10/16/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	12/20/2006	Dealer	36285	Dealer Zone	74	Mileage	1,324
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SHERIDAN WY					Country	UNITED STATES

Product - Air Conditioning / Heater - Unknown - Inoperative - Default	Customer states heater cuts off.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer states radio intemrittenly turns off.

Customer states radio intemrittenly turns off. Customer states heater cuts off. Customer states heater shuts off for a period of time then turns back on. Customer states both heater and radio cut off at the same time. Customer states vehicle has been in to dealership 4 times for issue. Customer states dealership has been working issue.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 74 36285 01/31/07 12:29 O 15915346

*Contact Date:03/30/2007

Dealer Principal at the dealership has closed the Cair# 15915346

Warranty repair has been documented on Repair Order#15927

CAIR RETURNED FROM DEALER ON 3/30/2007 AT 11:29:403 R 15915346

Customer Assistance Inquiry Record (CAIR)#**15918169**

Vin	1D8GU28K2	7W	Open Date	02/01/2007	Build Date	09/28/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/05/2007	Dealer	42369	Dealer Zone	32	Mileage	1,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HINKLEY NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Split, Cut, Torn - Unknown	Customer states the rug between the console has been cut.
Product - Transmission / Transaxle - Unknown - Vibration - Default	Customer states the trans is vibrating in overdrive.
Product - Unknown - Unknown - Stalling - Default	Customer states the vehicle stalled this morning.
Product - Cooling System - Unknown - Other - Default	Customer states there is an antifreeze smell.
Referral - Other - Default - Default - Default	Issue with vehicle.

Customer states that he bought a dodge Nitro. Customer states that he has been having a lot of issues. Customer states that he is wanting out of the vehicle. Agent looked up under last name and zip code but no information came up. Agent looked up under phone numbers [REDACTED] and [REDACTED] but no information came up. Agent informed customer to further look into his issue that the VIN is needed. Customer states that he will call back with the VIN.

Customer states he no longer wants the vehicle because there are too many problems.

Customer states the trans is not shifting right and is vibrating in overdrive, the anti-freeze is smelling, they fixed something in the front end and this did not fix the smell, rug between the console is pulled out, the customer states they tried to push it back in and ended up cutting the rug, so they plan on replacing the rug. Customer states he told the dealership this morning the vehicle shut itself off, and there was some smoke.

Customer states he does not want a vehicle with a transmission issue. Agent advised customer agent will document the complaint against the dealership and will attempt to resolve the customer issue, but will not pursue the path of replacing the vehicle at this time.

Customer requested a Supervisor.

JDB116

Customer states he has brought the vehicle in three times to the dealer. Customer states they reset the computer once. Customer states they were not able to duplicate the issue.

Agent suggested customer he may wish to seek a second opinion.

Customer states that he will take it back one more time and he will expect a new vehicle.

Agent contacted the dealer to speak with the Service Manager, Tom.

Date: 01/18/07

Mileage: 599

Complaint/Repair: Vibration and transmission, rest PCM.

Agent advised customer there has only been one repair attempt on the transmission.

Agent advised customer at this point in time he will need to continue to work with the dealership in order to repair the vehicle per the terms of the warranty. Customer states he will contact dealer and make an appointment.

JDB116

Agent (REM109) will follow up later, if customer has made an appointment with the dealer, agent will contact dealer and send a direct to dealer.

Donnie, SA. Donnie states the customer is scheduled for Feb. 6th, 2007.

Agent advised of direct to dealer being sent.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer's concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 32 42369 02/01/07 14:56 R 15918169

Delay in parts due to dealer 42369 parts dept ordering parts incorrectly._
DM verified parts are not oreded on VOR. Upgraded parts to VOR.
District Manager and Tech Advisor are working with dealer to resolve this
issue.

Customer Assistance Inquiry Record (CAIR)# **15918887**

Vin	1J4GA5918	7L	Open Date	02/01/2007	Build Date	09/25/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/02/2006	Dealer	23255	Dealer Zone	35	Mileage	2,100
Name:						Contact Type	TELEPHONE
Address	CHRISTIANSBURG VA					Home Phone	
						Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer reports engine stalling.
Corporate - Product Information - Default - Default - Default	Customer request product information.

Customer reports that his vehicle stalled briefly one time. Customer states he has not contacted his dealership. Advised customer to contact dealership. Called dealership and spoke to Service Manager Lee to advise sending direct to dealer.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 35 23255 02/01/07 12:22 R 15918887

*Contact Date:02/06/2007

Parts / Service Director at the dealership has updated the Cair# 15918887 Dealer attempting to contact customer.

*Contact Date:02/09/2007

Parts / Service Director at the dealership has closed the Cair# 15918887 After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.
CAIR RETURNED FROM DEALER ON 2/09/2007 AT 09:26:952 R 15918887

Customer Assistance Inquiry Record (CAIR)#**15918950**

Vin	1J4GA3915	7L	Open Date	02/01/2007	Build Date	09/21/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/10/2006	Dealer	68756	Dealer Zone	66	Mileage	5,000
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	MOBILE AL				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Split, Cut, Torn - Default	Customer states her soft top is torn.
Product - Transmission / Transaxle - Unknown - Defective - Default	Customer states her vehicle has stalled on her twice.

Customer states the right side of the soft top has a tear in it. Customer states the vehicle has stalled on her twice. Customer states the dealership stated the tear on the soft top is not a manufactured defect and it will not be covered under the warranty and they can not duplicate the stalling. Customer states why can t the dealership just put in a new computer. Agent advised customer that the dealership repairs his vehicle per the terms of the warranty. Agent advised customer that the dealership can not fix a problem that they can not duplicate. Agent contacted dealership 68756 and spoke with Shawn the service advisor. Shawn states the soft top is not covered because there is not a seam on the soft top and it is not a manufactured defect. Customer was very upset and she states they should just put a new computer in the vehicle. Customer ask for agents name and supervisor name. Agent provided customer with information. Customer disconnected call.

Customer Assistance Inquiry Record (CAIR)#

15919449

Vin	1J4FA5413	7L	Open Date	02/01/2007	Build Date	10/11/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/15/2006	Dealer	08223	Dealer Zone	51	Mileage	5,221
Name:						Contact Type	
Address						Home Phone	
	MADISON WI				Country	UNITED STATES	

Product - Electrical - Unknown - Complete Failure - Default	Customer complains of computer resetting.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that the issue is not fixed.
Referral - Tier Three - Default - Default - Default	Tier Three referral.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer complains of vehicle being in the dealership twice because the computer will reset. Customer states all his lights and controls lost power. Customer states that the dealership found a code, the last time no duplication was found. Customer was informed that Corporate Technical Assistance could be involved in this issue. Customer was informed once the file was sent he would need to continue working with the dealers service manager on this issue for any updated information, customer was given reference number on this issue. Agent contacted 08223 and spoke with Ralph. Ralph was informed of the file be sent down for more parties to be involved.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 51 08223 02/01/07 14:19 O 15919449

*Contact Date:02/01/2007

Service / Parts Director at the dealership has closed the Cair# 15919449
Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 2/01/2007 AT 02:46:52 R 15919449

Customer states that the dealer was supposed to call to set up an appointment to look at the vehicle. Customer states that the dealer has not contacted him back. Customer states that he is upset with the dealer and DCX. Customer states that he does not want the vehicle. Customer seeking buy back. Agent contacted dealer 08223, spoke with Kevin SA. Kevin provided the repair attempts. 12/14/06 at 1577 miles- customer complained about the turn signals blinking to fast- dealer repaired a wire. 1/9/07 at 4003 miles- customer stated at 70 mph the vehicle bucked, all the lights on the dash came on, cruise control inoperative, then vehicle set back to normal- dealer did oil change, test drove and could not duplicate, put on computer to get codes, ordered a rapid response transmitted(special order). 2/6/07 at 5239 miles- customer states that at highway speeds 45-50 mph vehicle bucks and loses power, restarted- dealer test drove and unable to duplicate issue.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks per KMT29.

***** OWNER RETENTION BUYBACK TASKFORCE TEAM *****

RSA handling.

RSA called dealer and spoke with Service Manager, Ed. Dealer has fixed the electrical issues, but has not been able to duplicate the drivability.

Both the Technical Advisor and the District Manager have been involved and no problem found.

RSA called owner, who stated that the dash lights click off and then back on.

Vehicle is going back to dealer tomorrow for this issue.

RSA called dealer and spoke with Service Advisor, Kevin, who explained that the Technical Advisor provided diagnostic instructions.

Vehicle is at the dealer now; dealer doing diagnostics.

Kevin will keep me informed.

RSA called dealer and spoke with Service Manager Kevin, who reported the vehicle has been returned to the owner.

A repair procedure was done and the owner will drive the vehicle to determine if the repair is successful.

If not, dealer will involve the Technical Advisor.

Called owner to for follow up; owner stated vehicle experienced the same condition.

Owner took vehicle to the dealer for repair.

After receiving the vehicle back it experienced a hard start.

Owner is extremely upset with the vehicle and the whole situation.

Owner explained that the vehicle loses all power and acts like it is dying, and then will jolt back on.

RSA spoke with Service Manager, Ed----Ed explained that the dealer has never been able to duplicate any of owner's complaints or obtain any codes.

Technical Advisor has recommended a procedure and part is in.

Dealer will do that repair today; owner is taking the vehicle to the dealer.

RSA providing loaner.

Paul, from dealer, called to report they replaced the Total Integrated Power Module, as recommended by the Technical Advisor.

RSA left a message for owner to follow up on the repair; left message inviting owner to return call.

Owner called RSA and stated the problem is intermittent, so he's not sure if the latest fix is permanent.

RSA explained the field engineer was involved and, hopefully, this is the permanent repair.

Owner will let me know if the problem recurs.

Customer Assistance Inquiry Record (CAIR)#**15921119**

Vin	1D8GU28KX	7W	Open Date	02/02/2007	Build Date	11/04/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	12/26/2006	Dealer	42032	Dealer Zone	32	Mileage	1,517
Name:						Contact Type	
Address						Home Phone	
	WINDSOR CT				Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Fuel System - Unknown - Poor Fuel Economy - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owners comments when contacted regarding IQS survey: 'Vehicle has already been in the shop. One of the cylinders was not working so the car was stalling. Don t like the gas mileage either.'
2/2 Left message for owner with direct extension.
2/5 Sending owner letter 143.

Customer Assistance Inquiry Record (CAIR)#

15924156

Vin	1J4GA3911	7L	Open Date	02/02/2007	Build Date	08/15/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/14/2006	Dealer	68282	Dealer Zone	74	Mileage	3,118
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	AURORA CO					Country	UNITED STATES

Product - Unknown - Unknown - No Start - Default	Customer states having issues with the vehicle not starting.
Product - Drivability - Unknown - Stalling - Default	

Customer states that her vehicle is at dealership 68282 for the third time now. Customer states that the vehicle will just lose power. Customer is seeking information on what to do at this point. Agent contacted dealership 68282 and spoke to Kenny in the service department. Agent advised Kenny that a direct to dealer is coming on this issue. Agent advised the customer that a file is being sent for additional technical support to get involved with this issue. Agent provided the customer with the reference number.

*****ATTENTION SERVICE MANAGER*****

Please follow your Business Center guidelines and, if needed, seek technical assistance (District Manager/Business Center/STAR) in an attempt to resolve customer s concern(s). Please update the CAIR with the final resolution. Thank you.

REASSIGNED TO BC/DLR 74 68282 02/02/07 18:17 O 15924156

*****OUTBOUND D2D OPEN*****

Called Service Manager, Jeff, and left message with direct line. Customer seeking update on file. Customer states vehicle is still down at dealership. Customer states this is 3rd time vehicle has been down for a week or more. Customer states vehicle is given back and issue and vehicle dies what would DCX do for him. Agent advised customer agent could not speculate. Agent advised customer to stay in contact with dealership for more information.

D.M. FOLLOW UP WITH SERVICE MANAGER AND WAS ADVISED THAT DEALER REPLACED THE POWER INTERGATED MODULE TO RESOLVE CUSTOMERS STARTING CONCERN.

Customer Assistance Inquiry Record (CAIR)#**15924870**

Vin	1D8GU28K4	7W	Open Date	02/06/2007	Build Date	11/16/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/25/2006	Dealer		Dealer Zone		Mileage	1,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	CHARLESTOWN MA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle shut down.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

very unhappy with my 2007 nitro purchase

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

on feb 2,while away from home with my young child,my entire car shut down electrically.waited two hours for a tow, and was later told, they don;t know why it froze, and it could happen again??unacceptable!only had it 9 weeks,and a 2007 car should not have this problem that service dept. doesn t know how to fix?/ i feel very unsafe driving this car now, waiting for it to happen again and wonder what you plan on doing about this problem, i was told I wasn t the first one this happen to?? i hope you can help me, thank you in advance

*****END CUSTOMER EMAIL *****

Thank you for contacting the Chrysler Group Customer Assistance Center concerning your Dodge Nitro.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

*****END EMAIL *****

case # 1660156, i appreciate your response, however, i am still driving a car that froze out my whole electrical system,and noone knows why this happened, and frankly i was told it has happened to others and I want to know what is going to be done about this problem?? If this happens again...someone will be taking this car back for a full refund!, I do not feel safe driving any distance from my house with my children after what happened to us the last time...we nearly froze to death waiting for the tow{ almost two hours with no heat in freezing cold temps}i find this unreliableand tainted, and do not know why i bought a 2007 vehicle, and have to deal with this??I want some kind of confirmation that this will be handled appropriately and corrected asap, thank you, grace

*****END CUSTOMER EMAIL *****

Thank you for contacting the Chrysler Group Customer Assistance Center concerning your Dodge Nitro.

DaimlerChrysler dealerships have the factory training, equipment and information available to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. We are confident that this concern is not beyond their capabilities. Should your dealer require factory assistance, it is available through our regional Business Center. We recommend that you contact your local authorized DaimlerChrysler dealership to schedule an appointment. If after meeting with your dealer, these concerns are still not resolved to your satisfaction, please contact our office at 1-800-992-1997. We will be happy to review the situation with you at that time.

Thanks again for your email.

*****END EMAIL *****

hi brent, when I got my car back from dealer on saturday I was told all they were told to do by service dept at d.c. was to unplug battery and plug back in....well, that doesn t prevent it from happening again..ira dodge told me they know nothing until daimler chrysler invents a new software to combat this defect??? does that sound adequate to you??? because all it is is a band-aid for now

*****END CUSTOMER EMAIL *****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Dodge Nitro.

After thoroughly reviewing your request and the files on this matter, we

respectfully concur with the previous response.
Thank you for taking the time to communicate with DaimlerChrysler Motors Corporation.

Thanks again for your email.

*****END EMAIL*****

brent, ira dodge told me when I picked up my car on saturday that they do not know the answer to this question, that I would have to wait for daimler chrysler to make some software to combat this problem, when that will be, they did not know?? do you think I should be satisfied with that...maybe...someday.. they will come up with a way to correct this problem..and in the meantime i should just keep my fingers crossed and pray it doesn t happen?? all ira did was unplug the battery, and plug it back in and reset all the electric wires, supposedly. but when i turn my overhead lites on..my radio shouldn t come on??especially seeing there were no keys in the car?? there is a electronic deficit somewhere, and noone wants to deal with it!! grace rose

*****END CUSTOMER EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Dodge Nitro.

Your email does not contain any information that would cause a change in the previous response.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

*****END EMAIL*****

Customer Assistance Inquiry Record (CAIR)#**15926886**

Vin	1J4FA5417	7L	Open Date	02/07/2007	Build Date	11/13/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/09/2006	Dealer		Dealer Zone		Mileage	1,998
Name:						Contact Type	E-MAIL
Address				F103	Home Phone		
	LACEY WA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalled at 70 mph.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Engine cut out while driving @ 70 MPH, as if no power/fuel to motor

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Thank you for contacting the Chrysler Group Customer Assistance Center.

We are unable to diagnose the situation you have outlined in your email.

There are too many variables involved and a detailed inspection of your vehicle will be required for proper diagnosis.

We suggest that you give your local Jeep dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles.

Should you have any further questions, please feel free to contact the DaimlerChrysler Customer Assistance Center at 800-992-1997 for additional discussion.

Thank you again for your email.

*****END EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**15928869**

Vin	1J4GB3912	7L	Open Date	02/05/2007	Build Date	10/15/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/23/2006	Dealer	44231	Dealer Zone	63	Mileage	2,500
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	KENNER LA				Country	UNITED STATES	

Product - Body / Trim / Paint Finish - Body Hardware - Other - Roof	Customer states that his roof leaks.
Product - Drivability - Unknown - Stalling - Default	Customer states that his vehicle stalls.

Customer states that his vehicle stalls while driving and that the roof is leaking. Customer states that he has called dealer several times and left messages and no one will call him back. Agent called dealer 44231 and spoke with Mike Renfro the service manager. Mike states that if customer calls him that he will help him on this issue. Agent advised customer that he would need to call and speak with Mike in the service department and he will make an appointment to have vehicle fixed. Customer states that he is out of town and will not drive 400 miles to the dealership. Agent advised customer that he could contact a local dealer in the town he is in to have the issue resolved. Customer states that he does not want to take vehicle to local dealer. Agent advised customer of reference number and advised customer that when he found a dealership he wanted to take his vehicle to that he could back so that a direct to dealer could be sent on this issue. Customer states what else can he do if he can not find a dealer that he likes. Agent advised customer that the dealers are the only people that can fix his vehicle.

Customer Assistance Inquiry Record (CAIR)#**15932261**

Vin	1J4GA5912	7L [REDACTED]	Open Date	02/06/2007	Build Date	10/17/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/04/2006	Dealer	23432	Dealer Zone	42	Mileage	2,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	TOLEDO OH	[REDACTED]				Country	UNITED STATES

Product - Brakes - Brake Pedal and Linkage - Spongy Pedal - Default	Customer states brakes are spongy.
Product - Electrical - Ignition System - Other - Default	Customer states ignition sticks.
Product - Engine - Unknown - Other - Default	Customer states that vehicle turns off while driving.
Product - Body / Trim / Paint Finish - Body Hardware - Loose - F. Door-Driver	Customer states the lock fell out of his door.

Customer has several issues with his vehicle-brakes are spongy, the ignition sticks, the lock fell out of the driver s door and the vehicle dies while driving. Customer called dealer and they told him they could make an appointment for 2/22 or he could drop it off and they would work on it when they had time. Customer was not happy with that length of time and wanted agent to call and tell them to fix the vehicle now. Agent let him know that we could not do that. Agent suggested that if he was not satisfied with this dealer 23432, he could try another dealer.

Customer Assistance Inquiry Record (CAIR)#**15939163**

Vin	1J4GA5914	7L	Open Date	02/08/2007	Build Date	08/29/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/08/2006	Dealer	26733	Dealer Zone	35	Mileage	10,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	STANLEY VA					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default

Vehicle went completely dead.

Owner wants DCCAC to give her the technical information to tell the dealer what to look for. Agent advised owner that the dealers have the expertise and equipment to assist her.

Owner disagrees. Owner alleges her vehicle died and she took to the dealer who did not find anything.

Agent advised to continue to work with the dealer, or seek a second opinion from another Jeep dealer if she is not happy with her dealer.

Customer Assistance Inquiry Record (CAIR)#**15944913**

Vin	1D8GU28K8	7W	Open Date	02/09/2007	Build Date	09/30/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/13/2006	Dealer	59016	Dealer Zone	42	Mileage	6,533
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PAINESVILLE OH					Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default

Intermittent stalling / restarts ok twice since ownership.

Dealer notifies DM of owner s concern with intermittent stalling / loss of power. Owner states that the condition has happened twice since ownership. Dealer has inspected vehicle operation and tested all systems. Dealer finds no specific repair needs. System operating properly. Dealer finds no abnormal operation during test drive. DM and dealer submitted STAR tech assistance request. TAS13

Customer Assistance Inquiry Record (CAIR)#**15946664**

Vin	1D8GU28K4	7W	4	Open Date	02/12/2007	Build Date	10/02/2006
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	12/27/2006	Dealer	44664	Dealer Zone	32	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	FITCHBURG MA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	intermittent stalling and power loss
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

after 1p after feb 17th when repairs have been made.

Agent called customer for intermittent stalling concern and pcap assistance. Agent provided pcap contact and advised that dealer must be able to duplicate concern in order to address.

Customer Assistance Inquiry Record (CAIR)#**15960828**

Vin	1D8GU28K3	7W	Open Date	02/15/2007	Build Date	11/06/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/23/2007	Dealer	65631	Dealer Zone	32	Mileage	1,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WARETOWN NJ					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states that her vehicle stalls.
Product - Transmission / Transaxle - Transfer Case - Noisy - Default	Customer states that the vehicle grinds in 4x4

Customer calling in stating that her vehicle will stall. Customer states that the vehicle grinds when turning left in four wheel drive. Customer states that she took the vehicle to the dealer to see what is going on with the vehicle. Customer states that the dealer informed her that there is nothing wrong with the vehicle. Agent contacted dealer 65631 to see what is going on with the vehicle. Dealer states that the customer is using the four wheel drive feature on a dry surface that s why it was grinding. Dealer states that there is nothing wrong with the vehicle. Agent informed the customer that DCCAC has to stand behind the dealer and informed the customer that her vehicle is ready. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**15962782**

Vin	1J4FA2414	7L	Open Date	02/16/2007	Build Date	12/20/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/12/2007	Dealer	45277	Dealer Zone	35	Mileage	290
Name:						Contact Type	
Address						Home Phone	
	PITTSBURGH PA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Intermittently stalls in 2nd gear, can't recover engine power
Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Fuel System - Unknown - Poor Fuel Economy - Default	

**** OUTBOUND CSI/IQS CAIR ****

'The jeep is overpowered and should be a 4 speed manual transmission for fuel economy and handling, and efficiency, probably designed for highway use. At 6th speed it hard to discriminate from reverse and 6th gear.

Lower the gear ratios, make it for field use and utilization, it stalls frequently, Why? In the city I can t get out of 4th gear and doesn t need 6th gear. Overpowered feature could be corrected because the gas mileage is terrible, that s why it should be 4 cylinder with a stick shift, 4 speed transmission. I am happy they returned to a shifter knob instead of a handle. Can t get accessories and lamps are subject to damage because they are too close to the edge of the front bumper especially in the field going over brush, but they are useful and throw out a lot of light. A brush guard with a screen would be beneficial, not one with decorative use but for structural use. Move headlights out.'

Spoke with owner who reiterated above. Owner says that the vehicle is stalling in 2nd gear, intermittently, and that he hasn t informed the dealer yet. Informed owner that the SM will be notified Monday, and asked to contact him and arrange an appointment.

Left detailed voice mail message for Director of Fixed Operations, Daniel Burns.

Agent has not received a return call from Daniel. Sending direct-to-dealer cair as follow up, to make sure that the customer is assisted.

*****ATTENTION SERVICE MANAGER*****

Please contact this customer, and arrange an inspection of the vehicle.

Please update the cair with a firm resolution. Thank you.

REASSIGNED TO BC/DLR 35 45277 02/21/07 09:07 O 15962782

REASSIGNED TO BC/DLR 35 45277 02/27/07 06:36 O 15962782

REASSIGNED TO BC/DLR 35 45277 03/09/07 07:37 O 15962782

Customer Assistance Inquiry Record (CAIR)#**15963988**

Vin	1D8GU28K5	7W	Open Date	02/16/2007	Build Date	10/16/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/28/2006	Dealer	60202	Dealer Zone	35	Mileage	6,000
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	MINDEN WV					Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Other - Default	manual transmission down shifts out of 4th and 2nd gear & stalls out
Product - Brakes - Unknown - Noisy - Rear-Driver	rubbing sound

Owner writes seeking repair of vehicle. Owner claims the transmission previously was dropping out of 4th gear and currently out of 2nd. Owner also claims the vehicle shut off 3 times, which the dealer was not able to find any problem. In addition, the owner indicates the back brakes are making a rubbing sound but no repair has been done.

Writer contacted service manager Scott who verified could not duplicate any problem on 2/7/07 for all 3 conditions listed above after test drive.

Writer contacted owner who advised was back 3 times for transmission. Owner pulls out and loses power, which was ok after restart of his manual transmission. Dealer would need to keep over night, since more often occurs after cold start in the morning or mostly in the morning. Dealer has not had the vehicle over night.

In addition the back brake on the driver side is still rubbing. Owner states the problems are more noticeable in colder weather.

Writer spoke to Scott and agreed to 2-3 days rental as needed in attempt to try to isolate both problems to repair vehicle per terms of the warranty. Service manager please update with final results and follow zone procedures for technical help as needed. thanks..dg2

REASSIGNED TO BC/DLR 35 60202 02/20/07 16:40 O 15963988

*Contact Date:02/21/2007

Service Manager at the dealership has updated the Cair# 15963988

An appointment has been set with the customer.

02-27-07 DEALER SERVICE MANAGER HAS AGAIN ROAD TESTED THE VEHICLE AND CANNOT DUPLICATE THE TRANSMISSION SHIFT CONCERN. OWNER AGREES THAT CONDITION IS ONLY APPARENT IN EXTREME COLD AMBIENT TEMPERATURE. OWNER WILL RETURN THE VEHICLE AT HIS CONVENIENCE WHEN AMBIENT TEMPERATURE IS COLD ENOUGH TO PRODUCE THE CONCERN. FILE CLOSED. MEL4

Customer Assistance Inquiry Record (CAIR)#**15964542**

Vin	1D8GT58K2	7W	Open Date	02/16/2007	Build Date	09/27/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/07/2006	Dealer	43812	Dealer Zone	66	Mileage	5,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DALZELL SC					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default

Customer states her vehicle just shut off.

Customer states she was driving down the highway and the vehicle just shuts off and then it started right back up. Dealership states they can not duplicate the problem. Customer is very upset because this is a hazard. Dealership states for customer to bring the vehicle back on Monday because the computer is not catching the problem so they are going to run other test. Agent advised customer to continue to work with the dealership because the dealership can not fix a problem they can not duplicate. Customer understood..

Customer Assistance Inquiry Record (CAIR)#**15965205**

Vin	1J8GB5915	7L	Open Date	02/16/2007	Build Date	11/09/2006	
Model Year	07	Body	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/21/2006	Dealer	66439	Dealer Zone	63	Mileage	5,433
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAKE MS					Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer called stating that his vehicle will stall.
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Customer states that his vehicle stalled on his wife when they were driving on the interstate. Customer took vehicle to the dealership and was informed that there is no service needed at this time. Agent informed customer to call and set up an appointment with the dealership.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Agent called the dealer and spoke to/left message for ? David Brown ? and informed them of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer's concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 63 66439 02/16/07 15:37 O 15965205

Customer calling wanting to let DCCAC know that the vehicle is at dealer 66439. Customer wanting the dealer to repair the vehicle. Writer advised customer this information is documented and the file has been sent to the dealer for technical assistance.

*Contact Date:02/27/2007

Service Manager at the dealership has closed the Cair# 15965205

Warranty repair has been documented on Repair Order#277260

CAIR RETURNED FROM DEALER ON 2/27/2007 AT 09:22:262 R 15965205

Customer Assistance Inquiry Record (CAIR)#**15966055**

Vin	1J4GB3916	7L	Open Date	02/19/2007	Build Date	12/07/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/27/2006	Dealer		Dealer Zone		Mileage	3,200
Name:						Contact Type	E-MAIL
Address						Home Phone	
	GRAND SALINE TX					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalls.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

stalling jeep almost got my family killed today and Chrysler knew about this problem

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I purchased this 2007 Wrangler about two months ago. I stopped this evening to fill up with gas. I leave the station and drive through town about 40 mph stopping at a few traffic lights. As I leave the traffic light giving a small amount of gas because the next light is red the radio turns off and all the dash warning lights come on. The Vehicle behind me almost plows into me as the Jeep suddenly stops. This figures we should have never purchased a Chrysler product then radio turns on and the dash warning lights turn off and it continues. I have had it hard to start some mornings but thought nothing of it. I read something like this on Yahoo auto reviews from other owners but did not think much of it. Now I search a little on the internet and the dealers are flashing the radio, ABS, control Moudule and all kinds of other things to no avail for many customers. I am going to park this Wrangler until I see some kind of real fix available. I love this Jeep but it is not a safe vehicle or a guinia pig to try this and that on. Figure it out and let me when the fix will work. I will not contact the selling dealer for service and hope that there is a qualified dealer in Texas when a fix is available? If not I guess it will become a Libility for my family and others. Richard Williams

*****END CUSTOMER EMAIL *****

Thank you for contacting the Chrysler Group Customer Assistance Center concerning your Jeep Wrangler.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Seek out the DaimlerChrysler dealerships that are known for excellence in customer service - our Five Star dealers. Visit <http://www.fivestar.com>, or call 1-800-677-5STAR.

You can also locate a dealer on the 'Find a Dealer' area in the Chrysler (<http://www.chrysler.com>), Jeep (<http://www.jeep.com>) or Dodge (<http://www.dodge.com>) web sites.

Thanks again for your email.

*****END EMAIL *****

Thank you for responding to the email about our 2007 Jeep. We purchased a new vehicle because the old vehicle was in need of repairs. We will track the information on the NHTS.DOT.GOV web site for TSB help as needed. I really do not have time to deal with dealer service centers at this time.

*****END CUSTOMER EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center concerning your Jeep Wrangler.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the previous response.

DaimlerChrysler dealerships have the factory training, equipment and

information available to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. We are confident that this concern is not beyond their capabilities. Should your dealer require factory assistance, it is available through our regional Business Center. We recommend that you contact your local authorized DaimlerChrysler dealership to schedule an appointment. If after meeting with your dealer, these concerns are still not resolved to your satisfaction, please contact our office at 1-800-992-1997. We will be happy to review the situation with you at that time.

Thanks again for your email.

*****END EMAIL*****

Customer Assistance Inquiry Record (CAIR)#**15966198**

Vin	1J4FA2410	7L	Open Date	02/17/2007	Build Date	11/30/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/08/2007	Dealer	24176	Dealer Zone	71	Mileage	253
Name:						Contact Type	
Address						Home Phone	
	ELLENSBURG WA					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default

**** OUTBOUND CSI/IQS CAIR ****

I tried calling the owner @ 3:05pm, no answer.
143 letter sent.

Owner calls TGK.

I tried calling owner @ 2:30pm; left a detailed message.

Owner s message states he had intermittent loss of power while driving
the vehicle at highway speeds. He had the recall performed for the ABS
re-flash and thought these might be related (?).

He also claims that his daughter was driving the vehicle once and it
actually stalled. No details.

Customer Assistance Inquiry Record (CAIR)#**15966273**

Vin	1J4GA5915	7L	Open Date	02/20/2007	Build Date	12/20/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/11/2007	Dealer		Dealer Zone		Mileage	3,000
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	JACKSONVILLE FL			Country	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	vehicle stalled
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

problem with jeep

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****EMAIL SUMMARY*****

i was driving yesterday at 80 mph and the jeep shut off briefly while driving for few seconds. all lights on dash came on and then it cut back on and kept going. what happened? it was very scary!

*****END EMAIL SUMMARY*****

*****EMAIL RESPONSE*****

Thank you for contacting the Chrysler Group Customer Assistance Center. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thanks again for your email.

*****END EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**15967215**

Vin	1D8GT28K9	7W	Open Date	02/19/2007	Build Date	10/26/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	01/12/2007	Dealer	68960	Dealer Zone	42	Mileage	2,156
Name:						Contact Type	
Address				KELLIE WHITED	Home Phone		
	MOORESVILLE IN					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	repeat transmission complaint
Product - Drivability - Unknown - Stalling - Default	stall at idle at times
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	transmission 'jerks', hard 2-3 shift, shudder
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

I called owner to review her issues.

***** ATTENTION DEALER SERVICE MANAGER *****

As part of the OutBound Customer Contact program, your customer has identified two issues that remain unresolved:

- transmission shudder / 'jerks' / at times, hard @ 2-3 shift
 - when coming to a stop, at times, vehicle acts as if it wants to stall
- Owner says dealer service is trying to address issue but they claimed to have parts ordered (torque converter?)

Owner says they have not heard from dealer for two weeks. (?)

Please review warranty repair history. Please address outstanding Recall F50. Please insure any parts not in stock are expedited to reduce customer inconvenience. Please contact local tech support through the Business Center and/or STAR as needed to resolve BOTH of these issues. Please utilize your FIVESTAR DSA authorization to provide alternate transportation for your customer for customer satisfaction.

Owner is expecting a direct call back from someone at your dealer at

: [REDACTED]

REASSIGNED TO BC/DLR 42 68960 02/21/07 11:51 O 15967215

I called the dealer and reviewed above with Doug, SM.

*Contact Date:02/22/2007

Dealer 68960 has updated the mileage to 1223.

Service Manager at the dealership has updated the Cair# 15967215

Parts have been ordered.

2-27-07 Doug Miller, service mgr. @ 68960 has advised that the parts for the vehilce has been ordered. The customer will be contacted when the parts come in so the cutomer could then be scheduled for the repair. BS

*Contact Date:03/02/2007

Service Manager at the dealership has closed the Cair# 15967215

Warranty repair has been documented on Repair Order#67568

CAIR RETURNED FROM DEALER ON 3/02/2007 AT 09:46:150 R 15967215

Customer Assistance Inquiry Record (CAIR)#**15970747**

Vin	1D8GT28K9	7W	Open Date	02/19/2007	Build Date	10/21/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	10/31/2006	Dealer	44665	Dealer Zone	71	Mileage	5,754
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SCOTTSDALE AZ					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Third time going into dealer for stalling condition
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*****EXECUTIVE REFERRAL STAFF*****

Burl @Wheels - emailed; Vehicle going into dealer (2/16) for third time for stalling condition. Please assist dealer in correcting condition.

Called dealer, spoke to Dave/SA. Tech is looking at, will call once diagnosis is complete.

UPDATE 2/19 - Dave @Ed Moses; Replaced TIPM, will road test several days to ensure stalling condition is corrected.

UPDATE - 2/23 - Dave @Ed Moses; Road tested 200 miles+ with no issues.

Dealer to contact driver and advise. Writer emailed Burl @WHEELS and advised.

Customer Assistance Inquiry Record (CAIR)#**15971378**

Vin	1D8GT58K1	7W	Open Date	02/20/2007	Build Date	11/13/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	12/30/2006	Dealer	45329	Dealer Zone	63	Mileage	100
Name:						Contact Type	
Address						Home Phone	
	PORTER TX				Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	vehicle stalls out while driving.
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Customer is unhappy vehicle stalls out while driving.
Owner has vehicle back in service now dealer will test drive the vehicle
willing to assist if needed.

Customer Assistance Inquiry Record (CAIR)#**15973685**

Vin	1D8GT28K5	7W	Open Date	02/20/2007	Build Date	10/04/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/17/2006	Dealer	42310	Dealer Zone	66	Mileage	3,700
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FORT MYERS BEACH FL					Country	UNITED STATES

Recall - F50: - Advise Owner/Incomplete Recall	Advised of recall.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	Customer states customer service is poor.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states dealer has not duplicated stalling concern.
Product - Electrical - Power Windows - Intermittent or Inoperative - Unknown	Customer states that his window was not working.
Product - Drivability - Unknown - Other - Default	Customer states the vehicle has a surging problem.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalls.

Customer states that nothing is ever resolved by dealer 42310 and their customer service is poor. Customer alleges he has an intermittent stalling issue that is very dangerous and he wants the vehicle repaired. Customer alleges vehicle has a surging issue for which they reprogrammed the computer and the windows have been offtrack. Customer alleges that the dealer fixed a door lock issue and the door handle came loose in his hand. Customer states he wants the vehicle repaired but the dealer can never duplicate the issue. Agent advised customer that if the issue cannot be duplicated the issue cannot be resolved. Agent suggested customer seek a second opinion from another Dodge dealer. Customer states that he does not want to go to another dealer. Customer alleges that he has had nothing but bad experiences with this vehicle. Agent advised customer that a file can be sent to the dealer to get additional parties involved but he will have to go to the dealer. Customer states he wants to meet with the district manager. Agent referred customer to dealer. Agent contacted dealer 42310 and spoke with service manager, Randy. Randy states there have only been two drivability concerns and they have not been able to duplicate either issue. Agent advised of direct to dealer and provided CAIR number. Agent also advised Randy of the customer s desire to meet with the district manager. Randy states he does not have a problem setting up an appointment with the district manager. Agent advised customer that the file has been sent and that the dealer will set up an appointment with the district manager for him. Agent advised customer to make an appointment at the dealer for the repair. Customer states that if the issue is not resolved on this visit he will seek legal recourse. Customer calls seeking recall information. Advised the customer of incomplete recall F50 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Randy and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 66 42310 02/20/07 15:06 O 15973685

*Contact Date:02/21/2007

Service Director at the dealership has closed the Cair# 15973685
Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 2/21/2007 AT 08:10:221 R 15973685

Customer Assistance Inquiry Record (CAIR)#**15975092**

Vin	1J4FA541X	7L	Open Date	02/22/2007	Build Date	10/06/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/18/2006	Dealer		Dealer Zone		Mileage	2,989
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	OCEANSIDE NY			Country	UNITED STATES		

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer stated the electrical in the vehicle is intermittent.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Extremely unhappy with service manager, and outcome of my bringing vehicle in for service.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

I purchased a 2007 Jeep Wrangler JK 2 door from Steve White Motors in Hickory North Carolina where I was treated better than any other dealer I've ever dealt with. I was very happy with the entire sale and everyone who I dealt with there. I drove the vehicle home where I have come into a few

problems. The first problem is when I put up the power windows my radio, heat, and headlights shut off. The second problem is a shuddering feeling when the vehicle is driven under colder temperatures but does not happen all the time. The third problem occurred twice. The problem is when driving

under two different conditions and scenarios my vehicle experienced a sort of stall. All warning lights on the dash went on, my heat, radio and headlights shut off and when pressure is put on the gas the rpms increase but I have no control over the engine. 30 seconds later the vehicle fires back up like nothing ever happened. I did some research and was able to find 2 TSBs relating to the first two problems. Upon further research I found that the 'stalling' issue or third issue was also very common. Upon the second 'stalling' instance I contacted Conway Motors to make an appointment for service as it's the closest dealer to me. I brought the vehicle in with copies of the 2 TSBs and was told to 'bring it back to the dealer I purchased it at', upon giving the service manager copies of the TSBs he

replied that he's never heard of any of these problems and stated 'what do you think your a mechanic if there's no dash lights on we can't do anything' After this convo and leaving my vehicle overnight I got it back this afternoon to find out that the first problem has been fixed but they couldn't find any other problems. After driving away on my way to work the vehicle continued to shudder which I believe to be related to the Torque converter issue others are having, and my vehicle also had the third 'stall' issue again. I will be calling the dealer again tomorrow to bring it in again. Of my most concern is the service manager's poor attitude and unhelpfulness. This is my second Jeep vehicle one of which was purchased at Conway Motors. I am very unhappy with my treatment and will be contacting the State Attorney in reference to the Lemon Law.

*****END OF EMAIL*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the electrical issues with your 2007 Jeep Wrangler. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday. Thanks again for your email.

*****END OF RESPONSE*****

Customer states that he dropped off his vehicle at the dealership 41837. Customer states that the vehicle has 100 miles more on the vehicle and the service person's cds were in the vehicle as well. He states that there are cigarette ashes in his vehicle and he is not happy about this.

Customer states that the dealership apparently replaced the battery on the vehicle but he does not see any signs of a wrench and the radio is still programmed. Customer states that he does not know of a dealership that would take the time to replace a battery and reprogram all 24 radio

stations on the vehicle. Customer states that he is going to give them a benefit of a doubt right now but if this happens again he is not going to be happy. Agent informed customer that his concern will be documented and on file. Agent informed customer if he has another concern with the vehicle that he can call DCX and others will be brought involved to resolve the issue.

Customer Assistance Inquiry Record (CAIR)#**15975755**

Vin	1J4FA5412	7L	Open Date	02/21/2007	Build Date	11/17/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/11/2006	Dealer	C5702	Dealer Zone	21	Mileage	2,050
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NORTH YORK					Country	CANADA

Product - Drivability - Unknown - Stalling - Default	
Recall - F50: - Advise Owner/Incomplete Recall	

21/02/07 PM713 - Customer seeking assistance with vehicle stall.
Customer states vehicle is loosing power. Writer advised to take vehicle to DLR for inspection. Customer inquired about recall F50. Writer advised incomplete recall on vehicle. Writer advised to take vehicle to DLR to complete recall. Customer thanked.

Customer Assistance Inquiry Record (CAIR)#**15977044**

Vin	1D8GT28K9	7W	Open Date	02/21/2007	Build Date	10/27/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/10/2006	Dealer	42753	Dealer Zone	63	Mileage	2,556
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SAN BENITO TX					Country	UNITED STATES

Recall - F50: - Advise Owner/Incomplete Recall	Advised owner of incomplete recall.
Product - Drivability - Unknown - Stalling - Default	Caller claims that she has an issue with vehicle hesitating.

Caller alleges that her vehicle is having an issue with hesitation or stalling. Writer contacted 42753 and spoke with Joe the service manager who states there is an issue with the vehicle jumping and hesitating. Joe alleges that he has another Nitro with the same issue. Joe states he is working with Star and he is waiting to hear from them now.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Joe the service manager and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 63 42753 02/21/07 12:38 O 15977044

2-21-7 writer contacted JOHNNY SOLIS SVC MANAGER.

2-23-7 writer has yet to receive response from J S. writer recontacted J S requesting update.

2-26-7 writer will recontact JS

2-27-7 writer is closing CAIR due to lack of response from dealer.

Customer states that the dealership can not fix her vehicle. Customer states that the part was on back order and now it came in last week but still will not try and fix the vehicle. Customer states that the dealership states they are waiting on another part. Agent contacted dealership at spoke with Joe who states he is awaiting the upgrade on the scan system. Agent advised dealership that he would need to contact his business center. Agent advised customer of the information and of the reference number for this file.

Customer went to pick her vehicle on Saturday, but it is still doing the same thing. Customer had the service manager ride with her and he did recognize the problem. Customer was advised to contact DCCAC for further assistance. Agent contacted dealership and spoke with nobody. Agent had to call dealership back numerous times and the receptionist, Catalina continued to advise that there was no one available. Agent requested to be transferred to a voice mail, but that could not be done either. Agent released the call after holding for an extended amount of time and tried to call back once more. Agent advised Catalina the receptionist to tell the service manager that the direct to dealer is being sent. Agent advised customer that the file is being forwarded to the dealership to have technical assistance involved.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to CATALINA THE RECEPTIONIST and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 63 42753 03/19/07 14:50 R 15977044

3-19-7 writer contacted JOHNNY SOLIS SVC MANAGER. vehicle will be repaired under terms of warranty.

3-20-7 still awaiting response from dealer. writer recontacted JOHNNY SOLIS

3-21-7 still no response from dlr. writer contacted parts mgr Joe Colon & authorized VOR freight to be paid for by DCX.

3-22-7 no response from dlr after repeated requests.

3-23-7 dealer does not respond.

Customer Assistance Inquiry Record (CAIR)#**15978061**

Vin	1J4FA541X	7L	Open Date	02/21/2007	Build Date	10/06/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/18/2006	Dealer	41837	Dealer Zone	32	Mileage	3,012
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OCEANSIDE NY					Country	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Service Management	Customer states the dealer is rude.
Product - Transmission / Transaxle - Unknown - Vibration - Default	Customer states the transmission vibrates.
Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalls.

Customer called in stating he is having issues with the vehicle stalling and also the transmission shuttering. Customer states he has taken the vehicle to dealer 08728 and was told without a diagnostic code reading they can not help. Customer states the Service Manager told him they can keep vehicle a couple of days and he is responsible if something happens. Customer asked what he can do. Agent informed the customer to seek a second opinion or we can get other parties involved on this issue at dealer 08728. Customer understood.

Customer stated he will be taking his vehicle to dealer 41837. Customer inquiring if he can receive a rental vehicle while his vehicle is at the dealership. Agent informed customer without a diagnosis and without the vehicle being at the dealership, DCX cannot look into rental assistance. Agent informed customer once the vehicle is at the dealership to contact DCCAC for further consideration.

Customer seeking information on a rental vehicle. States that vehicle is at dealership but has not yet been diagnosed. Agent informed customer that DCX cannot consider a rental vehicle until the vehicle has been completely diagnosed.

Customer Assistance Inquiry Record (CAIR)#**15979881**

Vin	1J4GA3910	7L	Open Date	02/23/2007	Build Date	10/12/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/09/2006	Dealer	68305	Dealer Zone	35	Mileage	2,501
Name:							
					Home Phone		
	BRIDGEVILLE PA				Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle stalls.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Poor service and unsafe 2007 Jeep wrangler X

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Dear Monique:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding a stalling concern with your 2007 Jeep Wrangler.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message.

Thanks again for your email.

I have taken my jeep to the dealer re: the radio shutting off. They replaced with a 'flash' that did not work. It also needed a new roof bracket that was broken when I purchased the jeep. They did not fix that right either. It still leaks to this day. They had me bring it in two more times and still did not fix it. Then last Saturday, February 17th, the jeep while I was driving totally lost all power. Thank God I was able to get out of traffic and not hurt myself or anyone else. I am afraid to drive this jeep. I called the dealer and told them what happened. They said to bring it in on Tuesday, February 20th. I asked them to also fix the roof as it was still leaking and they said they will have the 'water Doctor' look at it. IT STILL LEAKS!!!! I waited for them to call me on both repair issues. I finally called them at 3:30 (February 21, 2007) and they said they could not figure out what was wrong regarding the ower failure and that the 'flash' did not work. They would not put another flash in and as far as the roof, it had another piece missing. I do not know if they were going to order the missing roof piece. My main concern is the loss of power issue. Frank (service manager) called and asked me questions (Feb. 21, 2007) re: the senario of the jeep stalling, I told him

it did not stall it totally shut down. He said he contacted the Chrysler engineers and that there were no reports re: total power failure only problems with power to the radio. I was told that other models were not recalled for up to 2 years with complaints posted. He also said that at this time no recall has been issued because there are not enough jeep 4-doors in the public and therefore not enough complaints on record. I was

also told that my jeep was not the only jeep with this problem. Do you wait until there are just enough accidents and maybe even deaths before a safety issue is addressed? I was told to pick the jeep up! I said I was afraid to drive it!! They said they could not do anything at this time I should take it home and they would call me to bring it back. I asked what I was to do as far as getting another vehicle to drive while they decide what to do with the jeep. I was told they would get in touch when they had

one available. I asked them if I was involved in a wreck would they take the responsibility? I am afraid of this vehicle!!! As I drive I am constantly trying to listen for any change in power or any other noise. I want a jeep!!! I want the four door red wrangler I purchased in November of 06. But I want to be confident in its operation! I want a new jeep without the power failures!!!!!! I am not confident with this dealership as they told me the jeep was fixed the last two times it was

in
their repair shop. I understand that this could just be a bad jeep it happens with all consumer goods. The roof can be fixed but a car losing power in traffic is a major safety issue!!!! I need to protect myself and I will forward all notes and invoices from 3 Rivers to the Attorney General
Consumer Protection Agency. I would like a response today! I want a jeep! This jeep is dangerous! I was told the dealer contacted your office!! For future repairs/inspections can I be reassigned to a new service dealer. I hope this can be resolved quickly. I have lost work hours taking the jeep back and forth to the dealer for no reason as they did not fix anything! This is becoming expensive in my time and the vehicle is not safe. I am a nervous wreck driving this vehicle.

Customer Assistance Inquiry Record (CAIR)#**15980076**

Vin	1J4GA3910	7L	Open Date	02/22/2007	Build Date	10/12/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/09/2006	Dealer	68305	Dealer Zone	35	Mileage	2,728
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	BRIDGEVILLE PA				Country	UNITED STATES	

Product - Drivability - Unknown - Other - Default	Customer stated that her vehicle shuts off.
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Customer stated that she is having a safety issue with her vehicle. Customer vehicle just shuts off while driving. Customer took the vehicle to the dealer but they could not duplicate the issue and informed the customer to continue to drive the vehicle. Customer does not feel safe in the vehicle and wants the issue resolved. Agent spoke with Brad and informed him that a direct to dealer would be sent to the dealer. Agent informed customer that additional parties would be involved in repairing the vehicle. Agent informed customer to continue to work with the dealer.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for ?Brad? and informed them of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer's concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 35 68305 02/22/07 16:40 O 15980076

*Contact Date:02/23/2007

Service Director at the dealership has updated the Cair# 15980076

An appointment has been set with the customer.

*Contact Date:02/28/2007

Service Director at the dealership has closed the Cair# 15980076

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 2/28/2007 AT 04:48:246 R 15980076

Customer Assistance Inquiry Record (CAIR)#**15984009**

Vin	1J4GA3917	7L	Open Date	02/23/2007	Build Date	11/30/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/26/2006	Dealer	68275	Dealer Zone	66	Mileage	6,690
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	DANDRIDGE TN				Country	UNITED STATES	

Recall - F50: - Advise Owner/Incomplete Recall	Agent informed customer of incomplete recall.
Product - Drivability - Unknown - Hard Starting - Default	Customer states the vehicle has a hard start.
Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalls.

Customer states he would like to file a complaint for the vehicle.
 Customer states the starter will not disengage and states the vehicle will stall and die. Customer claims the vehicle will quit for a few seconds and start again.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Charlie and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution. Informed Customer extra assistance will be involved with the repairs.

REASSIGNED TO BC/DLR 66 68275 02/23/07 10:10 O 15984009

*Contact Date:02/26/2007

Service Manager at the dealership has updated the Cair# 15984009

Parts have been ordered.

*Contact Date:02/28/2007

Service Manager at the dealership has closed the Cair# 15984009

Warranty repair has been documented on Repair Order#151415

CAIR RETURNED FROM DEALER ON 2/28/2007 AT 03:51:029 R 15984009

***** D2D CASE MANAGER FOLLOW-UP *****

Case Manager contact information: La Shon - Telephone: 248-944-7238

According to the warranty history, an ignition repair was made on 2/26/07.

Left message and extension on owner s answering machine.

Customer Assistance Inquiry Record (CAIR)#**15984470**

Vin	1D8GT58K0	7W	Open Date	02/23/2007	Build Date	10/16/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/21/2006	Dealer	59766	Dealer Zone	71	Mileage	5,600
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SHERMAN OAKS CA					Country	UNITED STATES

Recall - F50: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle will die while in motion.

Customer states vehicle has been in dealership 2 times with the same issue and he states he will only take it to dealership 3 times before he files lemon law and will not buy another DCX vehicle. States he likes the vehicle but wants it to work correctly. States vehicle will shut off and then start back up when making left turn when in motion, when sitting it dies and will not restart. Agent called dealership and spoke with Brian, Service Manager, which states customer has had vehicle in dealership 2 times now and they cannot duplicate issue. Brian states vehicle is not sending any codes. Customer states this issue happens every thousand miles or so.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for Brian and informed them of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer's concern(s). If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 71 59766 02/23/07 11:33 O 15984470

*Contact Date:02/27/2007

Dealer 59766 has updated the mileage to 5598.

Service Manager at the dealership has closed the Cair# 15984470

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 2/27/2007 AT 10:49:115 R 15984470

Customer Assistance Inquiry Record (CAIR)#

15987818

Vin	1D8GT28K1	7W	Open Date	02/26/2007	Build Date	11/11/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	01/04/2007	Dealer	44306	Dealer Zone	71	Mileage	10
Name:						Contact Type	
Address						Home Phone	
	WAIPAHU HI					Country	UNITED STATES

Product - Steering - Unknown - Poor Handling - Default	'feels weird'
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Flaking, Peeling, Blistering - Door Trim	weatherstripping
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owner rates experience fair, adds that driving 'feels weird' and weatherstripping is peeling.

Writer called owner, left message.

WRiter sent 143 letter.

Customer seeking for a follow up from the previous agent. Customer states the best contact number is

Customer states that when she was on the freeway going 60 mph the vehicle completely shut off and then came back on. When the vehicle shut off while driving the electrical components shut off as well. Customer states that she has tried to contact the dealership but they always transfer her somewhere else and she cannot get a hold of anybody.

Customer states that this has happened again yesterday. Customer states that she is very dissatisfied. Customer states that the windshield does not have any seal on the top, customer states that now the glass is cracked. Customer states that her neighbor looked at it and it looks like the window got too hot. Customer states that there is no chip or anything. Customer was going to have it repaired. Customer wants to know what can be done. Customer does not want to experience this issue again. Customer wants to know if she can trade her vehicle in for something else. Customer states that she was so happy to get the vehicle. Customer states that the plastic siding on the vehicle, is starting to peel off.

Customer went and rented a vehicle yesterday because she is scared to drive her vehicle.

Customer states that she was contacted by PMO1, and tried to call him back but was unable to, customer was advised that this agent no longer works for DCX. Agent consulted with MDB79. Agent advised customer to contact paul at 248-944-7153

Owner calls and states that the vehicle is back at the dealer. Owner wants out of it. See above. Called Jerry, service advisor, who states that the dealer is looking at the front windshield for a crack and door molding is coming off. Jerry states that the dealer has not gotten to diagnose the vehicle yet. Jerry states that the customer also complained that the vehicle lost power at high speeds 2 times. Dealer has not been able to duplicate. Advised to please inform service manager that file will be sent.

***** ATTENTION SERVICE MANAGER *****

Please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution REASSIGNED TO BC/DLR 71 44306 03/08/07 16:38 R 15987818

Customer called back in stating that her vehicle has stalled again while she was on the highway. Customer seeks to be out of her vehicle but does not want to wait until tomorrow for ATR to be back. Agent consulted with AMJ22 and the only option is to transfer customer back to ATR for follow up. Agent informed the customer of the above information. Customer states she will call ATR tomorrow.

Owner states that the vehicle died back out on the expressway yesterday and almost got hit by a semi. Owner states she no longer wants the vehicle, since it is unsafe.

Owner states that Joe referred the customer to DCX to request repurchase of the vehicle. Advised that Joe needs to contact his DM to review this.

REASSIGNED TO BC/DLR 71 44306 03/13/07 11:37 R 15987818
Customer requesting to speak with someone about getting in a safer vehicle. Customer states that she does not want this vehicle. Agent consulted with amm97. Agent transferred caller to atr s voicemail for

further review of concern. Customer declined and states she just spoke with atr and will continue working with dealer.
Reviewed file with owner and SM. Agreed to trade owner into another vehicle. Tech assistance requested. Mileage fee waived.
3/19/07 File forwarded to ISG via database. pjo4.

Customer Assistance Inquiry Record (CAIR)#**15987821**

Vin	1D8GT28K8	7W	Open Date	02/26/2007	Build Date	10/13/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/30/2006	Dealer	44364	Dealer Zone	71	Mileage	2,580
Name:						Contact Type	
Address						Home Phone	
	LITCHFIELD PARK AZ					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Stalled twice within 2 weeks
Corporate - Outbound - Survey Follow-Up - IQS - Default	
Dealer - Parts - Transaction - Delayed Receipt of Order - Default	

**** OUTBOUND CSI/IQS CAIR ****

Recall F50 REPROGRAM ABS MODULE is incomplete.

'It s been at the dealership more times than I have been driving it. It s in the shop for the transmission. I don t feel safe driving it because it shut completely off while I was driving down the road.'

Spoke with Service Director Rick Humphrey, who says that the vehicle is not currently at the dealership. Rick says that the dealer ordered a torque converter, which is on backorder, and that there is no documentation of a stalling complaint. Rick provided the following parts information for this customer s order:

0209AA E 021207 1 LA 1 0227 0603 BO CLOSED

NAT 1 0227 3201 REL TO PDC

Rick explained that DCX/DM will not pay the freight charges unless the vehicle is undriveable.

Spoke with the customer who claims his wife called back to the dealership, while the vehicle was there, to make them aware of the stalling concern. Informed owner that the dealer has no record, but Rick will be notified. Owner says he received the notice for recall F50. Agent left message and direct extension for Rick.

*****ATTENTION SD/PM/DM*****

Please review following information, and address customer s concerns. Also, please refer to the most recent parts information/bulletins. This is a brand new vehicle, with a significant warranty history, based on age. Customer is very dissatisfied with his service experience thus far. Reviewed with parts specialist MFP. As of 12/1/06, there are no parts discounts and no charges for VOR orders. Agent was informed that this information is available in Dealer Connect E-files. Agent was also informed that the estimated promise date to the dealer, based on the way the order was placed, is 3/27/07. Agent was advised to send a direct-to-dealer cair for followup.

REASSIGNED TO BC/DLR 71 44364 02/27/07 15:55 O 15987821

*Contact Date:03/09/2007

Service Director at the dealership has closed the Cair# 15987821

Parts have been received.

CAIR RETURNED FROM DEALER ON 3/09/2007 AT 02:06:127 R 15987821

Customer Assistance Inquiry Record (CAIR)#**15987823**

Vin	1D8GT28K8	7W	Open Date	02/26/2007	Build Date	11/17/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	01/06/2007	Dealer	68886	Dealer Zone	63	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	HATTIESBURG MS					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default

**** OUTBOUND CSI/IQS CAIR ****

Owner comments: The vehicle died on me 2 times. It even died on me the second day I purchased the vehicle.

Writer called the owner and left a message requesting a return phone call to discuss any vehicle concerns.

Writer sending 140 letter.

Customer Assistance Inquiry Record (CAIR)#**15988104**

Vin	1J4FA241X 7L [REDACTED]	Open Date	02/26/2007	Build Date	11/30/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR		
In Service Dt	12/16/2006	Dealer	36099	Dealer Zone	66	
Mileage	3,500					
Name:	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	(706) 769-4681
	WATKINSVILLE GA [REDACTED]				Country	UNITED STATES

Recall - F50: - Other	Customer states he knows about recall F50.
Corporate - Lost Customer - Default - Default - Default	Customer states he will not buy another DCX vehicle.
Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle cut off.
Product - Exhaust - Unknown - Leaks - Default	Customer states that the vehicle has an exhaust leak.

Customer states that the vehicle cut off. Customer states that the vehicle has an exhaust leak. Customer states that there is a recall on the vehicle. Customer states that he had to take the vehicle to dealership 36099 instead of the selling dealership. Customer states that the dealership will not give him a rental beyond the first day rental of his service contract because he did not buy the vehicle there. Customer states that the repairs will take more than a day. Agent advised customer that warranty does not cover rental. Customer inquiring if warranty covers time lost. Agent advised customer that warranty does not cover time lost. Customer states he will be selling the vehicle. Customer states he will not buy another Jeep vehicle. Customer states he will tell everyone how bad Jeep is. Agent advised customer that his concerns were documented.

Customer Assistance Inquiry Record (CAIR)#**15989095**

Vin	1D8GT28K3	7W	Open Date	02/26/2007	Build Date	11/06/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	02/20/2007	Dealer	60274	Dealer Zone	63	Mileage	152
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SELMER TN					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Defective - Default	Customer states the check engine light, ABS light and ESP lights are on.
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Customer he has owned his vehicle less than a week, and the check engine light is on. Customer states the dealer, on the day he got it, the check engine light was on, was told there was condensation in the gas tank, they reset the computers, the next morning he brought it to a closer dealership that did computer updates on the vehicle. Customer states this was on 23rd, and today it is on again, and the ABS light, and the ESP light was on.

Agent contacted dealer 60274 and spoke with Mike, the service advisor. Mike states he has an appointment for the 28th.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Mike and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 63 60274 02/26/07 11:30 O 15989095

Customer inquiring about the status of this reference. Different dealership on Friday, in which the computer needed updates and new mirror ordered. Next day, check engine light, ABS, ESP, and emergency brake lights were on. Last Wednesday, in which the check engine light was on and mirror was fixed. On the way to GA. check engine light came on for the majority of the ride, while getting off the exit ramp, the steering locked and engine shut off, in which this happened last night. Customer has not been to another dealership. Dealership nor Chrysler can find an answer for this vehicle. Customer feels this vehicle needs to be bought back. Agent verified customer information, advised customer to seek another opinion on this issue, and advised customer that if this does not work, there is a blue and white booklet for rules and regulations on buy back of this vehicle. This vehicle is getting worse. Agent advised the customer of a local dealerships information, to have this vehicle looked at again for a resolution.

Agent advised customer to call DCX back after another diagnosis has been made on this vehicle.

Owner is at military base in Alabama, has not been back to 60274.-TSR2

Customer Assistance Inquiry Record (CAIR)#**15992425**

Vin	1D8GT58KX	7W	Open Date	02/27/2007	Build Date	12/02/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/13/2007	Dealer	60068	Dealer Zone	66	Mileage	600
Name:						Contact Type	
Address				MELISSA MAUNEY	Home Phone		
	CHERRYVILLE NC					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Unknown - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owner comments We only have 600 miles on the vehicle and we are hearing engine noise. We brought it back to the dealer but they don t see any problems on it.

Writer called the owner who advised the vehicle had no codes and they were unable to duplicate the concern. The vehicle was sputtering and stalled out of them. It only happened once. Owner will keep in contact with the dealer for any future concerns.

Customer Assistance Inquiry Record (CAIR)#**15992426**

Vin	1D8GU28K3	7W	Open Date	02/27/2007	Build Date	12/04/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/04/2007	Dealer	42786	Dealer Zone	35	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	PLYMOUTH MEETING PA					Country	UNITED STATES

Product - Emissions - Unknown - Defective - Default	throttle body replacement already
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owner comments: I only had the vehicle 2 weeks and it started stalling.
I had to get new parts already.
Writer called the owner and left a message requesting a return phone call
to discuss any vehicle concerns.
Writer sending 143 letter.

Customer Assistance Inquiry Record (CAIR)#**15996501**

Vin	1D8GT58K5	7W	Open Date	02/28/2007	Build Date	11/13/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/18/2007	Dealer	26765	Dealer Zone	71	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	LOS ANGELES CA					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owner has stalling concern with vehicle, but dealer cannot duplicate concern. Agent offered direct line.

Customer Assistance Inquiry Record (CAIR)#**15996959**

Vin	1D8GT28KX	7W	Open Date	02/28/2007	Build Date	11/28/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/30/2006	Dealer	43680	Dealer Zone	66	Mileage	3,000
Name:	[REDACTED]					[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]					Home Phone	[REDACTED]
	TAYLOR AL [REDACTED]					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer claims the vehicle will stall and shut off.
--	--

Customer states the vehicle would shut off when driving. Customer claims the vehicle will stall out and shut off. Customer claims the dealership told him nothing was wrong and they could not diagnose the vehicle. Customer claims the sales manager told they would take care of it. Customer claims the dealership could not diagnose the vehicle for the second time. Customer claims he asked the dealership for documentation and was advised that there was not documentation. Customer he would like to know if the dealership can give him. Agent advised customer the dealership are independently owned and operates and is at their discretion if they provide documentation of what was performed on the vehicle. Agent advised customer the complaint has been filed. Agent advised customer he may contact another Dodge dealership to receive a second opinion. Agent advised customer to call back so DCX can get all parties involved.

Customer Assistance Inquiry Record (CAIR)#**15997237**

Vin	1D8GT58K6	7W [REDACTED]	Open Date	03/02/2007	Build Date	10/03/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/11/2006	Dealer	44402	Dealer Zone	66	Mileage	6,100
Name:	[REDACTED]					Contact Type	E-MAIL
Address	[REDACTED]					Home Phone	
	CREEDMOOR NC [REDACTED]					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	
--	--

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Dodge Nitro Stalling While Truck is moving - Potentially dangerous and deadly situation.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Comments:

My Dodge Nitro died/rebooted twice while I was driving. The instrument panel lights came on and I could not accelerate. The lights went off and the truck kicked in back in gear. This all happened in 5 seconds. Reading the Nitro forums, lots of owners are having this issue. This malfunction could easily lead to accidents. No codes are being logged into the system, so dealers are unable to dx or recreate.

Dear [REDACTED]

Thank you for contacting the Chrysler Group Customer Assistance Center. I regret the stalling problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

Since you had been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**15998043**

Vin	1J4GA6912	7L	Open Date	02/28/2007	Build Date	09/28/2006	
Model Year	07	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/26/2006	Dealer	68665	Dealer Zone	32	Mileage	5,900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WEST MILFORD NJ					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states electrical issues.
Product - Electrical - Electronic Vehicle Security - Intermittent or Inoperative - Default	Customer states keyless entry issues.

Customer states that he has had electrical issues, keyless entry goes dead. Dealership has worked on both these issues 5 times. Vehicle will not communicate with co-pilot computer, it just shuts off. Dealership does not know whats wrong with this vehicle. Agent contacted dealership for further information. Service Manager, Steve states they are waiting on District Manager, contacting customer by Friday. Dealer has been working with STAR on these issues.

Agent updated coin, provided customer with the reference number for further assistance, and advised customer that he should hear from the District Manager by Friday concerning his issue.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for Steve and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for Steve and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 32 68665 03/05/07 13:09 R 15998043

*Contact Date:03/05/2007

Zone Staff at the dealership has updated the Cair# 15998043

The vehicle has been diagnosed.

*Contact Date:03/06/2007

Zone Staff at the dealership has updated the Cair# 15998043

An appointment has been set with the customer.

*Contact Date:03/07/2007

Field Staff / DM at the dealership has updated the Cair# 15998043

An appointment has been set with the customer.

*Contact Date:03/08/2007

Field Staff / DM at the dealership has updated the Cair# 15998043

An appointment has been set with the customer.

*Contact Date:03/12/2007

Field Staff / DM at the dealership has closed the Cair# 15998043

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 3/12/2007 AT 07:10:052 R 15998043

Customer Assistance Inquiry Record (CAIR)#**15998775**

Vin	1J8GA5916	7L	Open Date	02/28/2007	Build Date	11/28/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/30/2006	Dealer	43346	Dealer Zone	42	Mileage	3,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CINCINNATI OH					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states his vehicle stalled once.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states two of his door locks do not work.
Recall - F50: - Advise Owner/Incomplete Recall	Customer was aware of incomplete recall.

Customer states his seat belt alarm would not disengage intermittently. Customer states it took the dealership two days to find the issue and then replace the component. Customer states he found the back door did not lock and was told it was normal. Customer states the dealership ordered a part today. Customer states a month ago, the suspension was making a terrible noise. Customer states the day before he went in the entire vehicle shut down while driving. Customer states that has not happened again. Customer states one of the rear passenger doors would not lock. Customer states he would like Chrysler to replace the vehicle. Agent attempted to contact dealership and spoke with Christy Feb. 8 2370 repair for noise in suspension, lubed the bushings but no problem found. Customer had stated all of the warning lights came on. Feb. 28 lubed bushings again for the suspension noise, but still did not find the issue and ordered parts for doors. Agent advised customer that he would need to continue working with the dealership until they are able to diagnose the issue. Customer states he wants his vehicle bought back. Agent continually advised that he will need to continue working with the dealership. Customer states he does not want to. Agent advised customer that he will need to refer to the blue and white booklet in his vehicle per TLD50. Customer understood.

Customer was aware of incomplete recall F50.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Christy and informed them of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer's concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 42 43346 02/28/07 15:36 O 15998775

Customer called stating that he would like the address for the DCCAC, agent provided the customer with the address. Customer states that when he looked into the book it said turn to page 57 and there was not a page of that number. Agent advised the customer that it is actually page 47 which did not have much on the page. Agent advised the customer that the previous agent transferred the case to the dealership for further review of this issue. Customer states that he is sending a e-mail about this issue. Agent advised the customer that he needs to refer to his blue and white booklet and continue having this issue fixed per terms of the warranty. Customer states that he would like an upper management to contact him back by e-mail.

DM closing this cair and will refer to the LL cair.

Customer Assistance Inquiry Record (CAIR)#**15999640**

Vin	1J8GA5916	7L	Open Date	03/01/2007	Build Date	11/28/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/30/2006	Dealer	43346	Dealer Zone	42	Mileage	3,145
Name:						Contact Type	E-MAIL
Address				UNIT 1-A	Home Phone		
	CINCINNATI OH				Country	UNITED STATES	

Recall - F50: - Advise Owner/Incomplete Recall	Advised of incomplete recall.
Product - Drivability - Unknown - Stalling - Default	Customer states his vehicle stalled once.
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	Customer states two of his door locks do not work.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Multiple electrical problems in new Wrangler placing us in harms way. See below.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

See previous CAIR about customer s issue.

Thank you for contacting the Chrysler Group Customer Assistance Center. Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with DaimlerChrysler Motors Corporation. It is regrettable that a more favorable reply can not be provided.

Thanks again for your email.

*****END OF RESPONSE TO EMAIL*****

Agent did update message to advise of incomplete recall.

I demand to talk with someone. Please call

*****END OF EMAIL*****

Thank you for contacting the Jeep Customer Assistance Center.

Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

*****END OF RESPONSE TO EMAIL*****

Thank you for handling my complaints. I have been in touch with an attorney regarding this matter. Please provide a contact name or information to whom my attorney can correspond to quickly correct this problem. Again, want to restate that I am simply asking for a functional 'product' that does not place myself, my wife, or any other person a risk of serious harm.

Thank you,

*****END OF EMAIL*****

Thank you for contacting the Jeep Customer Assistance Center.

Any assistance you seek outside of Jeep Customer Assistance is solely your decision. For any future contact, you may use the following address:

DaimlerChrysler Customer Center

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

Thank you again for your email.

*****END OF RESPONSE TO EMAIL*****

Customer Assistance Inquiry Record (CAIR)#**16000369**

Vin	1J4GA3915	7L	Open Date	03/01/2007	Build Date	01/08/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/31/2007	Dealer	26751	Dealer Zone	42	Mileage	2,101
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GARDEN CITY MI					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Problem not resolved.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Repeated trips required.
Product - Drivability - Unknown - Stalling - Default	States the vehicle stalls at 50 MPH.

Customer states that the vehicle stalls at 50 MPH. Customer states that this is the second time the vehicle has been at dealer 26751. Customer states that last friday they reprogrammed something. Customer then had to take the vehicle in Saturday. Customer states that dealer does not know what is wrong with the vehicle.

Agent contacted dealer 26751 and spoke with Mike and informed him of the direct to dealer cair.

Agent informed customer that a direct to dealer document will be sent to the dealer to involve additional parties and additional technical assistance. Agent advised customer that if the problem still exists she would need to contact DCX back. Customer accepted.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Mike, Service manager and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 42 26751 03/01/07 09:18 O 16000369

*Contact Date:03/01/2007

Service Manager at the dealership has updated the Cair# 16000369

The vehicle has been diagnosed.

Spoke with SM Mike Cherry, who says that the dealer is working with STAR, and that they re waiting on a throttle body assembly. SM says that STAR wants the dealer to test the parts/vehicle, download the readings, and send them back to them. Mike says that the customer is in a loaner vehicle.

*Contact Date:03/07/2007

Service Manager at the dealership has updated the Cair# 16000369

Parts have been ordered.

Customer states the dealership has replaced the throttle body assembly. Customer state the issue is not resolved. Customer states that she is not happy with this vehicle. Agent advised the customer that her file is in the proper departments hands and they are taking the proper procedures to resolve the stalling issue. Customer is wanting to speak to a supervisor. Agent contacted the dealership and spoke with Mike he advised they did replaced the Throttle and it did not resolve the stalling. Mike stated that they have download the readings and sent them to Star and they are waiting on Stars response.

RBS33

Took over the and advised the customer her file has been forwarded to the dealership to get technical assistance involved. Customer is seeking lemon law. Writer contacted the dealership and spoke with Mike the service manger he advised the vehicle has been down since Feb 24th and with only one repair attempt the Throttle body. Customer was advised her file will be sent to the proper department and someone will contact her back.

***** ATTENTION: SERVICE MANAGER *****

If needed, please continue to seek technical assistance (District Manager/business center/STAR) in an attempt to resolve customer concern.

Customer is/will be seeking relief under Lemon Law/Arbitration.

Please bring this to the attention of your District Manager (DM)

in an attempt to resolve customer s concern.

Please follow up with customer and update file with resolution.

* Writer emailed bkr3 to have the appropriate supervisor advise the appropriate business center, as merited.

REASSIGNED TO BC/DLR 42 26751 03/08/07 12:17 R 16000369

3/12 Engineers at dealership assisting today.jad

REASSIGNED TO BC/DLR 42 26751 03/15/07 06:07 R 16000369

3/16 Vehicle is repaired. Owner has vehicle.jad

Customer Assistance Inquiry Record (CAIR)#

16001703

Vin	1D8GU28K9	7W	Open Date	03/01/2007	Build Date	10/04/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	10/21/2006	Dealer	58364	Dealer Zone	51	Mileage	17,470
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROCKFORD IL					Country	UNITED STATES

Recall - F50: - Advise Owner/Incomplete Recall	Customer aware of incomplete recall.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer states instrument cluster is intermittent.
Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer states vehicle has an intermittent electrical issue.
Product - Drivability - Unknown - Stalling - Default	Vehicle has issue with stalling.

Customer called in stating that he has been having several different issues with the vehicle. Vehicles instrument cluster will all light up and the vehicle stalls. Customer advised that ESP BAS light will come on and stay on for several days at a time, and states this happens with many different lamps on the instrument cluster. Dealership advised customer that no codes are showing and issue is intermittent. Vehicle is currently at dealership now and customer is seeking assistance from DCX to get vehicle diagnosed and repaired properly. Agent contacted dealership and spoke with Jason the Service Receptionist who transferred agent to Kim the Service Advisor. Kim states that service department is still working to try and get vehicle to do the same thing the customer is claiming. Kim states issues are intermittent. Advised Kim of a direct to dealer. Agent advised customer that file is being sent to dealership for corporate review and additional technical assistance. Customer was pleased, no further information was requested.

REASSIGNED TO BC/DLR 51 58364 03/01/07 13:35 O 16001703
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Agent called the dealer and spoke to/left message for ? KIM ? and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

***** D2D CASE MANAGER FOLLOW-UP *****

Case Manager contact information: La Shon - Telephone: 248-944-7238
 Spoke with SM Deanna Williams, who says that the vehicle is currently at the dealership, and that she s waiting on a call from the business center tech Dave Hummel. Deanna agreed that the cair will not be closed until the vehicle has been repaired.

Spoke with the customer, who says he s on his way to pick up the vehicle because the dealer couldn t duplicate the concern.

Customer says he s a trucker, and that he s going on a 9 day road trip. Owner says that he may check in with the dealer when he gets back, but that he ll more than likely get rid of the vehicle. Agent offered customer my phone number, but he said he didn t have anything to write with.

Customer stated that he is having issues again while he was driving out of town. Customer stated that the light came on again. Customer stated that he did make a appointment . Customer stated that the dealership will call him when the parts come in. Customer stated that he is wanting to let someone to know that he is this issue again . Agent informed the customer that she would document this concern and give to the proper people.

Customer states he is calling to have information documented in his file about his vehicle again. Customer states that Friday he was driving on Interstate 90 and the vehicle quite about a quarter after 4 am and the headlights went off and the idiot lights were blinking. Customer states the ESP BAS light on. Customer states that he is going to be taking the vehicle into Bryden Motors. Customer states he took vehicle in last week and he heard something the dealer said about a spring and a clock. Customer states he hopes problem is resolved. Agent advised that information has been documented.

*Contact Date:04/10/2007

Service Manager at the dealership has closed the Cair# 16001703
Warranty repair has been documented on Repair Order#73411
CAIR RETURNED FROM DEALER ON 4/10/2007 AT 01:40:894 R 16001703

Customer Assistance Inquiry Record (CAIR)#**16001922**

Vin	1J4GA3915	7L	Open Date	03/02/2007	Build Date	01/08/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/31/2007	Dealer		Dealer Zone		Mileage	2,000
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	GARDEN CITY MI 4				Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Vehicle stalls at 50MPH, at dealer for diagnosis.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

WE HAVE A BRAND NEW JEEP THAT HAS BEEN IN FOR SERVICE TWICE ALREADY AND STILL THERE.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

WE LEASED A NEW 4 DOOR JEEP ON 1/31/07 AND ON 2/23/07 THE JEEP WAS TAKEN IN BECAUSE IT STALLS WHEN GOING 50 MPH. ON 2/23/07 WE PICKED THE VEHICLE BACK UP AND WAS TOLD IT JUST NEEDED TO BE REPROGRAMED. THAT SAME EVENING WE HAD THE SAME PROBLEM. ON SATURDAY WE TOOK THE VEHICLE BACK TO THE DEALERSHIP. IT IS NOW THURSDAY THEY HAVE NO IDEA WHAT THE PROBLEMS IS. WE WERE TOLD THAT AN ENGINEER WILL BE IN TO LOOK AT. WE DO HAVE A RENTAL BUT I WAS TOLD WE WERE RESPONSIBLE FOR THE TAXES TO BE PAID. I HAVE MAJOR ISSUES WITH THAT. IF THIS IS A MAJOR PROBLEMS I WOULD REALLY LIKE ANOTHER VEHICLE. I ALREADY CALLED THE CUSTOMER SERVICE NUMBER THIS AM AND I FELT LIKE WE ARE JUST GETTING THE RUN AROUND.

*****END OF CUSTOMER EMAIL *****

Email states:

Thank you for your email to DaimlerChrysler Motors Corporation regarding the issues you are having on your 2007 Jeep Wrangler. Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message. If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday. Thank you again for your email.

*****END OF EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**16003280**

Vin	1J4FA541X	7L	Open Date	03/02/2007	Build Date	10/06/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/18/2006	Dealer	23153	Dealer Zone	32	Mileage	3,200
Name:						Contact Type	E-MAIL
Address						Home Phone	
	OCEANSIDE NY					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Referred to tier three.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

LEMON LAW

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

I recently have called in respect to my vehicle being serviced at Ryan Jeep. Upon getting my vehicle back I was very displeased which was all noted in the phone call. I'm emailing now because the problem is still occurring. The truck still shutters, and it has also 'stalled' again as well. I was told to contact you again if the problem persisted and a tech would be sent out to the area or something of that nature. I'm also notifying you that I will start the arbitration for the lemon law immediately if the problem isn't corrected. Additionally, since the first time my vehicle was serviced at Conway Motors my MPG's have gone down significantly under the same driving conditions which concerns me as well due to the computer adjustments. I expect a prompt response preferably via telephone. Thanks

*****END OF EMAIL*****

Escalated for further review.

Customer stated that he sent an email and never got a response back. Agent informed customer that his information is being forwarded to the proper parties. Agent consulted with DJP99 and was informed to send the information up per the previous narrative. Customer stated that he goes to different dealerships for the repairs. Stated that the first dealership told him not to come back and the second left cigarette ashes in his vehicle. Customer wants to know the process at this point. Agent informed customer that there was no information to be provided. Customer wants to speak to someone else. Agent updated the dealership information that the customer would go to. Customer wanted more information on if he will be contacted. Agent informed customer that he can speak to the dealership for more information and updates. Customer wanted to know who. Agent informed customer that he can speak to the service manager. Customer seeking to speak with supervisor. Customer seeking information on Lemon law or resolution with fixing the vehicle. Customer states that previous agent referred customer to dealer for further information. Customer states that previous agent was rude. Agent informed customer that this file is open within the appropriate agents and he will receive a call back. Customer seeking time frame. Agent informed customer that agent could not provide him with a time frame.

***** ATTENTION: SERVICE MANAGER *****

If needed, please seek technical assistance

(District Manager/business center/STAR)

in an attempt to resolve customer concern.

Customer is/will be seeking relief under Lemon Law/Arbitration.

Please bring this to the attention of your District Manager (DM)

in an attempt to resolve customer's concern.

Please follow up with customer and update file with resolution.

* Writer emailed bkr3 to have the appropriate supervisor advise the appropriate business center, as merited.

REASSIGNED TO BC/DLR 32 23153 03/07/07 09:58 R 16003280

*Contact Date:03/15/2007

Service Director at the dealership has closed the Cair# 16003280

After repeated attempts the dealer was unable to contact this customer. CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 3/15/2007 AT 11:27:495 R 16003280

Customer Assistance Inquiry Record (CAIR)#

16004353

Vin	1D8GU28K2	7W	Open Date	03/02/2007	Build Date	09/28/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/05/2007	Dealer	42369	Dealer Zone	32	Mileage	1,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HINCKLEY NY 1					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Split, Cut, Torn - Unknown	Customer states the rug between the console has been cut.
Product - Transmission / Transaxle - Unknown - Vibration - Default	Customer states the trans is vibrating in overdrive.
Product - Unknown - Unknown - Stalling - Default	Customer states the vehicle stalled this morning.
Product - Cooling System - Unknown - Other - Default	Customer states there is an antifreeze smell.
Product - Transmission / Transaxle - Unknown - Noisy - Default	Customer states this will be the fourth repair for same issue.
Referral - Other - Default - Default - Default	Issue with vehicle.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states the vehicle is still not repaired. Customer states the dealership has had his vehicle longer than he has. Customer states that he is scared of this vehicle. Customer states the lights aren't coming on. Customer states dealer is find the problem but not fixing the problem. Customer states the door locks don't work either. Agent offered customer a call back once all service history is acquired. Agent Vehicle there for 20 days waiting on parts. Tech advisor said to replace the torque converter. Dealer delivered to customer's house which was 20 miles away and the vehicle did not act up one time. Customer is now saying that he is bringing vehicle back and that is where dealer is at this time. Dealer feels this could be buyer's remorse. Agent advised that there would be another direct to dealer sent per policy. REASSIGNED TO BC/DLR 32 42369 03/02/07 16:22 O 16004353 Agent will contact customer back and was unable to reach anyone. Agent left message for customer If customer calls in please advise that there will be a direct to dealer sent in order to get the appropriate parties involved to get this issue resolved. Advise customer that his vehicle will be repaired per terms of his warranty. Customer states that he is seeking to get an update on the file. Customer states that he does not want the vehicle any more. Customer states that the vehicle has been in the dealership 4 times for the same issue. Customer states that he is taking the vehicle to the dealership and taking the plates off it and does not want it any more. Agent informed customer that the agent spoke with the dealership and the vehicle will be repaired per the terms of the warranty. Customer stated the he is going to call someone in the lemon law office and place them on three way. Agent informed the customer that he does not have the agent's permission to do that and that at this time the file has been sent to the dealership to get other parties involve for technical assistance. Customer became irate and began shouting at agent. Agent informed customer that his file does show the vehicle will be fixed per the terms of the warranty. Customer demanded a supervisor. Agent informed customer that supervisors are here to assist with calls not to take calls over and that a supervisor would not be able to give him much more information then agent at this point. Customer began to shout and demanded a supervisor. ***TGC15*** Took over call. Customer states that the vehicle has been in the dealership four times for transmission issues. Customer states that the vehicle has hard shifting issues. Customer states that the vehicle has shut off while driving also. Customer states that the dealership did reset the computer twice and did replace the torque converter also. TGC15 called the dealership. TGC15 left a message for Tom the Service Manager. TGC15 informed the customer that there was a message left with the Service Manager and that the supervisor once she receives more information from the dealership will contact him back with more information. TGC15 gave reference number. ***TGC15***

END CALL

CEC52 reassigned to TGC15.

Will attempt to contact service manager again on Monday morning, 3/5/07, to obtain information and handle situation accordingly.

***Received message from Tom, the service manager of 42369. He states that the weather is bad in his area, so they could not exceed 30mph while test driving the vehicle. He does state, however, that they have not duplicated any of the customer's shifting concerns. He says he would be willing to drive the vehicle again when the weather permits, to see if the shifting concerns are apparent at higher speeds.

Reviewed situation and previous call with JDB116. Reassigning to appropriate parties for review, as vehicle was down for 20 days.

Contacted Tom at 42369 and left a message that his information had been documented.

Customer states that he wants a new vehicle. Caller was advised that file has been forwarded to the appropriate. Caller screaming and cursing agent when advised that there is no time frame for contact nor is there a guarantee that he will be contacted. Caller demanding a supervisor. JRM218 took over call at customer request. JRM218 advised that there is no time frame for possible contact. Caller will not accept that he will not be provided a time frame for possible contact. JRM218 advised caller that customer or dealership will be contacted on this matter. Customer demands to speak to supervisor of JRM218. JRM218 advised that no one else at DCCAC can provide the information customer is seeking. Caller states that he will keep calling back until he speaks with someone who gives him the answer he wants to hear. JRM218 advised caller a number of times that there is no one else he can talk to on this matter. Customer ended call while cursing and screaming at agent. ***If customer calls back, consult with JRM218***

Received message from Tom at 42369. He states that there are no codes and they took the vehicle out when the weather cleared. He states the vehicle is shifting fine. His dealer principal is going to address the issue. He states that he also has a salesman who is going to test drive it as well. He would like this information documented.

***** ATTENTION: SERVICE MANAGER *****

Customer is/will be seeking relief under Lemon Law/Arbitration. Please bring this to the attention of your District Manager (DM) in an attempt to resolve customer's concern. Please follow up with customer and update file with resolution.

REASSIGNED TO BC/DLR 32 42369 03/07/07 10:01 O 16004353

Customer calling in regards to above issue. States he does not want this vehicle and he does not have the vehicle now. States something has to be done.

Agent consulted with GWH29 and advised customer that the file has been sent to the dealership for district manager. Agent advised customer to stay in contact with the service manager for the most up to date information in his claim.

District Manager Contacted Customer. Customer claims vehicle is still vibrating during shifting. Writer offered to ride with customer and will test drive vehicle with customer so that customer can demonstrate concerns. Customer satisfied with this course of action and writer will update once test driver happens.

District Manager test drove vehicle with customer for 45 min and could not duplicate customer complaint. Customer advised vibration with happening but District Manager did not agree. Service manager, Sales Manager, and now district Manager all have drove vehicle and agree vehicle is operating as designed.

Customer not satisfied with diagnosis and has not taken vehicle to dealer 25002 for a second opinion.

Dealership 25002 has also found the vehicle to be operating as designed. Customer still not satisfied with diagnosis and feels that his vehicle will have problems down the road and wants out. DM offered customer a service contract as a goodwill gesture for 7/70 miles. Customer advised he would be satisfied with this solution. Due to delay in parts and ongoing problems to this loyal DCX household writer will place a 7/70 powertrain service _ contract on customer's vehicle as a one time goodwill gesture.

Customer Assistance Inquiry Record (CAIR)#**16004895**

Vin	1J4GA3917	7L	Open Date	03/02/2007	Build Date	09/14/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/14/2006	Dealer	C3804	Dealer Zone	25	Mileage	9,000
Name:						Contact Type	LETTER
Address						Home Phone	
	DRAYTON VALLEY					Country	CANADA

Corporate - Rental Vehicle - Default - Default - Default	
Dealer - Service/Body Shop - Transaction - Satisfactory Repairs - Default	
Product - Electrical - Ignition System - Defective - Default	
Product - Steering - Unknown - Vibration - Default	

***** Executive Referral - RB900 s office *****

03/02/07 hm38: Further to telephone contact yesterday with NVD as per previous linked cair, received the following email from LM19 of RB900 s office:

Wrangler Customer File #15954717. Very unhappy with vehicle and customer service rep Natalie. Has had numerous issues with new vehicle ... block heater leaking, shake/rattle on front passenger side, dealer changed shock absorber but did not fix. Vehicle almost stalls out and then all lights go on (on the dashboard) then the vehicle restarts itself. Key wouldn't come out of ignition Big West Chrysler fixed but broke/cracked the console when repairing it. Customer does not want to use Big West anymore and Natalie advised him to go to selling dealer in Etaskwin? which is 1 hours drive away. He may ask you why Natalie didn't refer his call to Reid's office when he asked. I advised that since he is away or in meetings he would not likely get a call back from Mr. . He said he realizes that, but he could have been appointed to Heather Mason at that point????'

Left message for customer to call me back. Please refer to me, thank you.

03/06/07 hm38: Should customer call today - March 15th, please refer to Eric Daigle for handling. Thank you.

03/15/07 hm38: left another message for customer to call back.

Customer Assistance Inquiry Record (CAIR)#**16007556**

Vin	1D8GT58K5	7W6 [REDACTED]	Open Date	03/05/2007	Build Date	11/30/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/16/2007	Dealer	45160	Dealer Zone	63	Mileage	122
Name:	[REDACTED]					Contact Type	
Address	[REDACTED]					Home Phone	
	HAUGHTON LA [REDACTED]					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Electrical - Horn - Other - Default	

**** OUTBOUND CSI/IQS CAIR ****

Please call between 12-1 on my cell phone [REDACTED]
 Writer called Customer and left message with a direct line (3/5/2007)
 Customer is concerned with stalling concern and horn not working.
 Writer called Customer again but only got voice mail. SENT LETTER.

Customer Assistance Inquiry Record (CAIR)#**16007558**

Vin	1D8GT58K7	7W	Open Date	03/05/2007	Build Date	10/25/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/20/2007	Dealer	68896	Dealer Zone	35	Mileage	100
Name:	[REDACTED]					[REDACTED]	
[REDACTED]	[REDACTED]					Home Phone	[REDACTED]
	NEWPORT NEWS VA 2 [REDACTED]					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Dealer has been unable to correct issues with vehicle.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	owner has issue with speakers on vehicle.
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Customer is unhappy dealer unable to fix concerns with vehicle.
 Dealer will reinspect vehicle it cuts out intermittently and speakers were acting up. If further assistance is needed writer provided direct extension willing to assist. At this time repairs are covered under factory warranty.

Customer Assistance Inquiry Record (CAIR)#**16009338**

Vin	1D8GT28K9	7W [REDACTED]	Open Date	03/05/2007	Build Date	11/16/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	02/24/2007	Dealer	23657	Dealer Zone	63	Mileage	501
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	BROKEN ARROW OK [REDACTED]					Country	UNITED STATES

Product - Engine - Engine Block / Short Engine - Seized, Sticks, Binds - Default	Customer claims her vehicle has stalled two times.
--	--

*****RECALL CONTACT*****

Customer claims she has only had her vehicle for a week and she states the vehicle has stalled out two times already while she is parking. Customer advised the vehicle is at dealer 23657 and she has not heard any information on the vehicle. Dealer 23657 provided the customer with a rental vehicle.

Customer is seeking information on what the problem could be, Advised customer that they would be transferred to DCCAC for further assistance. Customer stated that the vehicle has shot off in a week while parking . Customer stated that she bought her vehicle in February Customer stated that she has stalled twice once on 02/28/07 and than again on 03/03/07 . The dealership has the vehicle and is trying to get the issue resolved . Customer wanted to know if there any other Nitros having this issue. Agent informed the customer this was the first so far. Agent informed the customer if the dealership is still having trouble finding the issue to call back with the reference number and DCX will look further into the issue she is having.

Customer Assistance Inquiry Record (CAIR)#**16009749**

Vin	1J4GA391X 7L [REDACTED]	Open Date	03/05/2007	Build Date	10/25/2006
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR	
In Service Dt	11/22/2006	Dealer	41939	Dealer Zone	66
Mileage					6,000
Name:	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	[REDACTED]
	OAK RIDGE TN [REDACTED]			Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states the vehicle stalls.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle hesitates.

Customer states she is wanting to know if any has had any problems with the dash lights coming on and the vehilce stalling and then takes right back on with out any key turning. States the dealer can not duplicate the problem after keeping the vehicle two days. Customer states they love the Jeep Wrangler. Agent provided referrence. Advised if the issue happens again take the vehicle to the dealer immediately. Call DCCAC so technical support can get involved.

Customer Assistance Inquiry Record (CAIR)#**16012201**

Vin	1D8GT5865	7W	Open Date	03/06/2007	Build Date	12/14/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/28/2007	Dealer	67879	Dealer Zone	63	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	SOMERVILLE TN					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	The trucks shuts off on me in the middle of traffic.
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

The trucks shuts off on me in the middle of traffic.
left message for call back.
called again, sent form letter 140.

Customer Assistance Inquiry Record (CAIR)#**16012204**

Vin	1D8GT58K8	7W614053	Open Date	03/06/2007	Build Date	12/04/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/27/2007	Dealer	45352	Dealer Zone	66	Mileage	1
Name:	[REDACTED]					Contact Type	
Address	[REDACTED]					Home Phone	
	DOUBLE SPRINGS AL [REDACTED]					Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Transmission hesitation in vehicle.
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

the car hesitates like it is going to quit when going down the road. it is the transmission.
left message for call back.
called owner again, will send form letter 140.

Customer Assistance Inquiry Record (CAIR)#**16016763**

Vin	1D8GT58K2	7W549040	Open Date	03/07/2007	Build Date	10/12/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/10/2006	Dealer	43928	Dealer Zone	63	Mileage	5,000
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	HOUSTON TX [REDACTED]					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle is stalling.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states the vehicle will not accelerate.
Product - Body / Trim / Paint Finish - Paint Finish - Other - All Panels	Customer states there are circles in the paint.

Customer states the vehicle was not completed when she purchased it. Customer claims the paint is circled and the vehicle does not accelerate. Customer claims the vehicle will die while driving. Customer claims the dealership has not repaired the issue and claims there are no codes for the vehicle. Customer is seeking buy back on the vehicle. Agent contacted dealership 43928 and spoke to Drew Colbard (Service Manager) who states the vehicle has been at the dealership on 1/11/07 at 4264 for loose nut in frame rail, replaced the panel under the dash, dash pad bubbled and replaced, headliner sagging and repaired, crackling in the speaker, no duplication, dies while driving, no duplication

Agent informed customer extra assistance would be involved with the repairs. Informed customer she would need to continue working with the dealership. Customer claims she would like to leave the vehicle at the dealership. Informed customer that would be at her own discretion.

REASSIGNED TO BC/DLR 63 43928 03/07/07 10:19 O 16016763
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and 43928 spoke to Drew and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

Customer calling in stating that vehicle has had several issues and now there is something wrong with the transmission. Customer sates she is seeking buy back. Customer states vehicle has been at dealer more than she has driven vehicle. Agent contacted dealer to verify what the issue is with the vehicle now. Agent spoke with Lorane in service that informed agent that vehicle has been at dealer for one week. Lorane states that they have been tring to duplicate a stalling issue that customer stated. Lorane states they have never been able to duplicate this issue. Lorane states they are replacing the torque converter per TSB. Lorane states the converter is on back order but vehicle is drivable. Lorane states customer refuses to drive vehicle. Agent informed customer that vehicle will be repaired per the terms of her warranty and continue working with dealer. Agent informed customer file has been sent to get all appropriate parties involved to get issue resolved. Customer stated that she wants to talk to someone about filing for lemon law. Agent referred customer to blue and white booklet in glove box. Customer states she wants to speak with someone about this. Agent informed customer DCCAC can not advise on lemon law. Customer demanded to speak with supervisor. Agent informed customer that she consulted with supervisor and they concur with the information agent was providing to customer. Customer released call.

3/29/07 DM/PPB requests update from SM/Drew Colvard

4/20/07 DM/PPB dlr 43928 replaced body control module on wro 138189 and returned vehicle to owner on 3/30/07 with 7,032 miles on odometer. owner has not returned. Cair closed.

Customer Assistance Inquiry Record (CAIR)#

16018275

Vin	1D8GT58K4	7W	Open Date	03/07/2007	Build Date	09/26/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	10/12/2006	Dealer	44059	Dealer Zone	66	Mileage	9,000
Name:							
						Home Phone	
	NICHOLS SC					Country	UNITED STATES

Corporate - Repurchase - Default - Default - Default	
Product - Electrical - Unknown - Other - Default	

3/7. Owner states that vehicle has again shut off driving down the road. Owner states no confidence in vehicle and will not allow family to drive vehicle. DM offers replacement of vehicle. Owner responsible for MSRP difference + \$800 (2,000 miles x \$.40). DM to process.cak

3/8. DM presented option two. Owner will accept repurchase less \$1,998.40 (4996 x \$.40). Repurchase will be handled through Addy s Harbor Dodge-44059. Contact Pat Fire- GM. Vehicle is not repaired. Owner states vehicle shuts off while going down the road. cak

3/8. Hoover CDJ - 44734 sold vehicle. Contact at dealership will be Mike Mazzell (GM). (843) 761-8053. cak

3/14/07 Left message for owner to please call. ms

3/15/07 Spoke with Owner...initial call, requested original doc s. ms

3/23/07 Left messages yesterday & today to have dealership call with possible negative equity info. ms

3/28/07 Left message for Owner to please call to review figures. ms

3/28/07 Spoke with Mrs.Owner...reviewed figures. She does not agree with us age. Left message for CKisner(DM) to please call back if he want to assist further. ms

3/28. DM agrees to charge mileage x \$.22 per mile. cak

4/3/07 Left message for Owner to please call to review figures. ms

4/3/07 Received message from Owner...he accepts figures. Submitted check request. ms

4/6/07 Called the dealership and left a message for Andrew Myers to return this call regarding processing this transaction. cn

4/10/07 Called Andrew Myers (dlr) and he is not in today and has no voice mail. Will call back tomorrow. cn

4/11/07 Called Sally Malasky (dlr) and explained this transaction process. She will accept responsibility for completing this. Sent customer check number 7133352 in the amount of \$425.00 along with documents requiring signatures via ups overnight express 1Z0A6E410198220938. Also enclosed ups return 2nd day express 1Z0A6E418799976942. cn

4/11/07 Spoke with Owner...asked him to contact pat Fire(dlr) to set appointment. ms

4/16/07 Per Pat Fire (dlr) the customer was in Friday and completed the transaction. Received faxed signed documents. Forwarded to titles. cn

4/16/07 Per Pat Fire (dlr) the customer was in Friday and completed the transaction. Received faxed signed documents. Sent payoff check number 7133340 in the amount of \$22,959.11 to the fi via ups overnight express envelope 1Z0A6E410198595221. Forwarded to titles. cn

4/17/07: Set transport to Smith Stokes for repair.ma

04/23/07 Called F/I and after entering the account number, per the automated system, I was informed that the pay-off on this account was received and the title was released on 04/23 via 1st class US mail. We should receive it some time this week. Will follow up on 04/26/07 if title is not received. yb

Customer Assistance Inquiry Record (CAIR)#

16019120

Vin	1D8GT28K5	7W	Open Date	03/07/2007	Build Date	10/04/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/17/2006	Dealer	42310	Dealer Zone	66	Mileage	4,950
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FORT MYERS BEACH FL					Country	UNITED STATES

Corporate - Repurchase - Default - Default - Default	
Product - Electrical - Unknown - Other - Default	

3/7/07 RCH6 test drove vehicle after two flashes were performed to correct owner complaint of rough running and check engine light. DM offered to pay owner s car payment for him in the interest of customer relations.
 Note: Owner has been difficult to deal with and has been verbally abusive t o dealer personnel. Dealer detailed the vehicle, put gas in and returned it to the owner s place of business and picked up the dealer loaner.
 3/28/07 RCH6 vehicle is down again for a P0884 code and stalled again on th e owner. DM offered to replace the vehicle and informed the dealer that DC will not provide a loaner while the owner is waiting for the replacement.

 4/2/07 Spoke with Owner...initial call, requested original doc s. Left message for Jim Kehl(dlr)...faxed initial dealer fax. ms
 4/2/07 RCH6 Dealer contact is Ted Alese, not Jim Kyle. NOTE: Dealer request ed that the owner stay in a loaner at \$20/ day, with DC paying the bill until he can get into a new vehicle. Owner does not feel safe driving the vehicle. Please charge the rental bill to the replacement and not to warran ty.
 4/4/07 Spoke with Jim(dlr)...he will get with Ted & fax new bill of sale & IRA so that figures can be processed. ms
 04/05/07: Processed replacement, submitted to EJW for approval...csc.
 04/09/07: Re-worked check package, submitted to EJW for approval...csc.
 4/9/07 FAXED DEALER COMP..SL
 4/11/07 Faxed revised computation to Jim Kehl(dlr). ms
 4/11/07 Spoke with Owner...he does not accept replacement. He will call bac k with account # for repurchase. ms
 4/17/07 Spoke with Owner..reviewed figures. Owner accepts. Emailed computat ion. Submitted check request. ms
 4/17/07 Spoke with Jim Kehl(dlr)...he will assist. Sent Owner doc s next da y UPS. ms
 4/17/07 Sent documents requiring signatures (no customer check was request ed) to Jim Kehl at the dealership via ups overnight express 1Z0A6E410193601 124 along with a return ups 2nd day express envelope 1Z0A6E418790737332. cn
 4/18/07 Left message for Owner to please call Jim Kehl(dlr) to set appointment. ms
 4/25/7: Set transport to Dayton Andrews for repair.ma
 05/01/07 Called and spoke with Rosie @ the F/I to inquire about the status of the title. She informed me that the pay-off was received and the title is due to be released on 05/09. It is being forwarded to ISG. Will follo w up on 05/16/07. yb
 05/17/07 Called and spoke with Aiesha @ the F/I to inquire about the statu s of the title. She informed me that the title ws released on 05/11 and it will 7-10 business days to reach ISG. Will follow up on 05/28/07. yb
 RV Reject 06/11/07 unit to be sent to Orlando Dodge for repairs. kl
 RV Reject 06/15/07 Im on vm for Chris at Orlando Dodge for status of repair s. kl
 RV Reject 06/18/07 received another reject for same caause dated 06/14/07, emailed Sheila and Debbie at Florida AA to see if vehicle has been moved ye t to Orlando Dodge. kl
 RV Reject 06/28/07 repairs done per Chris at Orlando, will have repair orde r faxed. kl

Customer Assistance Inquiry Record (CAIR)#**16019698**

Vin	1J4GA3919	7L	Open Date	03/12/2007	Build Date	09/30/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/16/2006	Dealer		Dealer Zone		Mileage	4,500
Name:						Contact Type	E-MAIL
Address						Home Phone	
	GRANDE PRAIRIE AB					Country	CANADA

Product - Unknown - Unknown - Stalling - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Dissatisfaction with my brand new 07 Wrangler.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

We love our new 4 door wrangler but with under 5000kms and only 4 monthes old it s giving the impression of being a lemon. Everytime the RPM s lug alittle low the the radio completely kicks out with a loud click. All dash warning lights flash on and then go out leaving the battery light on. There is a noticable loss in engine performance and it has stalled out completely on my wife leaving her and my 2 daughters stranded in -25 weather. When my wife brought it to Grande Prairie Chrysler there was no courtesy car and the extent of their diagnosis was a new battery. Driving it the next day it did the same thing. I d like to feel I bought a new vehicle and not a beater I m always wondering if its going to stall in the next intersection. We re a Jeep family and waited for this vehicle a long time, just feeling a bit let down.

3/12/07 mah76 Email Reply:

Dear Mr.

We have received your email from March 7th, 2007 regarding the stalling concern with your 2007 Jeep Wrangler. We certainly regret to learn of ths situation that has prompted you to contact us.

It is never possible to predict the service requirements of a particular vehicle. As the manufacturer, we offer the assurance that there will be no hesitancy on our part to comply with the terms of your warranty, or to provide technical support to the dealer during repairs.

We realize that service of an intermittent condition can become frustrating to both the vehicle owner and the servicing dealer. It is often difficult to reproduce an intermittent condition in order to pursue an investigation. We recommend that your vehicle be towed to the nearest DaimlerChrysler dealer at the time the symptoms you have described are occurring and can subsequently be assessed.

May we take this opportunity to thank you for your DaimlerChrysler purchase. We certainly hope you enjoy your vehicle for many years to come.

Customer Assistance Inquiry Record (CAIR)#**16020177**

Vin	1D8GT28K9	7W	Open Date	03/08/2007	Build Date	10/20/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	01/27/2007	Dealer	26743	Dealer Zone	71	Mileage	1
Name:						Contact Type	
Address				GERRY RANDOLPH	Home Phone		
	SAN DIEGO CA				Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Unknown - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owner comments: The vehicle shut off at a stop light for no reason.
 There is a problem with the rear driver s side door. The molding peeled
 back when he first opened it.
 Writer called the owner and left a message requesting a return call to
 discuss any vehicle concerns.
 Writer sending 143 letter.

Customer Assistance Inquiry Record (CAIR)#**16020185**

Vin	1D8GU58KX	7W	Open Date	03/08/2007	Build Date	12/16/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/13/2007	Dealer	43705	Dealer Zone	42	Mileage	1
Name:						Contact Type	
Address				STACEY FLENER	Home Phone		
	LOUISVILLE KY					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	All instrument panel lights are on.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer had to return to the dealership for same issue.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealership could not resolve issue.
Product - Unknown - Unknown - Stalling - Default	Vehicle is stalling.
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

left message for call back.

no response, will send letter.

Customer states that her vehicle has been into the dealership three times since she has owned the vehicle. Customer states that the first time it was in, it was for the EBS light. The second time she had it towed in because all the instrument panel lights came on, and they replaced a control module. Customer states it is there currently, because all the panel lights came on and the vehicle stalled. Customer states that she would like a new, like vehicle, if the issues with this one cannot be resolved. Agent informed customer that her file has been forwarded for further review, and she will be contacted. Agent informed customer that when she will be contacted could not be speculated on. Customer complied. Agent reassigned to JDS11 for further review per, DJP99. agent left additional message, closed cair.

Customer states that her vehicle has been in the dealership 4 times in the 4 months that she has owned. Customer alleges that the warning lights are clicking on and off while she is driving and that it will stall sometimes. Customer states that she was working with an agent but that the vehicle was fixed so she had never called back. Agent informed the customer that the file has been reopened and that it has been reassigned to the agent she was working with per DJC104. Customer became up set wanting to know how long this would take and informing agent that she is already paying too much for the vehicle and for a rental vehicle too. Customer states that she wants a rental vehicle. Agent consulted with CDC43. Agent then informed the customer of JDS11 number and extension per CDC43. Agent informed the customer this agent will be able to look into this for her.

****D2D CASE MANAGER FOLLOW-UP**** Case Manager NAME: Telephone: 248-944-7141

Agent contacted dealer, left message with service manager, Cybil.

Agent contacted dealer, left message with service manager, Cybil

Cybil states that no concerns were duplicated.

Cybils states that they drove the vehicle 120 miles with a recorder with no fault codes. Owner is rental.

Customer Assistance Inquiry Record (CAIR)#**16022838**

Vin	1D8GT58K6	7W [REDACTED]	Open Date	03/08/2007	Build Date	09/25/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	10/14/2006	Dealer	44725	Dealer Zone	71	Mileage	10,609
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	
	HENDERSON NV [REDACTED]					Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default

Technical Assistance Request

03/08/07: Received request for technical assistance from Virgil at dealer.
Customer complaint: While driving with cruise control on vehicle dies.
Dash gauges all come on & no throttle response. Reassigned to RAS25 for handling. bmw27.

Customer Assistance Inquiry Record (CAIR)#**16025560**

Vin	1D8GU28K1	7W	Open Date	03/09/2007	Build Date	10/06/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/03/2007	Dealer	66916	Dealer Zone	74	Mileage	1,306
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LOVELAND CO					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states vehicle has stalled on highway several times.
Product - Electrical - Unknown - Complete Failure - Default	Customer states vehicle loses power.
Product - Electrical - Power/Engine Control Module - Other - Default	Dealer states PCM code comes on.

Customer is losing power on vehicle. The vehicle is stalling on the highway. This has happened several times. Found code and reprogrammed throttle body. Since this has occurred this has happened several more times. Three codes found for the computer fuse box. Brian states that the esb light is on, throttle lights abs code, body code, low air flow in PCM torque request, passenger door locks/unlocks circuit stuck. Agent asked if there were any way that they could get customer in the vehicle and Brian states that he will try to do so. Brian states to have customer contact dealer back in order to possibly place customer in a vehicle. Agent advised customer to contact Brian at dealership to further discuss possibility of rental.

Customer Assistance Inquiry Record (CAIR)#**16028631**

Vin	1D8GU58KX	7W	Open Date	03/12/2007	Build Date	01/18/2007	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/27/2007	Dealer	45119	Dealer Zone	42	Mileage	1
Name:						Contact Type	
Address						Home Phone	
	INDIANAPOLIS IN					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	when parking and when in reverse
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

Owners comments when contacted regarding IQS survey: 'More heat on the lower area of the vehicle and two times has shut off when parking and when put in reverse.'

3/14 Left message with direct extension on owners voice mail.

3/15 Sending owner letter 143.

Customer Assistance Inquiry Record (CAIR)#**16030606**

Vin	1J4FA2413	7L	Open Date	03/12/2007	Build Date	10/05/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/08/2007	Dealer	44934	Dealer Zone	71	Mileage	2,151
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SNOHOMISH WA					Country	UNITED STATES

Dealer - Sales - Personnel - Discourteous/Rude - Management	Customer states General Manager was rude.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states vehicle died.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Hard Shifting - Default	Customer states vehicle will not shift into gear properly.

Customer states vehicle died and will not shift into gear. Customer states informing dealership of vehicle issues and dealership will not offer any help to him. Agent advised customer agent can send direct to dealer when vehicle is at dealership 26619 or he can seek out any certified Jeep dealership within local area for service.

Customer called stating about the above issue with the vehicle dying on the customer and 10 seconds later the vehicle came right back on. Agent advised customer that he may want to keep a log of when the vehicle dies and that may help the dealership duplicate the issue for the customer.

Agent advised customer that if this does not help he can always call DCX about this and DCX will involve additional parties for further assistance with this issue. Customer states that the vehicle died on the customer right before the radio quit working so the customer thinks it may be something electrical that is causing this issue. Agent advised customer of the reference number in case he needs to contact DCX back about this issue.

Customer Assistance Inquiry Record (CAIR)#**16031554**

Vin	1J4FA2416	7L	Open Date	03/12/2007	Build Date	09/15/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/24/2006	Dealer	24002	Dealer Zone	66	Mileage	10,010
Name:						Contact Type	TELEPHONE
Address						Home Phone	(828) 649-2932
	MARSHALL NC					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Continuing issue with stalling.

Owner says that there is an ongoing issue with stalling.

Owner says this has happened 4 times so far.

Owner is taking vehicle to dealer tonight.

Owner wants to do Lemon Law.

Agent advised owner to consult her blue and white booklet.

Agent advised owner that her file is being sent to dealer to involve other parties in this issue.

Agent gave owner her file number.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and left message for Paul and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 66 24002 03/12/07 15:27 O 16031554

*Contact Date:03/13/2007

Service Manager at the dealership has updated the Cair# 16031554

The vehicle has been diagnosed.

*Contact Date:03/16/2007

Service Manager at the dealership has closed the Cair# 16031554

Warranty repair has been documented on Repair Order#399426

CAIR RETURNED FROM DEALER ON 3/16/2007 AT 06:43:023 R 16031554

Customer Assistance Inquiry Record (CAIR)#**16033713**

Vin	1D8GT28K3	7W	Open Date	03/13/2007	Build Date	11/08/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/06/2006	Dealer	57672	Dealer Zone	66	Mileage	12,617
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GREER SC					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states dealer can not resolve issue.
Product - Engine - Unknown - Seized, Sticks, Binds - Default	Customer states that motor almost locked up going down road.
Product - Electrical - Wipers / Washers - Intermittent or Inoperative - Front	Windshield wipers are inoperative.

Customer states vehicle has already shut off on him and motor almost locked up going down the road. Windshield wipers are inoperative. Dealer has had vehicle for three weeks. Dealer has only duplicated issue one time but they are stating they want to give the vehicle back until something breaks. Customer would like another vehicle if dealer can not do a repair because he does not feel safe that wipers may go out while he is driving down mountain. Called Service Manager Ron who stated that concern has not been able to be duplicated where it can give them a resolution. Tech hotline stated it is supposed to throw default code for concern that they are having with vehicle. Last week customer stated he did not want vehicle back until issue can be duplicated. Per STAR dealer is going to put diagnostic tool on vehicle to try to store code if wipers become inoperative and they put rain-X on windows in case they did become inoperative. Customer never came to pick up the vehicle. Advised customer that dealer has not duplicated concern and they must duplicate concern in order to know what to replace. Advised customer that dealer took extra initiative to put diagnostic tool on vehicle to try to get code stored so his issue can be resolved. Advised customer that dealer also put Rain-X on vehicle in case wiper does become inoperative which will allow the rain to still run off window. Customer states that he does not feel safe with wife driving vehicle and dealer should keep in to try to duplicate concern. Advised dealer has had vehicle for three weeks and have not been able to duplicate concern. Advised that some dealers just state issue could not be duplicated and advise customer to come back in when issue reoccurs but this dealer took extra step to put diagnostic tool on vehicle to get code stored for resolution. Customer states this is unacceptable still and would like to speak with someone higher up. Advised agent is empowered to make decisions and supervisor will advise him of same information. Customer states he will turn the vehicle back in and is inquiring how to do so. Referred customer to Sales Manager to turn vehicle in to see what they may work out. Advised information will be sent to dealer to make appropriate parties aware of concern. Customer stated he did not want reference number.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Service Manager Ron and informed them of the customer's contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer's concern(s). If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 66 57672 03/13/07 09:36 O 16033713

*Contact Date:03/13/2007

Service / Parts Director at the dealership has updated the Cair# 16033713
An appointment has been set with the customer.

*Contact Date:03/23/2007

Dealer 57672 has updated the mileage to 9941.

Service / Parts Director at the dealership has updated the Cair# 16033713
Parts have been ordered.

*Contact Date:04/04/2007

Service / Parts Director at the dealership has updated the Cair# 16033713
An appointment has been set with the customer.

*Contact Date:04/11/2007

Service / Parts Director at the dealership has closed the Cair# 16033713

Warranty repair has been documented on Repair Order#56140
CAIR RETURNED FROM DEALER ON 4/11/2007 AT 08:07:794 R 16033713

Customer Assistance Inquiry Record (CAIR)#**16033960**

Vin	1J4GB5918	7L	Open Date	03/13/2007	Build Date	11/17/2006	
Model Year	07	Body	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	01/17/2007	Dealer	41067	Dealer Zone	63	Mileage	2,423
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PONCHATOULA LA					Country	UNITED STATES

Product - Electrical - Unknown - Complete Failure - Default	Customer says that the panel lights went out and the vehicle stalled.
Recall - F50: - Information Request	Customer states the recall has been performed.

Customer states that she has a concern with her vehicle. Customer alleges that all her panel lights went out and the vehicle stalled. Customer states that she did have a recall performed but this issue is not the same as the recall.

Agent called the dealership and spoke with Stanley, the Service Manager. Stanley states that the vehicles issue cannot be duplicated. Customer states that the recall was performed. Stanley states that the customer can leave the vehicle there if she would like to see if the dealership could get the issue to act up.

Agent informed the customer of all information that Stanley stated. Customer states that she cannot leave the vehicle at the dealership due to she is paying for a rental right now. Agent informed the customer that the file will be sent to the dealership to get some other parties involved for technical assistance if needed. Agent gave reference number.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Stanley, the Service Manager and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 63 41067 03/13/07 10:02 O 16033960

*****D2D CASE MANAGER FOLLOW-UP*****

Case Manager NAME: Brenda Telephone: 248-944-7178

Writer called the owner and left a message requesting a return phone if the matter was not resolved. Writer spoke with Stanley-SM who advised they were unable to duplicate the complaint.

*Contact Date:03/27/2007

Service Manager at the dealership has closed the Cair# 16033960

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 3/27/2007 AT 03:32:138 R 16033960

Customer Assistance Inquiry Record (CAIR)#**16035087**

Vin	1J4GA3918	7L	Open Date	03/13/2007	Build Date	10/26/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/06/2006	Dealer	66908	Dealer Zone	66	Mileage	6,385
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	CLARKSVILLE TN				Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	States that the vehicle has a stalling issue.
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Caller is the wife and she states that she is having a stalling issue with the vehicle. Caller states that she will be driving the vehicle and the dash will light up and then the whole system will due and in an instant the vehicle will start up again. Caller states vehicle is at the dealer 66908.

Agent contacted the dealer and spoke with the service manager Keith Roberts and he states that the vehicle has been tested and the technician was not able to duplicate the issue. Agent informed the service manager that a direct to dealer was coming. Agent provided the customer with the reference number.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for ? NAME ? and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 66 66908 03/13/07 12:55 O 16035087

*Contact Date:03/14/2007

Service / Parts Director at the dealership has closed the Cair# 16035087

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/14/2007 AT 11:08:180 R 16035087

Customer called and states that her vehicle stalls and then starts back up while driving. Customer says the dealer was unable to duplicate the issue. Customer is worried about the vehicle and feels that this is a dangerous issue. Agent advised customer that she could contact another dealer for a second opinion and for possible duplication. Customer is afraid that the issue will occur and not start back up and be dangerous. Agent advised customer that her concerns would be documented.

Customer Assistance Inquiry Record (CAIR)#**16039918**

Vin	1D8GU58K1	7W	Open Date	03/14/2007	Build Date	10/31/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/22/2007	Dealer	60105	Dealer Zone	42	Mileage	3,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ASHLAND OH					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer seeking recall information on the vehicle.
Product - Drivability - Unknown - Stalling - Default	Customer stated vehicle dies while driving.

Customer seeking recall information on the vehicle. Customer stated the vehicle dies while it is being driven. Customer stated the vehicle was taken to dealership #60105 and issue was not duplicated. Customer was informed there are no recalls on the vehicle. Customer stated he has read on the internet there are several issues with these vehicles dying. Customer was informed to continue working with dealership until they can duplicate the issue with the vehicle. Customer understood and was informed his concerns would be documented and reviewed internally within DCX.

Customer Assistance Inquiry Record (CAIR)#**16040438**

Vin	1D8GT28K8	7W	Open Date	03/14/2007	Build Date	10/31/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	02/07/2007	Dealer	45307	Dealer Zone	35	Mileage	3,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	VIRGINIA BEACH VA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalls out when turning.
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Customer states she purchased the vehicle on 2/7/07 and it has been back at dealership #45307 twice since then for stalling out issues. The vehicle is currently at the dealership and have advised her that it will be there for the next 2 days to 2 weeks. Customer is very frustrated that she has a new vehicle that she is making payments on and it is still at the dealership and may be for another couple of weeks. Writer called the dealership and spoke to Courtney, Service Advisor and she advised writer that she has been in touch with James Brown, Technical Advisor for her area and they are trying to get the issue resolved as soon as they possible can. They are currently rewriting a program to take care of the matter of having the vehicle stall out when making a turn. Writer advised customer that writer would be sending a direct to dealer. Courtney agreed. Writer advised customer of the information that writer got from Courtney and that writer would be sending off information to get all parties involved in trying to get the issue resolved as soon as possible. Customer stated she appreciated writers assistance with this issue.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Courtney, Service Advisor and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 35 45307 03/14/07 16:56 O 16040438

4-8-07 A 'flash' has been released which corrected the problem with the stalling problem that the owner has encountered. JLB13/DM

Customer Assistance Inquiry Record (CAIR)#**16044668**

Vin	1D8GT28K6	7W	Open Date	03/16/2007	Build Date	11/29/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	01/26/2007	Dealer		Dealer Zone		Mileage	3,600
Name:						Contact Type	E-MAIL
Address						Home Phone	
	SAHUARITA AZ					Country	UNITED STATES

Product - Engine - Unknown - Other - Default

Customer alleges stalling issue.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Nitro Stalling Problem

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

My Nitro has stalled a total of 3 times. One time I was on the freeway doing 65+ and the engine stalled I went forward, the dashboard lights flashed and then the engine came back on. It was literally 2 seconds. I took the Nitro to the local dealer but because the check engine light did not stay on they were unable to get a code from the vehicle and could not find a problem. The other two times the vehicle stalled we were pulling into parking spaces. Have you been having problems with the vehicle? I love the vehicle but am now scared to drive and would certainly not recommend. If you think this is a matter of buyers remorse, think again. I am a customer with a 800+ FICO and love the unit but need to figure out a way to have the unit not stall. I don t want to cause a major accident if the unit stalls at 65 MPH again. What can I do? Thank you for your time.

*****END OF EMAIL*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2007 Dodge Nitro. We regret the issues you have experienced and appreciate the opportunity for review. We suggest that you give your local DaimlerChrysler dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles. Furthermore, your dealer is empowered by DaimlerChrysler to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer s warranty. Should you have any further questions, please feel free to contact the DaimlerChrysler Customer Assistance Center at 800-992-1997 for additional discussion. Thank you again for your email.

*****END OF REPLY*****

Customer Assistance Inquiry Record (CAIR)#**16045503**

Vin	1J4FA2414	7L	Open Date	03/16/2007	Build Date	10/13/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/08/2007	Dealer	66460	Dealer Zone	35	Mileage	121
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	VIRGINIA BEACH VA					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier three support referral.
Product - Drivability - Unknown - Stalling - Default	
Referral - Other - Default - Default - Default	

Customer transferred to the internal Tier 2 escalation line for further review of concern per SMD54.

COIN Updated & CAIR reassigned to 82H

Contact:

What happened?: Customer states that he was driving down the highway and the vehicle shut down which caused him to be hit in the rear of the vehicle.

3.16.2007 Called and requested a called back for time and place of the accident and the location of the vehicle. Direct number and cair left.

mrp

Customer called and that the engine died and he was rearended and the vehicle would not restart. The vehicle was towed to Greenbriar. This occurred on thursdday. The dealership called the customer and vehicle was repaired.

called the dealer and requested a callback. mrp

_The dealer called and stated that they had to replace the TIMP MODULE and the problem has been repaired.

Customer Assistance Inquiry Record (CAIR)#**16045715**

Vin	1J4GA391X	7L	Open Date	03/16/2007	Build Date	10/12/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/03/2006	Dealer	43173	Dealer Zone	63	Mileage	3,304
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KILLEEN TX					Country	UNITED STATES

Product - Electrical - Electronic Vehicle Security - Other - Default	Customer noticed his security light blinking while driving.
Product - Electrical - Lamps and Switches - Intermittent or Inoperative - Default	Customer's blinker is stopping while vehicle braked.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer's radio turns off when blinker stops while vehicle braked.

Caller is having electrical issues, has taken into dealer 3 or 4 times, they keep saying it s fixed and everything that happens with it keeps occurring.

Caller says originally it started with a sluggish throttle response, would almost die at idle. That issue was fixed at that time.

Customer then noticed radio would cut out and then restart.

Customer says he took a TSB to the dealership, they performed it, no issues after from radio. Customer indicated the alternator was sending out too much voltage.

Customer says now, he has been noticing he will stop at a light, have his blinker on, after about 10 to 15 seconds, that will quit, his radio shuts off and then it starts up again 10-15 seconds later. He has also noticed the red light for his security system was blinking while he was going down the road.

Agent contacting dealer 43173. Agent left message for service manager indicating customer having these issues, agent will encourage customer to make appointment, agent sending direct to dealer.

Agent advised customer to make an appointment to get these issues fixed as soon as possible. Agent advised customer file was being sent on.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and left message for SERVICE MANAGER and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 63 43173 03/16/07 11:07 O 16045715

*Contact Date:03/21/2007

Service Director at the dealership has updated the Cair# 16045715

An appointment has been set with the customer.

*Contact Date:05/08/2007

Service Director at the dealership has closed the Cair# 16045715

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 5/08/2007 AT 05:59:452 R 16045715

Customer Assistance Inquiry Record (CAIR)#**16046586**

Vin	1J4GA3910	7L	Open Date	03/16/2007	Build Date	10/25/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/03/2006	Dealer	23314	Dealer Zone	35	Mileage	5,000
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	COLLEGE PARK MD				Country	UNITED STATES	

Product - Unknown - Unknown - Hesitation/No Power - Default	Customer states the vehicle stalled out.
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Customer calling in irate because he claims that there is a recall on the programming on the vehicle.. Customer claims the vehicle stalled out and he was not notified. Agent advised the customer that there are no incomplete recalls on the vehicle. Customer disconnected on agent.

Customer Assistance Inquiry Record (CAIR)#**16047439**

Vin	1J4FA2413	7L	Open Date	03/16/2007	Build Date	10/17/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/17/2007	Dealer	42184	Dealer Zone	71	Mileage	2,537
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	KAPAA H					Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Noisy - Default	Noisy transmission.
Product - Unknown - Unknown - Stalling - Default	Vehicle is stalling.

Customer states that after 1100 miles than she started having issue with the vehicle stalling and the vehicle and pulling to the right and a ticking noise in the transmission. She states that she is in Hawaii and the vehicle Oregon. She is seeking rental assistance. Agent informed her that until a diagnosis is made on the vehicle we would not be considering rental assistance.

Customer Assistance Inquiry Record (CAIR)#

16048172

Vin	1D8GU28K2	7W	Open Date	03/17/2007	Build Date	09/28/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	01/05/2007	Dealer	42369	Dealer Zone	32	Mileage	1,500
Name:						Contact Type	
Address				TINA DAMIANO	Home Phone		
	HINCKLEY NY					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Split, Cut, Torn - Unknown	Customer states the rug between the console has been cut.
Product - Transmission / Transaxle - Unknown - Vibration - Default	Customer states the trans is vibrating in overdrive.
Product - Unknown - Unknown - Stalling - Default	Customer states the vehicle stalled this morning.
Product - Cooling System - Unknown - Other - Default	Customer states there is an antifreeze smell.
Referral - Other - Default - Default - Default	Issue with vehicle.
Corporate - Outbound - Survey Follow-Up - IQS - Default	

**** OUTBOUND CSI/IQS CAIR ****

'It s been in the shop numerous times. It stalled on us, the transmission has problems, the radiator was leaking anti-freeze.'
 See linked cairs. DM was involved, and test drove vehicle with customer. Declined declined customer s request to be taken out of the vehicle, as the complaints were not duplicated. No contact necessary.

Customer Assistance Inquiry Record (CAIR)#**16048264**

Vin	1J4GA3914	7L	Open Date	03/20/2007	Build Date	07/19/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/04/2006	Dealer	23841	Dealer Zone	66	Mileage	4,600
Name:						Contact Type	E-MAIL
Address						Home Phone	
	TUSCALOOSA AL					Country	UNITED STATES

Product - Electrical - Battery - Other - Default	Battery light comes on, no diagnosis.
Product - Electrical - Lamps and Switches - Other - Default	Traction warning light coming on .
Product - Unknown - Unknown - Stalling - Default	Vehicle has stalled no diagnosis.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

dealer refuses to service or resolve problems

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

The battery light comes on and as well the traction light and it as well has shut off on me several times while riding down the road. I fear that I ll be in an interstion and it shuts off and I and my family may lose out lives. It has electrical problems and the service manager has told me there is nothing wrong with it. Chris Locklear refused to srevice it this past friday March the 9 I doped it off on the 8 at 8pm so they could work on it the called me at 12:15 on the ninth and refused to work on it they called me at work when I was out on a delivery and kept insisting that my employer give them my cell number the asked for it repeatedly and told Layna the secetary that works there. That there was nothing wrong with it.

*****End of Customer Email*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the issues you are having with the battery and traction warning light and the stalling your 2007 Jeep Wrangler. We are very sorry to learn of your dissatisfaction with the handling of your service needs. We do advise you to keep working with your dealer to resolve your issues. If you can not work with your dealer you may seek a second opinion at another dealer. However, intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car. We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs. We regret your dissatisfaction and trust you will understand our position. Thank you again for your email.

*****End of Email Response*****

Customer Assistance Inquiry Record (CAIR)#**16048267**

Vin	1J4GA3914	7L	Open Date	03/20/2007	Build Date	07/19/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/04/2006	Dealer		Dealer Zone		Mileage	4,600
Name:						Contact Type	E-MAIL
Address						Home Phone	
	TUSCALOOSA AL					Country	UNITED STATES

Product - Drivability - Unknown - Other - Default	Customer stated vehicle shuts off while riding down the road
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

jeep shuts off riding down the road and turn back on

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

jeep shuts off while riding down the road adn the battery comes on while riding down the road. Chris Locklear has refused to service this jeep and his service manager told me there is nothing wrong with this jeep

*****END OF CUSTOMERS EMAIL*****

PLEASE SEE REFERENCE 16048264 NAN

Customer Assistance Inquiry Record (CAIR)# **16050741**

Vin	1J4GA6914	7L [REDACTED]	Open Date	03/19/2007	Build Date	11/16/2006	
Model Year	07	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/19/2006	Dealer	43154	Dealer Zone	66	Mileage	2
Name:	[REDACTED]					Contact Type	
Address	[REDACTED]					Home Phone	
	WILMINGTON NC [REDACTED]					Country	UNITED STATES

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****
 Engine starting/idle-automatically shuts off.
 Engine is starting have a problem at idle and then automatically shuts off.
 **Message stated they were going to be taking it to the dealer and stalling has happened about 3 times so far.
 Called owner and left message with direct line.
 SENDING FORM LETTER 143.

Customer Assistance Inquiry Record (CAIR)#**16051321**

Vin	1D8GT28K3	7W5	Open Date	03/20/2007	Build Date	09/18/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	10/13/2006	Dealer		Dealer Zone		Mileage	5,200
Name:						Contact Type	E-MAIL
Address				APT. 1314	Home Phone		
	ST. PETERSBURG FL				Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	Agent advised customer there are no recalls via email.
Product - Drivability - Unknown - Stalling - Default	Customer sent email regarding issue with stalling.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

My Nitro has stalled on me twice since purchasing in October of 06. Both times I was on the interstate. Car stalls and immediately comes back on. Safety issue needs resolution.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

I know this issue is happening with the Nitro and not just me. There are a few website message boards with people reporting this same problem. It is a serious safety issue that needs to be investigated AND corrected. I would like a response, and I would like to know if the Chrysler engineers are aware of this and are trying to rectify it.

*****END OF EMAIL *****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2007 Dodge Nitro. I regret the problem your vehicle has experienced with stalling and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized Dodge dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option. Also, a review of our records indicates that your Dodge Nitro does not currently require service for any recall campaigns issued by DaimlerChrysler. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail. You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.chrysler.com; www.dodge.com or www.jeep.com and click on 'Owner Services' and then 'Recall Notices' and follow the instructions on the pop up recall page. You will need the last eight digits of your Vehicle Identification Number (VIN). Thanks again for your email.

*****END OF RESPONSE *****

This is a reply to REFERENCE NUMBER: 16051321

EMAIL CASE NUMBER: 1691264

null

This answer is NOT acceptable. You want to read about the problems people are having with the Nitro? Go to this website <http://www.nitroforumz.com/index.php> and read the mechanical and electrical problems people are having with this car. I know it's a new model, but you guys won't be too happy when someone dies from the car dying on them doing 75 mph on the interstate. Saying 'It's not something we can diagnose without seeing the vehicle' is a great way to make yourself feel better IF this happens. However, it's obvious this is happening to people with Nitro's ALL OVER THE COUNTRY. It shouldn't take a ton of people complaining or someone dying for Chrysler to wake up and look into what is causing this. If it was an isolated issue I would say it's fine, but it's apparent it isn't. I would've lemonsed this thing a month ago if I didn't have to go through so many legal steps to get it done. I really like the look of the Nitro, but what good is the appearance if the car doesn't run the way it should?

null

I am sorry if I am coming off rude, but I am frustrated and annoyed.
Buying a new car should be a happy experience. All I ve gotten so far is
headaches.

null

Eric Holzmann

VIN # 1D8GT28K37W

*****END CUSTOMER REPSONSE*****

Thank you for contacting the Chrysler Group Customer Assistance Center
regarding the stalling issue you are experiencing with your 2007 Dodge
Nitro.

We regret to read of your dissatisfaction in your product and appreciate
the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and
the improvements that are desired by customers. The information
received is used in product development and quality analysis. We have
documented your comments and have forwarded them to the appropriate
department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer
satisfaction and vehicle quality, and we are dismayed to learn that your
expectations have not been met. Please accept our apology for the
problems you have experienced.

We recommend that you contact your authorized Dodge dealership for an
appointment for proper diagnosis and repair.

*****END EMAIL REPSONSE*****

Customer Assistance Inquiry Record (CAIR)#**16052234**

Vin	1J4GA3918	7L	Open Date	03/19/2007	Build Date	10/24/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/12/2006	Dealer	43549	Dealer Zone	66	Mileage	13,140
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	MARBURY AL				Country	UNITED STATES	

Product - Electrical - Unknown - Complete Failure - Default	Customer reports intermittent complete electrical failure.
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Customer states that while she is driving, the vehicle s interior lamps and gauges will intermittently all light up and the vehicle will die and then everything will come back. Called Dealership and left message for the Service Manager to advise sending Direct to Dealer.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and left message for Service Manager Bobby and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s). If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 66 43549 03/19/07 16:22 O 16052234

*Contact Date:03/23/2007

Service Manager at the dealership has closed the Cair# 16052234

Warranty repair has been documented on Repair Order#287730

CAIR RETURNED FROM DEALER ON 3/23/2007 AT 03:01:720 R 16052234

Customer Assistance Inquiry Record (CAIR)#**16055485**

Vin	1J4GB5918	7L	Open Date	03/20/2007	Build Date	08/11/2006	
Model Year	07	Body	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/27/2006	Dealer	23820	Dealer Zone	66	Mileage	7,000
Name:						Contact Type	TELEPHONE
Address	UNION GROVE AL					Home Phone	
						Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeks warranty coverage.
Product - Drivability - Unknown - No Start - Default	Customer states that vehicle has a no start issue.

Customer is upset because his wife s vehicle has a no start issue with the vehicle. Customer states that he had taken the vehicle to a local dealer where they either replaced the ECM or reprogrammed it. Customer states that now the vehicle will stall. Customer states that he thinks that this an ignition problem. Customer states that he will be taking his vehicle to dealer 23820 but was advised that he would not be provided a rental. Customer states that he cannot accept that a rental vehicle will not be provided while his is being repaired. Customer wants to make a complaint about this. Agent informed customer that concerns would be documented and evaluated internally. Agent informed customer that the only thing that guarantees a rental is a service contract, factory warranty does not have a rental provision. Customer states he has a third party service contract. Agent also provided customer with DCX address and file number. Agent advised customer to call DCCAC back once he has diagnosis for consideration of rental.

Customer Assistance Inquiry Record (CAIR)#**16055565**

Vin	1J4GB391X	7L	Open Date	03/22/2007	Build Date	09/13/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	10/19/2006	Dealer	56733	Dealer Zone	66	Mileage	4,817
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	CANTONMENT FL					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Defective - Default	

Owner sends in MVDN card mailed CERTIFIED MAIL received 03-20-07 Please Respond to the owner complaints listed ASAP. Please review the noted issues On this file and contact the owner and resolve the file per state lemon law Demand requirements. Please advise the owner of the outcome on all issues noted on this complaint. Thank You Michael Pawlowski

OWNER COMPLAINS OF REPEAT LEAKS ON CONV. TOP ASSY
 *****ORLANDO BUSINESS CENTER RECEIVED MVDN 3/23/07*****
 SEE ABOVE CONCERNS.

3/27/07 SPOKE TO MR OWNER. ACKNOW. REC. OF MVDN. OWNERS CONCERN IS WATER LEAK FROM PASS FRONTDOOR/A-PILLAR, APPEARS ON FLOOR,SEAT, SPEAKERS, GLOVE BOX. OWNER WILL DROP VEH OFF AT HILL KELLY ON 4/10/07. NO RENTAL DISCUSSED. SENT APPT LETTER TO OWNER. REASSIGNED CAIR TO DM. SW69
 Customer seeking information on appointment. Advised customer to leave vehiclewith Service Manager.

04/10/07 DM water tested vehicle to simulate rain. Water was run on vehicle for 2 hours. Checked inside of vehicle; carpet dash and door panels were all dry. Vehicle was set outside in rain. Rained for 2 hours. Inside of vehicle was dry. Only water inside vehicle is when doors are OPENED and water is in drip rail some water will enter. Customer added 2 more concerns
 2) Front door locks will pop back unlocked sometimes. Could not duplicate but had dealer order new locks. Currently on B.O. had dealer order Sp.Hand.
 3) States eng. Stalls at stops at times but restarts. Checked for faults no stored or active. Test drove 3 miles and made several stops. Condition could not be duplicated. Checked Computer and updated Powertrain Control Module with new software.

 Krohn & Moss-Attorneys at Law-Replacement/Repurchase Notice
 Attorney-Kevin Lougachi
 Reassigned to Business Center for review and handling. JSS15.

 *****ORLANDO BUSINESS CENTER RECEIVED ATTY LETTER/MVDN 4/19/07*****

4/19/07 SENT VIA FAX APPT LETTER FOR HILL KELLY ON 4/30/07.
 4/20/07 rec. faxed letter from, Krohn and Moss, stating they are not requesting a final, there request is that Chrysler call them if they are interested in settling. No further action to be taken.
 cair closed sw69

6/22/07 RECEIVED STATE BOARD ARBITRATION CASE #2007-0428/PEN.

Customer Assistance Inquiry Record (CAIR)#**16056205**

Vin	1J4GA6919	7L	Open Date	03/20/2007	Build Date	10/19/2006	
Model Year	07	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/03/2006	Dealer	65233	Dealer Zone	63	Mileage	1,103
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HOUSTON TX					Country	UNITED STATES

Product - Electrical - Unknown - Seized, Sticks, Binds - Default

2007 Jeep Wrangler Unlimited Rubicon 4X4, 3/36, NO CSC Miles- 1,150
Complaint: Multiple electrical issues, vehicle died out/no run condition at 445 miles on 1st repair. Vehicle stayed at dlr 68648 from 11/24/2006 until 12/15/2006 before being released to owner. Owner returned to Houston and electrical issues returned. Owner returned to selling dealer 65233 where vehicle stayed from 2/19/2007 till 3/9/2007 before being returned to owner. Owner requesting repurchase.
DM has offered owner 7/70 Maxicare CSC w/\$100 deductible.

Customer Assistance Inquiry Record (CAIR)#**16059273**

Vin	1J4GA5917	7L	Open Date	03/21/2007	Build Date	01/04/2007	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/27/2007	Dealer	44973	Dealer Zone	63	Mileage	1,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LOUISVILLE MS					Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Improper Shift - Default	Throttle control unit needed.
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Caller states the vehicle went into the dealer last Wednesday night for a throttle body concern. Caller would like a rental vehicle. Agent called the dealer and spoke to service manger Billy. Billy states they were waiting for a star part 4861661AA that was on restriction but he has just gotten confirmation that the part was released and shipped. The part is expected tomorrow and the repair will be approximately 1 hour. Agent advised a direct to dealer will be sent

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for ? Billy ? and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

Agent advised caller that warranty does not cover rental and additional parties have been involved in the repair. The vehicle should be completed tomorrow.

REASSIGNED TO BC/DLR 63 44973 03/21/07 13:54 O 16059273

Vehicle returned to cutomer on 3/23/07 repaired. Appears to be operating correctly at this time. dwj9

Caller states that his vehicle is at the dealership now and it has been there for several days because his vehicle will just die on him and lose horsepower. Writer contacted 44973 and spoke with the Service Manager Billy who states that he has driven the vehicle for 2 days now and the issue has not duplicated. Caller alleges that he is afraid to go anywhere in this vehicle and he wants to know what he can do now to get out of this vehicle. Writer advised the caller that at this time his vehicle will be repaired per terms of the warranty. Caller became irate stating that no one is repairing the vehicle now. Writer advised the caller that once the issue is located it will be repaired per terms of the warranty.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to ?Billy? to inform that CAIR was being sent.

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REASSIGNED TO BC/DLR 63 44973 04/04/07 13:50 R 16059273

DM advised Service Manager to continue diagnostics and driving in an attempt to duplicate the condition. If dealer is unable to duplicate the condition the case will be reviewed with SWBC CR Manager to explore alternatives.

dwj9

4/11/07 Customer has been back in vehicle for approximately one week and it has not exhibited the alleged condition again and no further problems have been reported to the dealership. dwj9

Customer Assistance Inquiry Record (CAIR)#**16059871**

Vin	1D8GT28K6	7W	Open Date	03/26/2007	Build Date	10/26/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/10/2006	Dealer	60009	Dealer Zone	66	Mileage	19,400
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	ORLANDO FL					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner sends in MVDN card MAILED FIRST CLASS and received 03-21-07 Please respond to the owner complaints listed ASAP. Please contact the owner and review the issues noted related to the complaints on this defect notice and resolve as you see fit. Thank You Michael Pawlowski

OWNER COMPLAINS OF VEHICLE STALLING OUT AND CUTTING OFF AT HIGHWAY SPEEDS
OWNER STATES 6 TIMES TO DATE

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 3/27/07*****

SEE ABOVE CONCERNS.

032707 RVW CONTACTED OWNER AT BUS NUMBER. ACKNOW RECEIPT OF MVDN. OWNERS CONCERN IS:

(1) VEH STALLS WHILE DRIVING AT 60 MPH. HAS HAPPENED 9-10 TIMES AND HAS STALLED SINCE LAST REPAIR ATTEMPT

WRITER SCHEDULED OWNER TO DROP OFF VEH TO CENTRAL FLA CJD BY 8:30 AM ON APRIL 20 FOR DCX REP (TA) TO OVERSEE INSPECTION/REPAIR. NO ALT TRANS REQ, NON OFFERED. WRITER ADVISED TA/DM/SM OF THE ABOVE. APPT LETTER SENT TO OWNER AS CONFIRMATION.

042007 RVW SPOKE TO SM WHO CONFIRMED VEH AT DLR. OWNER REQ ALT TRANS. WRITER DECLINED AS NOT COVERED BY WARRANTY OR LEMON LAW.

4/20/07 Test drove vehicle- unit did not stall and no DTC s ordered a TIPM for this concern. Owner also mentioned a noise and vibration 50 to 60 mph- no vibration was felt but there is a noise in the dash. Corrected wire harness to plastic rattle noise in dash.mvw

4/24/07 Repairs completed-O to pick up vehicle today.MVW

042407 FILE TO FU. RVW

042707 RVW RECD VM FROM OWNER AT 1:39 PM. WRITER CONTACTED OWNER. OWNERS CLAIMS THAT SINCE GETTING VEH BACK FROM DLR THAT VEH HAS STALLED WHILE DRIVING. WRITER ADVISED OWNER THAT WRITER TO OBTAIN REPAIR ORDERS TO REVIEW AND WILL GET BACK TO OWNER. OWNER SATIS.

050207 RVW CONTACTED OWNER AT (407) 240-8147. OWNER CLAIMS VEH HAS STALLED AGAIN SINCE LAST CONVERSATION. WRITER REQ OWNER TO TAKE VEH BACK TO DLR SO DLR CAN TEST DRIVE TO CONFIRM STALLING CONCERN NOT RESOLVED. OWNER TO CONTACT ATTY AND CALL WRITER BACK.

050307 RVW RECD CALL BACK FROM OWNER. OWNER DECLINES TO TAKE VEH BACK TO DLR FOR FURTHER INSPECTION/TEST DRIVE. DUE TO OWNER ALLEGING UNRESOLVED STALLING CONCERN AFTER FRA, DCX OFFERED TO SETTLE WITH OWNER BY REPL/REPURCH VEH. OWNER OPTS FOR FINANCE REPURCHASE. WRITER ADVISED OWNER THAT FILE TO BE FORWARDED TO ISG WHO WILL CONTACT OWNER WITHIN 4-5 WORKING DAYS UPON RECEIPT OF FILE. OWNER SATIS.

***** FINANCE REPURCHASE TEMPLATE SUBMITTED FOR APPROVAL 5/8/07 *****

Customer Assistance Inquiry Record (CAIR)#**16060573**

Vin	1J4GA3919	7L	Open Date	03/23/2007	Build Date	12/05/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/25/2007	Dealer	64855	Dealer Zone	71	Mileage	5,000
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	SAN BERNARDINO CA				Country	UNITED STATES	

Referral - Other - Default - Default - Default	Customer referred to Jeep dealer
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer stated vehicle lost power

***** EMAIL BRIEF DESCRIPTION CONTENT *****

JK Stall

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I was traveling home from Utah and my JK suddenly stalled while traveling up a hill with my two kids. It lasted about 1 second and all the warning lights on my dash came on. I lost all power and then it came back on. I know this is happening to other JK s and we need to know what you are doing about it. This is a dangerous situation and someone is going to get hurt. I love my jeep, but now I do not trust it!

*****END OF CUSTOMERS EMAIL*****

Agent contacted dealer 64855 and left message for Eric (service manager).

Dear

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Jeep Wrangler.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized Jeep dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with Chrysler Group vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

*****END OF CUSTOMERS EMAIL*****

Agent contacted dealer 64855 spoke with Steven (service advisor). Agent inquired if vehicle has been in due to power lost. Steven stated that it has not. Agent informed customer that due to the customer contacting Chrysler a Direct-to-Dealer would be sent. Agent provided reference number. Eric is the service manager and he was not available.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Steven and left message for Eric and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s). If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 71 64855 03/23/07 14:12 O 16060573

*Contact Date:03/29/2007

Service Manager at the dealership has closed the Cair# 16060573

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 3/29/2007 AT 01:09:479 R 16060573

Customer Assistance Inquiry Record (CAIR)#**16061297**

Vin	1J4GA3916	7L	Open Date	03/22/2007	Build Date	11/15/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/26/2006	Dealer	23867	Dealer Zone	63	Mileage	1
Name:						Contact Type	
Address				MR TOM MATTHEWS	Home Phone		
	BOERNE TX				Country	UNITED STATES	

Corporate - Outbound - Survey Follow-Up - IQS - Default	
Product - Drivability - Unknown - Stalling - Default	

**** OUTBOUND CSI/IQS CAIR ****

I had some mechanical problems. We were driving on the interstate and the vehicle would stall.

Called dealer service manager Dave who states owner has not been in his dealer for any problems.

Called owner and left message with direct line.

SENDING FORM LETTER 143.

Customer Assistance Inquiry Record (CAIR)#**16061662**

Vin	1J4GA3917	7L	Open Date	03/22/2007	Build Date	10/24/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/24/2006	Dealer	68357	Dealer Zone	66	Mileage	7,566
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	NUNNELLY TN					Country	UNITED STATES

Product - Transmission / Transaxle - Torque Converter - Improper Shift - Default	Customer complains of improper shifting.
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Customer states the part is on back order.
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Engine shuts off.

Customer stated that the she was coming home in the rain and the engine shut off for 30 seconds to 1 minute and came back on. Customer had towed to nearest dealership 60156 at that time put in a new computer. Second time the vehicle shut off the same way they replaced the ignition. Now the ESP BAS light comes on and stay on all the way to her job. On the way home it stayed on half to home and went off. Customer is inquiring about a rental vehicle. Customer is upset because she can not get rental before taking vehicle to the dealership. Agent advised to call back after the diagnostic has been done and we will take it in to consideration. Customer seeking if rental is provided for warranty repairs. Agent advised rental is not covered for a warranty repair. States she was advised by dealer # 68357 the vehicle is not driveable and could order her a torque converter for the vehicle. Agent called dealer #68357 spoke to Service Manager Kendall he provided the part number. Advised he can not provide rental. Agent was transferred to Part s Manager, Ralph Brown he advised he will put the order in for the customer on line to get he part ordered special handling in the next five minutes. Agent consulted with RDD41 and KMT29. DCX will not provide rental assistance. Customer requesting for corporate address. Provided customer with corporate address. States that she has taken her vehicle in for an issue without he brake light and for the vehicle loosing power. States that she also had an issue with the transmission. States that the transmission shutters. States that she sent in the card for Lemon Law. States that she wants some more information about Lemon Law. Referred customer to her blue and white booklet. States that the current issues she is having with the vehicle is the torque converter shutters. States that the vehicle was taken to dealer 68357 today and they ordered a new torque converter. States that she was advised that the vehicle is drivable. States that she cannot continue to have issues with the vehicle. Agent contacted dealer 68357 and spoke with Kendall (service manager). Advised of direct-to-dealer. Agent spoke with Chris (parts). States that the part number is 5175001AA. Per g-pop. The part has been upgraded to special handling. Advised customer of direct-to-dealer. REASSIGNED TO BC/DLR 66 68357 03/27/07 16:34 R 16061662

Customer is asking to talk to the district manager about the new vehicle that keeps having to have repairs. Customer stated that the last part that was to be replaced was the torque converter. Service manager stated that it is not good to drive the vehicle but they were not going to give a loaner car. Customer stated that she drives down the road and the motor dies there is no brakes or power steering. Customer stated that the vehicle is not safe. Customer stated that she sent in for Lemon Law and talked to a lawyer. Customer is asking why she has not heard from any one about this issue. Agent advised the customer that at this time all that she can do is wait on a decision. Customer stated that the ABS light keeps coming on.

Tech advisor to examine vehicle on 4/10/07. JAJ67

DM spoke with customer about LL. Customer has spoke with a lawyer but not retaining. Customer also concerned about engine dying while driving. Customer claims this has happened 2 times. Advised customer that when she drops off vehicle for LL to mention this to the service advisor. DM spoke with Kendall, service manager at 68357, advised Kendall to put customer in a rental for this visit. JAJ67

Customer states that someone was to take the vehicle in to have it inspect the vehicle and she had to drop of the vehicle and then the she went to the Wal-Mart and when she came out and the vehicle was in the

Wal-Mart. She states that the dealer had to pull the steer wheel out to replace a sensor and she is alleging that the dealer broke the turn signals. She states that her lawyer and her are writing letters to everyone. She states that she is inconvenience. She states that the lawyer will handle this from here on out. She states that the dealer should have not driven her vehicle and park it else where or break her turn signals. Agent informed her that her concerns would be documented. DM spoke with cusotmer in reference to turn signals. DM apologized to custo mer about the turn signals and asked the customer to return to the dealer for repair. Customer insisting vehicle will be bought back. DM advised cust omer the vehicle would be repaired per warranty. DM offered the customer a one month payment for all she has been through. The customer is thinking about the offer and will contact the DM when a decision has been made.JAJ67 Customer has scheduled an appt. to have turn signal concern addressed per Kendall, SM @ 68357. JAJ67

*Contact Date:04/24/2007

Service Manager at the dealership has closed the Cair# 16061662

Warranty repair has been documented on Repair Order#137127

CAIR RETURNED FROM DEALER ON 4/24/2007 AT 11:21:145 R 16061662

Vehicle repurchased for customer satisfaction RE CAIR 16250939. JAJ67

Customer Assistance Inquiry Record (CAIR)#**16066779**

Vin	1J4GA5918	7L	Open Date	03/27/2007	Build Date	08/04/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/12/2006	Dealer		Dealer Zone		Mileage	8,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	READING PA					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Alleges issue with intermittent electrical failure.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Electrical Problem

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I recently experienced a problem with my 07 Wrangler Unlimited. While driving at normal conditions, the electrical power simply shut off. The dash lights went on & the gauges were all over the place. Moments later, the power came back and driving was fine. I have read several other reviews about the new jeep of customers who had the same problem. See Edmunds.com. I am concerned because the dealership does not believe a diagnostic check will reveal anything. Furthermore, I have a 2 year old daughter who frequently rides in the vehicle, and I fear being involved in a crash due to the loss of power. Thank you for your time. Sue

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2007 Jeep Wrangler. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option. Thank you again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**16067826**

Vin	1J4GA3917	7L	Open Date	03/28/2007	Build Date	10/18/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/28/2006	Dealer	24173	Dealer Zone	71	Mileage	9,806
Name:						Contact Type	E-MAIL
Address						Home Phone	
	CASTLE ROCK WA					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Customer unhappy with hard top leaking issue.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

the hard top on my 2007 Wrangler 4 door leaks even after the new seal was in stalled. I have experienced a complete shut off of all system twice and toda y the The electronic traction control came on on dry road sitting still and stayed on.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

problem continued. I cannot help but think that water dripping in on the dash and shift console is a problem I would like to be contacted by someone from Jeep Quality assurance not just the dealer. I am afraid this three peice hard top is going to be an expensive boondoggle.

*****END OF EMAIL *****

Dear , Thank you for contacting the Jeep Group Customer Assistance Center. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. If you are currently experiencing a concern with your 2007 Jeep Wrangler, we recommend that you contact your authorized DaimlerChrysler Corporation dealership for an appointment for proper diagnosis and repair. Thanks again for your email.

*****END OF REPLY*****

Agent contacted dealer 24173 and spoke with Robert who states that the vehicle has not been there since Janaury and they performed the TSB and the vehicle has not been back.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Robert and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern. If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

*****END OF COMMENTS*****

REASSIGNED TO BC/DLR 71 24173 03/28/07 10:36 O 16067826

*Contact Date:04/10/2007

Service Manager at the dealership has updated the Cair# 16067826
Dealer attempting to contact customer.

*Contact Date:04/12/2007

Service Director at the dealership has updated the Cair# 16067826
An appointment has been set with the customer.

*Contact Date:04/12/2007

Service Director at the dealership has closed the Cair# 16067826
Warranty repair has been documented on Repair Order#961340

CAIR RETURNED FROM DEALER ON 4/12/2007 AT 06:27:558 R 16067826

Customer Assistance Inquiry Record (CAIR)#**16069996**

Vin	1J8GA3915	7L	Open Date	03/26/2007	Build Date	08/03/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/26/2006	Dealer	60089	Dealer Zone	66	Mileage	8,001
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MIRAMAR FL					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Claims the vehicle shuts off while driving
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Customer calling very irate stating that he vehicle shuts off for no reason. Customer is yelling, and states that she is going to sue and she is recording the phone call. Agent advised customer that whatever action she takes outside of DCX is at her discretion, also that agent does not give permission for her to record the phone call. Agent contacted dealership 60089 and was transferred to Ken the advisor. The call was released because no one answered the phone. Agent contacted dealership back and requested to speak with service manager. Agent spoke wit Pete the serviced manager. Pete provided repair history to be:

DATE: 2/08/07

MILEAGE: 6550

PROBLEM: Vehicle shut off while driving.

REPAIR: No duplication.

DATE: 3/22/07

MILEAGE: 8680

PROBLEM: Vehicle shut off while backing into a parking space.

REPAIR: No duplication, TSB performed as precaution.

Pete states that he will provide customer with a rental vehicle, and take care of her like he has before, Pete is requesting that customer call him directly. Agent advised of direct to dealer being sent. Agent advised customer that a file was being forwarded to the dealership for technical assistance to be involved. Agent advised customer of dealership phone number and who to contact.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to PETE and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 66 60089 03/26/07 13:33 O 16069996

*Contact Date:03/28/2007

Service Manager at the dealership has closed the Cair# 16069996

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 3/28/2007 AT 01:01:409 R 16069996

Customer Assistance Inquiry Record (CAIR)#**16070895**

Vin	1J8GA3919	7L	Open Date	03/26/2007	Build Date	01/03/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/16/2007	Dealer	24043	Dealer Zone	63	Mileage	3,000
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	CORRALES NM				Country	UNITED STATES	

Product - Electrical - Lamps and Switches - Complete Failure - Default | Customer states lights in vehicle come on.

Customer feels he cannot trust his selling dealership. Customer states he contacted dealer 24043 for service. Customer states he wanted to convert the oil to a synthetic type of oil. Customer states the price was \$14 per quart. Customer states he was enraged. Customer states he will not have vehicle serviced at dealer 24043. Customer states he contacted the service manager. Customer claims that service department does not set prices, parts department set the prices. Customer states he has contacted unauthorized DCX dealerships, and their prices are \$15-\$20 less for an oil change. Agent informed customer that dealerships are independently owned and operated. Agent also informed customer that if he is not satisfied he may contact another dealership. Customer states his ETC light is coming on and the vehicle s dash lights come on. Customer states wife drives vehicle, and vehicle stalls. Customer has not contacted a dealership for these issues. Agent informed customer to contact a DCX dealership for a diagnosis.

Customer Assistance Inquiry Record (CAIR)#**16072762**

Vin	1J4GA3913	7L	Open Date	03/27/2007	Build Date	08/17/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/11/2006	Dealer	23432	Dealer Zone	42	Mileage	10,000
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	TOLEDO OH				Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Customer states that the vehicle stalls at random.
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The customer states that her vehicle is now at the dealership after it has stalled a third time. The customer states that she would like to start a lemon law complaint. Agent inquired as to what was happening with the vehicle. The customer states that the vehicle will jerk, all the dash lights will come on and the vehicle will stall momentarily then start running again. Agent contacted dealership and spoke with Chuck, service manager. Chuck states that the vehicle is at the dealership, but a diagnosis has not been given. Agent advised customer to continue working with the dealership and that at this point a resolution has not been found. Agent advised customer that her file was being sent to the dealership.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for chuck and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

Customer Assistance Inquiry Record (CAIR)#**16073966**

Vin	1J4GA3910	7L	Open Date	03/27/2007	Build Date	10/28/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/20/2006	Dealer	26407	Dealer Zone	42	Mileage	14,000
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	ASHLAND OH				Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states dealer advised without duplication TSB would not be done.
Product - Drivability - Unknown - Stalling - Default	Customer states his vehicle stalls.

Customer alleges that he has a problem with his vehicle shutting off and starting back up while travelling at highway speeds. Agent advised customer that his concerns have been documented. Customer allege that he has an appointment at dealer 26407 and that when he spoke with a service advisor about a TSB he had found he was advised that if the issue cannot be duplicated the TSB will not be performed. Customer inquires about the dealer performing the TSB even if they cannot find the problem. Agent consulted with KW276 and advised customer that if the issue cannot be duplicated the dealer cannot perform a repair even if there is a TSB that matches his problem. Agent advised customer that the dealers choose the repairs that are made. Customer states that he is a technician and that he is trying to find the cause of the problem. Customer inquires how to let DCX know if he finds the cause of the problem. Agent advised customer that he can write DCCAC or consult with his local Jeep dealer.

Customer Assistance Inquiry Record (CAIR)#**16075286**

Vin	1D8GU28K8	7W	Open Date	04/04/2007	Build Date	11/09/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/16/2006	Dealer	63482	Dealer Zone	35	Mileage	6,483
Name:						Contact Type	LETTER
Address						Home Phone	
	BELLEVILLE PA					Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Intermittent hesitation concern.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.

Customer mailed letter in regards to an intermittent hesitation concern with their vehicle. Customer alleges the vehicle hesitates from a stand still and has stalled. The dealership has been unable to resolve the concern. Agent attempted to contact the customer on 4/4/07 at 12:23 pm on the customer s home phone. Writer left a message informing the customer that a file will be forwarded to dealer 63482 which will get all the proper parties involved and provided contact information. Agent also advised the customer that case manager will be contacting them in the future.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Tim to inform that CAIR was being sent.

REASSIGNED TO BC/DLR 35 63482 04/04/07 12:34 O 16075286
*Contact Date:04/27/2007
Service Manager at the dealership has updated the Cair# 16075286
The vehicle has been diagnosed.
*Contact Date:06/25/2007
Service Manager at the dealership has closed the Cair# 16075286
Warranty repair has been documented on Repair Order#53603
CAIR RETURNED FROM DEALER ON 6/25/2007 AT 08:11:035 R 16075286

Customer Assistance Inquiry Record (CAIR)#**16082652**

Vin	1J4GB3915	7L	Open Date	03/29/2007	Build Date	10/23/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	01/22/2007	Dealer	26325	Dealer Zone	63	Mileage	4,000
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	MORGAN CITY LA				Country	UNITED STATES	

Product - Electrical - Unknown - Defective - Default	Customer inquiring about electrical issues.
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Customer states that she has had problems with the vehicle since she purchased it. Customer has had problems with the speakers and know she is having issues with the electrical panel. The electrical panel Flicks and stalls out. Customer would like to get her vehicle repaired. Customer also wants a loner vehicle while her vehicle is at the dealership. Agent contacted dealership 26325 and spoke with Bo-Jack. Bo-Jack states the vehicle has been at the dealership states the vehicle has been at dealership 5 times for electrical problems. Bo-Jack states the vehicle was at the dealership on 1/24/2007 at 325 miles the customer stated there was a popping noise in the driverside speaker and they rewired the antennae. 2/5/2007 the driverside speaker making a popping noise and the customer never bought the vehicle in. 2/8/2007 the customer stated the driverside speaker making a popping noise and they replaced the speaker. and the vehicle was at dealer on 3/13/2007 and they replaced the radio and the speaker. Agent advised Bo-Jack that customer wants her vehicle repaired at this time and a direct to dealer will be sent. Bo-Jack understood. Customer stated she wanted a rental vehicle. Agent advised customer that a rental vehicle can not be considered instill there is a complete diagnose on vehicle. Customer understood. Customer states the dealership are someone is going to accommodate her because she a new vehicle and it has issues. Customer states she will contact the dealership.

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to/left message for ? Bo-jack ? and informed them of the customer s contact with the DCCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

REASSIGNED TO BC/DLR 63 26325 03/29/07 17:28 O 16082652

DM spoke to June, service advisor, and put her in touch with another area service manager for advice, also gave her the number of the Area tech advisor for assistance. DM authorized 2 days rental for customer.

C THERIOT 4-4-07

DM will set up appt at another dealer for a second opinion. Vehicle still not fixed. Popping sound in speakers still there. DM instructed dealer to have customer drive vehcile for weekend and deliver to second dealer when convienent for her. Rental can no longer be provided for speaker noise. C THERIOT 4-20

DM set appt for technical advisor to look at vehicle. Appt is 5-15-07 at dealer 53118. Advised June, the service advisor to let the customer know of appt. DM also authorized rental again if needed for tech advisor appt. C THERIOT 5-7-07

Tech advisor had conflict, appt moved to May 17 at dealer 53118. C THERIOT

Tech advisor worked w/ Dealer 53118 and replaced the unit as directed by a tech assistant in Detroit. As of 5-18-07 noise is no longer. Customer did mention scratches on her vehicle, servicing dealer advised her to speak with Musson-Patout who has been working on the vehicle, they must have caused the damage. She understood. C THERIOT 5-21-07

Customer Assistance Inquiry Record (CAIR)#**16083214**

Vin	1J4GA5917	7L	Open Date	04/02/2007	Build Date	11/02/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/07/2006	Dealer	C9790	Dealer Zone	25	Mileage	7,000
Name:						Contact Type	E-MAIL
Address	null					Home Phone	
	null BC V					Country	CANADA

Product - Engine - Unknown - Other - Default	Stalled on highway
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Your Faulty product just about cost me my life!!!!

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

4/2/07 mah76 See scanned image for full email.

Dear Mr.:

We have received your email dated March 30th, 2007 regarding the situation that occurred with your new Jeep Wrangler. We certainly regret to learn of the situation that has prompted you to contact us.

An alphabetic search of our records has not located your 17-digit Vehicle Identification Number (V.I.N.) which can be found on the driver's side of the dashboard (metal plate), on your ownership, or on your insurance certificate. In order for us to investigate, we require this information. Please record the number below, and return it with reference to your file number: DBL Click To get Cair#

V.I.N.: _

We look forward to hearing from you.

((Customer states that his vehicle stalled on highway and a semi almost hit him. Customer refers to vehicle as a death trap and wants DCCI to fix concerns or he wants his money back. Customer has discussed this with lawyer. Writer does not answer to the contents of the email because cannot locate VIN in system))).

later customer calling as per above. Customer requesting response from DCCI in writing before he goes to dealer. Writer advised that letter e-mail will be responded too.

04/04/07 lw177: Further email contact dated 04/02/07:

VIN 1J4GA59177L Cannot tell is the 1 is a 1 or I. Registered under Coast Automation inc. Call if required 778-837-2736 I want to get this resolved as I do not want to put my kids at risk of this happening again.

EMAIL RESPONSE:

Dear Mr.:

We have received your email of April 2, 2007, regarding your 2007 Jeep Wrangler. We are sorry to learn of the stalling condition experienced with your vehicle.

Regrettably, we are unable to properly assess the cause of your vehicle's concern by correspondence since there are too many variables involved. Our service network at DaimlerChrysler requires that all contacts be handled by our authorized dealer body. Dealership service personnel are provided factory training, equipment and information to assist in diagnosing and, if required, remedying identified problems with DaimlerChrysler vehicles.

If you are experiencing a problem with your vehicle, please bring this to the attention of the Service Management at your servicing dealership.

This will ensure that the appropriate action is pursued.

Thank you for giving us the opportunity to review this matter with you.

04/04/07 lw177: Further email contact states:

Unbelievable, this is the customer service I should expect from Chrysler!!!! No wonder the imports are taking over market share. The vehicle did not stall, it shut off as in all power off immediately, no power brakes, no power steering at highway speeds. If the semi behind me had not locked up his breaks to avoid hitting me, we would be talking about a multi-million dollar lawsuit against you and one very vocal, well-connected, pissed off individual (Me). This is a safety issue, so with this lame response you just sent me, am I to understand that Chrysler is not concerned about the safety of my three kids, and that of others that buy their products??? If so please tell me and I will forward the

response to the BBB and appropriate consumer advocates!

EMAIL RESPONSE:

Dear Mr. [REDACTED]:

Thank you for your latest email of April 4, 2007.

We apologize for any confusion and while DaimlerChrysler is concerned for the safety and satisfaction of our customers, as indicated, we are unable to provide assessments by correspondence. As the manufacturer, DaimlerChrysler's authority lies with warranty concerns. Therefore, all service contacts are handled exclusively by our dealer network. This will ensure that the appropriate action is pursued.

Thank you for allowing us to clarify.

Customer Assistance Inquiry Record (CAIR)#

16083545

Vin	1J4GA3912	7L	Open Date	03/30/2007	Build Date	10/20/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/27/2006	Dealer	42012	Dealer Zone	35	Mileage	13,454
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	JONESTOWN PA				Country	UNITED STATES	

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer has had vehicle to dealership 2 times for dying issue.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle will die while driving down road.

Customer states dash lights will come on and vehicle will die while driving, this has happened 3-4 times already. This weekend, it happened again and customer took vehicle back into dealership yesterday. Customer states she has had vehicle into dealership 2 times for this issue already and will not do this when the dealership test drives it. Customer took vehicle into shop yesterday. Codes did come up, this code P0884, but did not tell customer what this code meant. Customer states possible causes listed on work order are intermittent power and ground circuits. Agent called dealership and spoke with Cheryl, Service Manager, which states they did test drive 18 miles and could not duplicate. States they ran tests for this code and could not diagnose. Cheryl states there was TSB to reprogram PCM and this was performed. Cheryl states if customer can leave vehicle for about a week so the technician can drive vehicle back and forth to work and try to duplicate issue. Cheryl also suggested that next time it dies, to call roadside, have vehicle towed in so maybe another code will come up and maybe they can pick up the no start status on this vehicle. Agent advised customer that file will be forwarded to dealership to pull in appropriate parties on this issues.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Cheryl to inform that CAIR was being sent.

 REASSIGNED TO BC/DLR 35 42012 03/30/07 09:53 R 16083545

*Contact Date:03/30/2007

Service Manager at the dealership has updated the Cair# 16083545
 An appointment has been set with the customer.

*****D2D CASE MANAGER FOLLOW-UP***** Case Manager: Larry McLain Phone:
 248 944-7064

Contacted dealer and spoke to Cheryl, Service Manager, who advised owner bringing vehicle in today for diagnosis...dealer will update file with info and call writer if assist is required.....lrm

*Contact Date:04/10/2007

Service Manager at the dealership has closed the Cair# 16083545
 Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 4/10/2007 AT 02:12:563 R 16083545

Follow up call made to owner who was advised I was 'case manager' for her vehicle...she indicated the vehicle had stalled three times since purchase and condition was not duplicated by dealer after they kept it for a week...owner understands situation and will try to get to dealer if it occurs again...writer provided name/number for future reference and owner pleased with follow up call.....lrm

Customer Assistance Inquiry Record (CAIR)#

16084479

Vin	1D8GT58K8	7W	Open Date	03/30/2007	Build Date	10/12/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	10/23/2006	Dealer	60201	Dealer Zone	63	Mileage	6,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SPRING TX					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer complains of check engine light on.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer complains of repeated trips.
Product - Electrical - Power/Engine Control Module - Other - Default	Customer states PCM was replaced.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states issue not resolved.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Customer states the transmission is not shifting properly.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states the vehicle loose's power.
Product - Engine - Valve Train - Other - Default	Customer states valve body replaced.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalls.
Product - Engine - Oiling System / Pan / Pump - Other - Default	Dealer advised the front pump was replaced.
Referral - Tier Three - Default - Default - Default	Tier three support referral.

Customer states at the end of October and has been to the shop with electrical problems and transmission trouble. States at 75 MPH on the highway the vehicle shuts off and starts backup on its own. States 12/2006 her and her daughter were looking at Christmas lights, while at a stop sign, started to go and the vehicle stalled. Customer states the vehicle has been to the shop for the same thing since October. Customer seeking to have another Nitro of equal value without the trouble. Agent called dealer # 60201 spoke to Service manager, Ken Murray provided the repair dates. Issue still exists.

12/26/06 down shifting hard- Replaced valve body.
 1/22/07 down shifting hard, check engine light- Valve body pump seals and front pump replaced.
 3/28/07 down shifting hard, stalls on the freeway- STAR updated software and now waiting on a PCM. Agent consulted with AMJ22.
 CAIR re-assigned to 82H for further handling.
 Writer followed up with serv mgr. Have been in contact with star hotline and they have released a replacement pcm for above issue. Should this not resolve issue writer will offer goodwill msrp however this is unrelated to the prev trans issue so there will be tx ll useage fees and the goodwill dc sc would not be placed on the replacement veh. gnb 3-29-07
 Writer has offered goodwill msrp swap. at tx ll formula. gnb 4-2-07
 Customer stated that she had several issues with the transmission on the vehiicle. Customer stated that she wanted the vehicle repurchased. Customer stated that she just spoke with the owner of the dealership. Customer stated that she has been trying to get into another vehicle. Customer stated that the owner of the dealership was very rude to her. Customer stated that she had paid \$25,000 cash for the vehicle. Customer stated that dealer 60201 is trying to force her into a more expensive vehicle.

Customer stated that the owner of the dealership had advised her that DCX does not stand behind the vehicles and that they would not repurchase the vehicle from her directly. Customer stated that Alfred Flores is the owner of the dealership, and advised her that she had to work with them for the vehicle to be repurchased.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
 Agent called dealer and spoke to Ken to inform that CAIR was being sent.
 #####
 In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.Agent consulted with SAT40.

Ken stated that he would speak with the sales department for further information.

REASSIGNED TO BC/DLR 63 60201 04/30/07 13:05 R 16084479

Agent advised the customer that a file would be forwarded to dealer 60201 and a case manager would be assigned and that she would be contacted.

Customer stated that she could be reached at [REDACTED].

Please note MSRP swap ALREADY offered and in process. Selling dlr has even offered to assist cust with portion of TX LL formula usage fee. NO FURHTER ACTION needed as cust either accepts offer or declines. gnb 4-30-07

Customer Assistance Inquiry Record (CAIR)#**16094186**

Vin	1D8GT28K9	7W	Open Date	04/02/2007	Build Date	10/20/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	02/04/2007	Dealer	44825	Dealer Zone	66	Mileage	1,771
Name:						Contact Type	
Address						Home Phone	
	GREENEVILLE TN					Country	UNITED STATES

Recall - F50: - Information Request	Customer seeking assistance with F50 recall
Referral - Tier Three - Default - Default - Default	Reassigned to 82h
Referral - Customer Retention Task Force - Default - Default - Default	

Customer states she is having problems with her nitro. States they got the vehicle back Friday. States the dealership informed them there is no way to fix the problem they are having. States the dealership had it for a few days and work on and was not able to fix it. States the vehicle hiccups and jerks state the service department drove the vehicle and agreed that the vehicle dose needs to be fixed. States she is afraid that it will get worse and stall while she is driving. States she is seeking another vehicle from Chrysler. Agent contacted dealership and spoke to Ron. Ron states they have put over 40 miles on the vehicle the first time they brought it in. states that the vehicle only dose it when you get to 45 and 48 miles per hr. states a mechanic got in the vehicle and drove around with them. Stated when they got back there was a little jerk in the vehicle. Stated the vehicle was in in last Thursday states the repair dates are 3/15/07 and the vehicle had a tsb flash done on it. States the vehicle was in on 3/30/07 and had the last tsb flash done on it.

CAIR re-assigned to 82H for further handling.
per ktw13

Customer called back stated that no one from DCX has not been in contact with them; customer seeks DCX to buy back vehicle. Agent informed customer that their file in hands of appropriate partie in DCX and will be contacted once review process has been completed.

Customer states that the issue is worse. Customer seeking compensation or rental vehicle until the vehicle is fixed or issue is resolved. Agent denied for compensation or rental assistance. Agent informed customer that she will be contacted back in regards to replacing the vehicle. Customer accepted.

Agent had file closed and reassigned to the appropriate department.
***** OWNER RETENTION TASKFORCE TEAM*****

Customer will be notified, 04/05 Writer called Chrysler dealer spoke with the Dealer, 37-45 mph symptom was an engine miss, spoke with Ron Cobble,SD Ron provided loaner car for the Customer and stated dealer roadtested after wards performed 18-037-08 and roadtested with customer. Ron explained that all the assistance from the STAR Center was helpful and per dealer their tech has performed the TSB for the issue and updated the PCM. The tech states vehicle came back and there was another update for the PCM. The tech updated the PCM again and per Dealer vehicle is fixed. Repair history at this time is insufficient for buyback or replacement. Reviewed with STAR condition or slight jerking felt is a condition of partial lock up on the converter. Writer left message for Customer 4/5. Writer advised Customer of characteristic vehicle operation. Mr. Cobble to update Customer should any updates further become available.

Customer is still interested in obtaining a control number as interest in buying another Dodge product. Writer sent request for control# thursday of last week once it becomes available Writer will provide to Owner. Dealer roadtested vehicle today 20 miles. Dealer has for the third roadtest been unable to vefify a stall/die out condition just the usual shift quality of the converter. DM Jeff Kusch reviewed with dealer and concur that no further action is required.

04162007 writer has contacted the Customer left her the control # should she wish to use.

Fw: Employee Advantage Control Number Confirmation: P33383EC

Customer Assistance Inquiry Record (CAIR)#

16094953

Vin	1J4FA241X	7L	Open Date	04/02/2007	Build Date	12/01/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/10/2007	Dealer	68418	Dealer Zone	63	Mileage	4,874
Name:					Contact Type		
Address					Home Phone		
	EL DORADO AR				Country	UNITED STATES	

Product - Engine - Oiling System / Pan / Pump - Leaks - Default	Customer alleges he has an oil leak.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer alleges his vehicle has not been repaired.
Product - Body / Trim / Paint Finish - Sheet Metal - Leaks - Unknown	Customer alleges there is a leak in the vehicle.
Product - Drivability - Unknown - Stalling - Default	Customer alleges vehicle dies.
Product - Electrical - Electronic Stability Program - Unknown - Default	ESP Lamp is on
Referral - Tier Three - Default - Default - Default	Tier Three support referral.
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Leak/Water Damage/Mildew - Door Trim	Water entry from door trim*
Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Wind Noise - Unknown	windnoise, whistling from 20-40 mph
Referral - Customer Retention Task Force - Default - Default - Default	

Customer alleges vehicle has a water leak, stalls and has an oil leak. Customer alleges that he only received two repair orders from the dealer. Customer alleges that the dealer told him that they cannot provide the other repair orders because they cannot print duplicates if there was not an actual repair made. Customer states he wants the repair history for the vehicle from the dealer. Agent advised customer that the dealers are independently owned and it is at their discretion as to whether or not they choose to provide that information. Customer alleges that it says he has a right to obtain that information in his book. Customer alleges that the vehicle must have more than four repair attempts or 30 days out of service. Customer seeking lemon law. Agent contacted dealer 68418 and spoke with service writer, Amy. Amy provided repair history: 3/15/07-3/15/07, 896 miles-wind noise, water leak on driver side, replace weather strip on both sides. 3/19/07-3/28/07, 3501 miles-wind noise, water leak, perform TSB 23-044-06 and TSB23-048-06 and replaced seals. Amy states that they do not have any information for any non duplication issues. Amy states that the customer has talked with the sales department but they do not have documentation of that. Agent advised customer that his file is being sent for further review and he will be contacted back. Customer alleges he is going to contact a lawyer because the dealer is giving him the run around. Agent advised customer that anything he chooses to do outside of DCX is at his own discretion. CAIR re-assigned to 82H for further handling.

***** OWNER RETENTION TASKFORCE TEAM*****

Customer will be notified. Writer called Amy (assistant manager) at dealer who advised they performed all the necessary bulletins accordingly. Customer (per dealer) is testing soft top by directly spraying water into entry points. Dealer explained they called BC and advised issues which have been addressed have resolved the customer complaint. Writer called Customer on 4/12/07. Customer alleges that vehicle doesn't leak from garden hose test but he notices mostly after usual rainfall (mainly front doors still). Writer called SM Kenny @ 68418. Chuck GM stated he tested this and with soft top if door is opened after a rain water entry is going to happen. Kenny advised DM Iliana G. (IMG2) advised of no further action necessary. Reviewed with WAD who also advised repair insufficient to buyback/replace the Customer was advised and he was unsatisfied.

Customer Assistance Inquiry Record (CAIR)#

16095285

Vin	1D8GT58KX	7W	Open Date	04/02/2007	Build Date	10/26/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/21/2006	Dealer	43389	Dealer Zone	71	Mileage	10,000
Name:						Contact Type	
Address						Home Phone	
	MESA AZ					Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Slips - Default	Customer had complaint of transmission slipping in reverse.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Dealer can not resolve issue
Product - Engine - Unknown - Check Engine Lamp On/Flashing - Default	Engine light is on.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Front pump seal and gaskets were replaced.
Referral - Tier Three - Default - Default - Default	Tier Three Support Referral
Product - Transmission / Transaxle - Torque Converter - Other - Default	Torque converter was replaced.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Improper Shift - Default	Transmission was replaced.
Product - Engine - Unknown - Other - Default	Vehicle had complete engine failure.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Vehicle has been to dealer many times for same concern.
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	Vehicle has code for PCM.
Product - Drivability - Unknown - Stalling - Default	Vehicle has stalling concern.
Referral - Customer Retention Task Force - Default - Default - Default	

Vehicle has been in twice for transmission which has been replaced once. Vehicle has code for transmission and PCM. Vehicle had complete engine failure. Vehicle stalls and will not go into reverse. Dealer told customer vehicle is a lemon. Customer seeking buyback and lemon law. Called Service Manager Greg who stated repair attempts are as follows: On 2/23/07 at 6,996 miles, reprogrammed ABS for recall F50, no codes found for transmission concern. On 1/24/076 at 5,344 miles for transmission slipping going into reverse, they replaced the transmission and torque converter. On 1/18/07 at 5,096 miles for check engine light on and acceleration revving up, they found gear ratio in second and third gears, dealer replaced output planetary assembly and front pump seal and gaskets. Vehicle is currently in for check engine light and transmission concern but dealer has not had time to look at vehicle yet. Advised information will be forwarded to appropriate department who will further review request and contact her back. Customer inquiring when she will get call back. Advised there is not time frame because cases are handled on first come first serve basis.

CAIR re-assigned to 82H for further handling.

***** OWNER RETENTION TASKFORCE TEAM*****

Writer will notify the customer. Reviewed with Greg, SM, who advised that total days out of use (13 days). First trip to dealer (Feb 23/2007 receipt indicated no duplicate). APR/2nd until APR/12; dealer has had vehicle and was unable to currently duplicate. TA to be at dealer 4/13. Dealer or T A to contact Writer with service status. Total history included two transmi ssion repairs, 13 days out of use. 2 trips with dealer which verified no is sues /duplication. Greg advised Scott Miller (T/A) can roadtest and advis e should Owner be unhappy. Left message for Owner on 4/12. Spoke with Owner on SM and Customer, arranged the appointment for 4/13/ TA to roadtest vehi cle. SM agreed to follow up with the Writer with those result(s), Terry P. lead drivability tech roadtested extensive (90 miles) with no engine lamp o r shift problem.

Road tested vehicle in city street conditions, along with highway speeds. Vehicle operated per design. Inspected electronic system via Starscan diagnostic tool. No stored, pending, or active fault codes. Vehicle is operating per design and intent at this time.

Writer called Customer and advised her that DCX T/A roadtested and found no current operating issues.

Customer called in seeking assistance with arbitration and Lemon Law process. Customer claims that she has a lawyer and needs to send certified letters to Chrysler over this issue and is seeking the address

needed to be able to send the certified letters. Agent referred customer to her blue and white and brown and white booklets with her owner's manual. Again customer wants the address that can receive certified letters. Agent consulted with CDC43 and advised customer to send in to the Auburn Hills, Michigan address for further evaluation. No further assistance is needed at this time.

Advised Customer once again on 4/18 of Chrysler determination. Not met at this time for replace/buyback. File was reviewed twice with WAD. MFY.

Customer Assistance Inquiry Record (CAIR)#**16096274**

Vin	1D8GT28K4	7W	Open Date	04/02/2007	Build Date	10/23/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/18/2006	Dealer	41798	Dealer Zone	63	Mileage	7,203
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SAN ANTONIO TX					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Owner states that the vehicle stalls.

Owner states that the vehicle stalls. Owner states that the vehicle is currently at dealership 41798. Owner states that the dealership has not been able to diagnose the problem. Owner seeking rental. Agent advised owner before rental can be reviewed the vehicle would have to be diagnosed.

Customer Assistance Inquiry Record (CAIR)#**16096756**

Vin	1J4FA2417	7L	Open Date	04/05/2007	Build Date	11/03/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/13/2007	Dealer	C5702	Dealer Zone	21	Mileage	6,500
Name:						Contact Type	E-MAIL
Address				L7B 1C7	Home Phone		
	KING CITY CANADA MN					Country	UNITED STATES

Referral - Canadian Customer Relations - Default - Default - Default	Customer referred for further review
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Safety Issue- My 2007 Wrangler stalled on highway Lights on dash all came on and seconds latter everything to normal Took it in to dealer codes P088 4 and B1A25 Dealer could do nothing about it

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

There are many people with same vehicle with same problem ,please respond and address this very important safety issue.

*****END OF CUSTOMERS EMAIL*****

CUSTOMER REFERRED TO CANADA CUSTOMER RELATIONS

04/23/07 lw177: Writer contacted SM Doug Latour from C5702, left vmail for call back

Customer Assistance Inquiry Record (CAIR)#**16098332**

Vin	1D8GT58K9	7W	Open Date	04/03/2007	Build Date	10/24/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/21/2006	Dealer	64855	Dealer Zone	71	Mileage	10,128
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HESPERIA CA					Country	UNITED STATES

Product - Engine - Unknown - Other - Default

Customer seeking assistance with a stalling issue.

Customer called in seeking assistance with an engine issue. Customer states the vehicle is stalling while she is driving. Customer states she just got the vehicle back from the dealer and has not shown signs of the issue since. Agent advised the customer should the issue come back to call us back. Agent provided the customer with his direct extension. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**16098813**

Vin	1D8GT58K7	7W	Open Date	04/03/2007	Build Date	11/08/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	12/29/2006	Dealer	45316	Dealer Zone	71	Mileage	10,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	RIALTO CA					Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default

Technical assistance request.

04/03/07: Received request for technical assistance request from Kirk at dealer. Vehicle down 2 days. Customer states that the vehicle stalls while driving. Reassigned to SLD3 for handling. bmw27.

040607 PHONED KIRK, SM. INSTRUCTED HIM TO REPLACE THE TIPM AND FLASH UPDATE THE PCM. DID HAVE DTC P0884-POWER UP AT SPEED. KNOWN ISSUE. CLOSE, DOTY

Customer Assistance Inquiry Record (CAIR)#**16099636**

Vin	1J4GA391X	7L	Open Date	04/03/2007	Build Date	09/11/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/11/2006	Dealer	41337	Dealer Zone	66	Mileage	10,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ELBERTA AL					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer having issue with vehicle stalling.
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Customer states that he is still having the problem with the vehicle stalling and jumping out of gear. Caller states that he is getting ready to take the vehicle to dealer 41337 for the 3rd time. Caller states that he wants to get out of the vehicle because a vehicle with this low mileage should not have been in the shop so much. Agent called the selling dealer 68756 where one repair was done. On 11/30/06 they replaced an integrated power module at 1,795 miles. Agent called dealer 41337 where the other repairs have been done but the Service manager was not available. Agent offered customer a call back. Customer accepted. Agent called dealer 41337 again but the service Manager was in a meeting. Agent will try again at a later time.

Customer Assistance Inquiry Record (CAIR)#**16119452**

Vin	1J4GA5918	7L [REDACTED]	Open Date	04/04/2007	Build Date	11/15/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/18/2006	Dealer	39075	Dealer Zone	32	Mileage	890
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	BRICK NJ	[REDACTED]		Country	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states his vehicle stalled once.
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Customer states he took his vehicle to the dealership for a stalling issue. Customer states he has taken the vehicle to the dealership and they told him there was nothing they could do. Customer states the dealership is refusing to perform the TSB that he heard about. Customer states they are telling him it is not included on his vehicle. Customer states he is having those problems and needs to have it taken care of. Agent attempted to contact dealership and spoke with Gary. Gary states they have not duplicated the issue and the customer is stating that it only happened once. Gary states the TSB is not on his vehicle either and they cannot perform the TSB.

Agent advised customer that the dealership has not been able to duplicate the repair. Agent advised that unless the issue has been duplicated, the dealership cannot do any repair. Customer states they have to perform the TSB. Agent advised that the TSB is not included on his vehicle. Customer became very irate. Customer demanded to speak with a supervisor. Agent consulted with BLJ9 and advised customer that a supervisor does concur with the information provided to him. Customer was very irate and demands to speak with a supervisor still. Agent consulted with DLP68 and advised customer that a supervisor cannot authorize the repairs to his vehicle. Agent advised customer that he will need to work with the dealership. Customer states he is not paying his bill and will write a letter. Agent advised that is at his discretion. Customer was very irate. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)#**16135388**

Vin	1D8GT28K1	7W	Open Date	04/09/2007	Build Date	12/16/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	02/19/2007	Dealer	45066	Dealer Zone	66	Mileage	2,111
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OAKLAND PARK FL					Country	UNITED STATES

Product - Wheels and Tires - Tires - Other - Unknown	Customer claims the air pressure tire light comes on.
Product - Brakes - Unknown - Brake/Parking Brake Lamp On/Flashing - Default	Customer claims the anti lock brake light came on.

Customer states this is the second time she has had her vehicle to the dealer and they are advising her that there is nothing wrong with the vehicle. Customer alleges the air pressure tire light will come on and make a dinging noise. Customer states the vehicle felt like it was going to stall and all of the dashboard lights came on including the brake light, seat belt light, tire light, etc. Customer claims her vehicle is at dealer 45066. Agent contacted dealer 45066 and spoke with Chris the service adviser. Chris stated they are unable to diagnose the issue and the vehicle shows no codes.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to ?Chris? to inform that CAIR was being sent.

#####

Agent advised customer of the reference number and informed her that the file is going to be sent in order to get the appropriate parties involved.

REASSIGNED TO BC/DLR 66 45066 04/09/07 13:51 O 16135388

*Contact Date:04/09/2007

Service Manager at the dealership has updated the Cair# 16135388

An appointment has been set with the customer.

Customer calling in seeking what to do about the issue. Customer states that the dealer cannot diagnose the vehicle. Customer was inquiring what to do. Agent informed the customer that this file has been sent to the dealer and he will be followed up with a case manager. Agent informed the customer that he can take the vehicle to the another dealer for a second opinion. Customer understood.

*****D2D Case Manager Followup***** Mike 800-992-1997 ext. 7173.

Called customer on 4/12/07 no answer left message with direct phone contact will try back later to go over concerns with vehicle.

Owner called writer back concern is intermittent advised her to take vehicle in if stalling condition happens again. At this time dealer cannot duplicate.

*Contact Date:04/27/2007

Service Manager at the dealership has closed the Cair# 16135388

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 4/27/2007 AT 03:17:233 R 16135388

Customer alleges issues with stalling issues and check engine lights coming on. Customer alleges dealer unable to duplicate or diagnose the issues with the vehicle and is continuing to be issues. Customer alleges leaving messages with case manager three times and not receiving a return calls. Agent advised with the case manager being assigned the callbacks may be delayed a little due to caseload of the case manager. Customer alleges does not want the vehicle anymore and will be taking back dealer.

Customer Assistance Inquiry Record (CAIR)#**16135582**

Vin	1J4GA5913	7L	Open Date	04/11/2007	Build Date	12/04/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/13/2006	Dealer		Dealer Zone		Mileage	5,336
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	GAINESVILLE VA				Country	UNITED STATES	

Product - Unknown - Unknown - Stalling - Default	Intermittent stalling while driving.
Corporate - CNA Change - Default - Default - Default	REcords uted without phone # change, reords were updated on call 04/10

**** EMAIL BRIEF DESCRIPTION CONTENT ****

Shut off problem with my Unlimited Jeep.

**** END EMAIL BRIEF DESCRIPTION CONTENT ****

I ve purchased a Jeep Sahara Unlimited in December 06. During January the car shut off by itself a few minutes after I started the engine. First time I noticed that. I thought it was weird this happened. I restarted the jeep and everything was fine. Then two weeks later while stuck in traffic in route 28, the car shut off again. I restarted the car immediately and called the next day the sales rep that helped me to get the jeep. He did not know about any other similar problems, but asked me to bring it to the shop when I had a chance or if it would happen again. Well, nothing happened until this weekend when I was running on route 66 at 60 mph. All the sudden the car shut off completely for 1 second. It felt like something pulled the plug out and plugged back in. The car restarted by itself and kept going normally. This really freaked me out because I was in the middle of a 4 lane traffic and gave me a whiplash from the car stopping and going again. I am hesitant now when I am driving it and I am hoping I can take it to get it checked. However, I have a few questions about this. Has this happened to other new jeep owners with the newer model jeeps.. and can I take my jeep to any Jeep dealer to get it checked out? The dealer from who I bought it is too far from where I am and I have a dealer two blocks away from where I work. Please advise and thank you for your prompt attention to this matter, Sincerely. Happy jeep owner, but very concerned. [REDACTED]

*****End of Customer Email*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the stalling issue you have had with your 2007 Jeep Wrangler. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday. Thank you again for your email.

*****End of Email Response*****

Customer Assistance Inquiry Record (CAIR)#

16135639

Vin	1J4GA3912	7L	Open Date	04/09/2007	Build Date	01/19/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/13/2007	Dealer	45309	Dealer Zone	63	Mileage	700
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BEDFORD TX					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states that his vehicle stalls while driving.
Product - Electrical - Power/Engine Control Module - Intermittent or Inoperative - Default	Customer states that the check engine light.

Customer states he purchased a 4-door Jeep on 2-13-07 and informed agent that it has been in the dealership for 4 weeks. Customer alleges that the throttle body is having issues and the check engine light comes on after it stalls. Customer alleges that it is the electronic indicator light.

Customer alleges that the vehicle went in on March 6-12 and light was on again within a mile of the dealership. Customer took vehicle back to the dealership March 13 and alleges it was there 7 more days.

Agent called the dealership and spoke to Darren the Fixed Operations Director and advised of situation. Darren refused to give any information and stated that this was not his first time dealing with DCCAC and that once the car is sent that he will just close it. Darren also stated that DCCAC needed to contact the District Manager on this issue. Agent informed Darren that it is the dealership's responsibility to contact the District Manager. Darren refused to give anything other than the two dates listed and would not give mileage or repair attempts.

March 6 2007 Throttle body repair issue.

March 13, 2007-PCM repair issue.

Agent informed the customer of the dealership refusing assistance with information needed but that agent will document all repairs that are listed in the warranty history. Agent then informed the customer that his file will be reassigned to the correct department to look into buy back for him and then that they would reassign the file to the dealership which will alert the business center and get other parties involved.

Agent also stated that this will get a case manager involved to track his issue for him and that once that case manager is able to review the file that they will contact him back directly. Agent gave the reference number. Agent reassigned for further review per MDB79.

Customer states his vehicle has been at the dealership multiple times for the stalling issue. Customer states the case manager has not contacted him.

Agent attempted to contact dealership for further update.

Customer did not want to hold. Customer states the agent is wasting his time. Customer states he will call back to speak with someone else.

***** ATTENTION SERVICE MANAGER *****

Please arrange an inspection of customer's vehicle and review with your District Manager to bring customer's concern to a final resolution. Please make sure that the owner has been informed of the final resolution. Also, please update file. Thanks.

REASSIGNED TO BC/DLR 63 45309 04/16/07 16:00 O 16135639

Vehicle repaired of 4/9/07

Customer Assistance Inquiry Record (CAIR)#**16140438**

Vin	1J4GA6414	7L	Open Date	04/10/2007	Build Date	10/18/2006	
Model Year	07	Body	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/04/2006	Dealer	26386	Dealer Zone	66	Mileage	14,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ADDISON AL					Country	UNITED STATES

Dealer - Sales - Personnel - Lack of Product Knowledge - Salesperson

Dealership calling for customer

Dealership calling customer is at the dealership. States customer is seeking buy back on his vehicle. Agent asked dealer if the service manager has been involved in the issue. Dealer states no agent asked dealer if he has repair history for the customer dealer states no. Dealer ask agent if customer was eligible for buy back. Agent informed dealer that he needed to get in contact with his business center because laws were different in every state. Dealer ask if agent had the number to his business center agent informed dealer that his service manager would be able to provide him with this information. Dealer states thank you and hung up.

Customer states his vehicle after he bought it brought it in for the dome light states a few weeks he was driving down the road and the vehicle just shuts off. States it will wait two seconds before the car will come back on. States it has happened three other times before this time. States they have flashed the system and the vehicle is not fixed. Agent informed customer that he will be sending a file to the dealership the appropriate party will be involved. Agent provided customer with a file number and informed customer that a case manager will be assigned to his situation and they will be getting back with him on the issue. Customer states thank you and agent then spoke with the sales rep Charles and informed him of the direct to dealer. Charles stated thank you and hangs up.

REASSIGNED TO BC/DLR 66 26386 04/10/07 16:38 R 16140438

*Contact Date:04/20/2007

Service Manager at the dealership has closed the Cair# 16140438

Warranty repair has been documented on Repair Order#81443

CAIR RETURNED FROM DEALER ON 4/19/2007 AT 01:08:491 R 16140438

Customer Assistance Inquiry Record (CAIR)#

16140817

Vin	1J4FA2411	7L	Open Date	04/10/2007	Build Date	01/18/2007	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/07/2007	Dealer	23251	Dealer Zone	35	Mileage	4,488
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	WEST FRIENDSHIP MD					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Problem not resolved.
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Repeated trips required.
Product - Electrical - Unknown - Other - Default	States he has electrical issues and lightening bolt warning light.

Customer states this will be the fifth time the vehicle is going in for electrical issues. States the lightening bolt warning light keeps coming on. Customer seeking buy back.
 Agent contacted dealer 23251 and spoke with Chris, Service Advisor. States he had ETC light on.
 3/2/07 at 2191 miles. Dealer could not duplicate
 3/6/07 at 2506 miles. Dealer replace throttle body per STAR
 3/12/07 at 2709 miles. Dealer test drove vehicle 112 miles no duplicate.
 Agent informed customer that DCX will repair the vehicle per the terms of the warranty. Customer seeking lemon law. Agent referred customer to blue and white booklet. Customer seeking if he has to fill the post card out.
 Agent informed customer that if he feels that it merits lemon law the yes he will need to fill the post card and send it.
 Agent informed customer that a direct to dealer document will be sent to the dealer to involve additional parties and additional technical assistance. Agent advised customer that if the problem still exists she would need to contact DCX back. Customer accepted. Agent advised customer that a case manager will be assigned to case and will contact customer back with follow up. Customer accepted.
 Customer calling states his car has stalled 2 times on the way home today and he wants to speed up the Lemon Law process. Agent advised customer that he would need to take the vehicle back to the dealership. Customer states he is taking the vehicle back right now. Agent advised customer to continue working with his dealership to resolve this issue. Agent advised customer that a case manager will be assigned to the file and he will be contacted regarding this matter. Agent will advise BRH19 to send a direct to dealer since she still has the file open.
 Agent left message with James in service department for Service manager informing of direct to dealer cair. James stated that he will let the Service manager know in the morning.
 ##### DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
 Agent called dealer and spoke to James to inform that CAIR was being sent.
 #####
 REASSIGNED TO BC/DLR 35 23251 04/11/07 19:00 O 16140817
 Vehicle in shop today.Dealer working with Star.Dealer has experienced condition. Warranty history shows one repair which falls short of MD LL. Dlr has PCM on order.
 Dealer replaced part and returned vehicle to owner 4/20/07

Customer Assistance Inquiry Record (CAIR)#**16140909**

Vin	1J4GA5913	7L	Open Date	04/10/2007	Build Date	12/04/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/13/2006	Dealer	26733	Dealer Zone	35	Mileage	5,355
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	GAINESVILLE VA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Customer states vehicle has stalling issue

Customer states that the vehicle shut off when he was warming the vehicle. Customer called the dealership and they advised customer to bring vehicle when it happens again. Customer wants to know if he can take vehicle to a different dealership for warranty repairs. Advised customer that he can take vehicle to any DCX dealership for warranty repairs. Customer understood, no further information was requested.

Customer Assistance Inquiry Record (CAIR)#

16143826

Vin	1D8GT28K7	7W5	Open Date	04/17/2007	Build Date	10/03/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/30/2006	Dealer	59580	Dealer Zone	66	Mileage	1,600
Name:						Contact Type	LETTER
Address						Home Phone	
	JACKSONVILLE FL					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states that engine stalls and dealer will not repair it.
--	---

Customer states that vehicle has been to dealer 59580 numerous times regarding vehicle stalling while driving and dealer has not repaired vehicle. Issue still exists. Customer seeking buyback of vehicle by DCX.

Agent will contact dealer to get repair attempts on vehicle.

***** AGENT CONTACTED DEALER*****

Agent contacted dealer 59580 and spoke to Patty (Service Manager).

Patty stated that repair attempts on vehicle is as follows:

12/11/06 - Flashed PCM

12/13/06 - Checked Transmission and District Representative test drove.

01/25/07 - Dealer contacted STAR. Replaced torque converter

02/16/07 - Dealer contacted STAR. Check all fuel pressure. No problem found.

Srevice manager stated that dealer has followed every suggestion that STAR has provided to them to possibly resolve issue with vehicle stalling a shuddering. Patty advised that customer has requested that vehicle be repurchased by DCX. Agent advised service manager that direct-to-dealer was being sent. Dealer understood.

Agent attempted to contact the customer on 04/19/07 at 2:20pm on the customer s home phone. Agent advised customer that file was being sent to dealer and business center for review and a case manager would be getting in contact with customer directly to try and resolve issues.

Customer understood. Customer contact information is as follows:

Home # : [REDACTED]

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Patty to inform that CAIR was being sent.

REASSIGNED TO BC/DLR 66 59580 04/19/07 14:29 O 16143826

Customer calling in stating that she was informed that a case manager would be contacting her. Customer states that no one has contacted her. Agent informed customer that information has been forwarded to appropriate department and case manager would be contacting her. Customer understood.

Update - DM contacted SM (Patty) to discuss this issue. Patty indicates that the vehicle has not been back in for this concern. It was in for a dipstick issue, however there was no other complaint on the RO. CLOsing cair. RJV13

Customer Assistance Inquiry Record (CAIR)#**16143957**

Vin	1J4GA5918	7L	Open Date	04/18/2007	Build Date	12/23/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/09/2007	Dealer	68282	Dealer Zone	74	Mileage	1
Name:						Contact Type	LETTER
Address						Home Phone	
	PARKER CO					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Upholstery - Other - Unknown	Customer very unhappy with seats in vehicle.
Product - Electrical - Lamps and Switches - Other - Default	States that all the indicator lights came on.
Product - Drivability - Unknown - Stalling - Default	States that the vehicle stalled out.

Customer very unhappy with seats in vehicle. Customer submitted a letter expressing how unhappy she is with the seats that are in this vehicle because they are cutting the circulation off to her legs and that it is a design issue and not a dealership issue. **Customers complaints are documented and the Wrangler comes with the seats that are in them and there are no different ones to get for it.* Agent sent out form letter 031, when customer calls back and does not get HQD, please advise of the above information.

Customer contacting stating that he has an issue with the seats and while he was driving down the road the vehicle shut off. States that all the indicator lights came on in the vehicle and it shut off. Agent informed customer that there are no seats that he can get to replace the manufactured ones. Informed customer that if the vehicle shuts off and he feels the vehicle has issues, he would need to take the vehicle to his local dealership. Customer states that he is just going to trade the vehicle in because, the seats cut off his circulation. States that he has given DCX a fair chance to make him happy and now he will become a loyal customer to some other manufacture other then DCX.

Customer Assistance Inquiry Record (CAIR)#

16154359

Vin	1D8GT28K7	7W	Open Date	04/12/2007	Build Date	10/17/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	10/25/2006	Dealer	44198	Dealer Zone	35	Mileage	4,100
Name:						Contact Type	
Address						Home Phone	
	CHESAPEAKE VA					Country	UNITED STATES

Product - Electrical - Power/Engine Control Module - Other - Default	PCM has been reprogrammed 3 times.
Product - Drivability - Unknown - Stalling - Default	
Referral - Customer Retention Task Force - Default - Default - Default	

Customer reports that the vehicle cutting off and the transmission was shifting hard. Customer advises that it the PCM has been flashed three. Customer indicates that she was advised that her vehicle needs a new computer module and the transmission replaced. Agent contacted Shaun (Service Manager). Shaun advised agent that currently the vehicle has transmission issues that the dealership and STAR are unable to address. Shaun also advised that the DM is involved with this and there is to be a technician referred to the dealership. Customer states that she does not want this vehicle fixed and returned to her. Customer informed agent that she wants this vehicle replaced with a new vehicle. Agent referred CAIR to 82H per AMM97.

Customer seeking buy back. Advise customer that the file has been sent to get the appropriate parties involved and will be following up with the customer upon review. Agent advise of no time frame when a senior staff agent will contact them.

4/1/07 4021 miles Engine rev. surge - Reflashed PCM

4/6/07 4064 miles Hard shift between gears - Relashed PCM

At this time the dealership is waiting for a Chrysler tech to advise on issue. Service Advisor has advised that the transmission may need replacement. Vehicle is still at the dealership.

*****Recall contact*****

Customer called in seeking Senior Representative s number. She is having lots of troubles out of her vehicle. Agent got information from her.

Ageten transfered customer to AC. RJ16

Customer is trying to reach senior staff agent (82H) representative.

Agent reviewed previous notes and did see where agent reassigned to 82 H for further review. Agent consulted with DJP99 and transferred customer to MJY phone extension.

Customer calling in seeking update. Customer states that she did not get an answer from MFY. Agent advised customer to leave voicemail and she will be contacted back. Cusotmer understood. Customer requested agent transfer her back. Agnet transferred customer.

***** OWNER RETENTION TASKFORCE TEAM*****

Customer called Writer explaining that the vehicle has been at dealer since the 3rd/Apr Customer claims that vehicle will nearly cut off. Customer stat ed a harsh 1st-2nd shudder. Owner advised dealer explained interest in repr ogam of PCM &transmission replace. Dealer (SM Shawn) was contacted. DM Jame s Brown advised repair vehicle per terms of warranty. T/A Jeff Price is ass isting dealer per DM s involvement. Writer contacted James Brown DM who exp lained he was already involved and Dealer is to fix. DM advised dealer is still to work with T/A to review per terms of warranty. DM advised he was p lanning on offer a DCX contract (7/70) after repair. 04/18/2007 requested that SM again contact Writer once repairs finalized. Dealer agreed to do so. Writer called Advisor today (SM unavail). Advisor Keith explained that he is still waiting instruction for repairs from T/A. Tech Dave Lewis at dealer is waiting of Jeff Price s advice. Dave advised vehicle has a poor 1-2 shift. Dealer will update Writer accordingly. Writer spoke with SM Shau n who advised pcm flash corrected concern. Customer roadtested with Shaun a nd vehicle is operating to Customer satisfaction. Contacted the Customer to day who advised vehicle is operating correctly now. No further action.

Customer Assistance Inquiry Record (CAIR)#

16155674

Vin	1J4GA5919	7L	Open Date	04/12/2007	Build Date	12/07/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/30/2007	Dealer	68950	Dealer Zone	32	Mileage	5,222
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SOUTH RIVER NJ					Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Caller states the vehicle lost power.
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The caller was driving and experienced a loss of power for 5 seconds in a rainstorm at 70mph. The vehicle was not taken to the dealer yet. The dealer advised him he should wait to see if stalls again. The vehicle will go in tomorrow. The dealer advised him that if the issue is not duplicated they will not be able to do a repair. Agent advised caller there are not any recalls for the issue. Agent provided the reference number for the call and customer will call back if further assistance is needed after taking the vehicle to the dealer tomorrow. Agent called the dealer and spoke to Carrie as the service manager was not available. Agent advised a direct to dealer will be sent and provided the reference number. Carrie advised she will let the service manager know.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to ?Carrie? to inform that CAIR was being sent.

 REASSIGNED TO BC/DLR 32 68950 04/12/07 12:41 O 16155674
 *Contact Date:04/12/2007

Service Manager at the dealership has updated the Cair# 16155674
 An appointment has been set with the customer.
 *Contact Date:04/13/2007

Service Manager at the dealership has closed the Cair# 16155674
 Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/13/2007 AT 01:27:107 R 16155674

Customer called back and wants to note to the account that the dealer has not repaired his vehicle. Customer is picking up the vehicle today. Customer says no one contacted him on the issue. Agent asked if a case manager contacted him and he advised no one contacted him in regards to this issue. Agent consulted with ALS70 and advised a case manager will still look into the issue. Customer advised to contact him on his cell first, agent put cell number first in COIN.

*** Recall Contact ***

Customer called in regarding previous agent conversation. Agent consulted with als70 and agent advised customer that case manager would contact him. Per ktw13 transferred to DCCAC for further assistance.

Customer states that he took vehicle into dealer and they are telling him nothing is wrong. Customer states that he lost power in vehicle for 10 seconds. Customer states that this is a major problem. Agent called dealer and spoke with Jeff in service, who states that they STAR tested vehicle, took it on a 10 mile test drive and have not found any problems with vehicle. States it is operating normally. Agent advised customer that at this time the vehicle is operating normally. Advised him that he will have to work with dealer on getting the issue duplicated. Advised him that a case manager will be following up on this with him. Customer began laughing at agent and states that the vehicle needs to be replaced or repaired. Agent advised him that until the issue is duplicated, the dealer will not be making repairs. Customer was not happy with this and states this is a safety hazard for him to be driving vehicle. Agent advised him that he can take vehicle to a different dealer to see if they can find the problem. Customer did not agree with no repairs being done.

****D2D CASE MANAGER FOLLOW-UP**** Case Manager Don: Telephone: 7088.

Writer contacted owner and left message for further review temporary loss of power for 5 seconds at 70 miles per hour as needed.

*** Recall Contact ***

Customer returning call from CM. Transferred to dg2 per djp99.

*****Recall Contact*****

Customer returning call from CM. Transferred to DG2 per djp99.

Writer spoke to owner who advised incident of complete shutdown for 10 seconds while at 70 miles per hour, which happened once in the middle of the highway and then regained power. Owner states he does not want to take the risk of the something happening again, if no repair was made. Owner would rather have the vehicle replaced, if no repair was made and is reviewing options under Lemon Law as safety issue.

Owner was advised to pick up his vehicle, since no problem was found.

Writer spoke to service manager Jeff who advised no problem found on star scan on both tests Friday 4/13, Monday and Tuesday 4/17/07.

Jeff indicated District Manager (DM) will be in on 4/27/07 and recommended the owner bring back the vehicle at that time for further review and response.

Writer spoke to owner who will pick up the vehicle and work with the dealer on the 4/27/07 meeting with the DM..dg2

Writer contacted service manager Jeff who advised dm was unable to be there on 4/27, but will be in on 5/11. Jeff advised the owner may have experienced the ESP or 4WD activating, which the computer system may have sensed a wheel off the ground over heavy bumps, which shuts down throttle pedal, until pedal is pressed by the driver.

Writer also noted Owner s Manual on ESP of same.

Writer contacted service manager Jeff and left message for update from 5/11.

Writer contacted service manager Jeff s assistant Ray and left message.

Jeff called back indicating the owner never came in on 5/11, so nothing was resolved regarding possible ESP or 4WD activating while going over a bump.

Writer left message on owner s voice mail with direct line as needed.

Owner calls back indicating lack of communication on meeting with district manager. Owner claims he missed work to meet on 4/27 and was advised of cancellation. Owner states he will be out of town week of 5/21/07. Owner stated he is reviewing option under Lemon Law.

Writer explained operation of ESP system as noted in Owner s Manual.

Writer left message for further information when dm will be back.

Writer spoke to service manager Jeff who will try to get in touch with the owner, but dm will not be back until June. Jeff will also explain ESP system and that no further repair until problem can be duplicated..dg2

Customer Assistance Inquiry Record (CAIR)#**16163713**

Vin	1D8GU58K5	7W	Open Date	04/13/2007	Build Date	10/05/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/20/2006	Dealer	43162	Dealer Zone	74	Mileage	4,000
Name:	[REDACTED]					[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]					Home Phone	[REDACTED]
	DILLON MT [REDACTED]					Country	UNITED STATES

Corporate - Replacement - Default - Default - Default	
Product - Drivability - Unknown - Other - Default	

04/13/07 Dm tea3 in conjunction with DOM will do trade assist with vehicle. Owner has had intermittent problems with the dash warning circuits, and die outs. DM has test driven veh with dealer principal Dean Ovitt, but at that time did not exhibit a problem. But the Mrs. has had problems although vehicle started it has acted up for owner. Tec has been advised the ECM _ is part of the integral wire circuit. Both DM and DOM requested Tec Adviosr assistance, but the has not happened as of yet. Due to veh having been at dealership for a month, DOM and DM will offer owner vehicle trade assist at .28 cents a mile, owner will be responsible for any taxes or license fees.

Tea3 04/13/07.

4/19/07: writer l/m for customer to initiate the replacement process...tgr

4/20/07: writer returned customer s call and left another message requestin g another call back. Writer also spoke with Dean Ovitt at Big Sky Motors a nd faxed the instruction packet to his attn....tgr

4/23/07: writer left another message for customer to initiate the replaceme nt process....tgr

4/23/07: writer spoke with Mrs. [REDACTED]. She will fax copy of ti tle. She will call back once a vehicle is definitely selected....tgr

4/30/07: writer l/m for Dean Ovitt at Big Sky Motors to see if customer sel ected a replacement vehicle. If so, writer requested docs be forwarded so r eplacement numbers can be determined....tgr

5/3/07: file forwarded to CSC for processing....tgr

05/04/07: Processed replacement, submitted to EJW for approval..csc.

5/8/07: comp and final docs faxed to Dean Ovitt at Big Sky Motors...tgr

05/14/07: Left message for Dean at the dealership...csc.

05/14/07: Spoke with Dean at the dealership, customers will be in Wednesda y or Thursday at the latest to complete transaction...csc.

05/18/07: Spoke with Dean at the dealership, customer was in Thursday, 5/1 7, to complete transaction. File to title...csc.

05/31/07: Logged check information, mailed dealer check to dealership via UPS...csc.

6/1/7: Set transport to Go Dodge-Southwest for repair.ma

06/06/07 per Translogic, should be delivered to Go SW by 6/10/07. kl

06/12/07 per Andy at Go Dodge SW, done, will fax repair order. kl

Customer Assistance Inquiry Record (CAIR)#**16184997**

Vin	1D8GU28K5	7W	Open Date	04/16/2007	Build Date	09/29/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/07/2006	Dealer	68738	Dealer Zone	66	Mileage	5,680
Name:	L					Contact Type	TELEPHONE
Address	BLUFF CITY TN					Home Phone	
						Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Customer states that the vehicle would stall.

Customer states that the vehicle stalls. Customer states that he has taken the vehicle to the dealer 4 to five times for the issue and all that the dealer did was replace the abs control module and reset computer. Customer states that he traded the vehicle in for a Jeep Wrangler due to the fact that the vehicle was not safe. Agent advised owner that his complaint has been documented at this time.

Customer Assistance Inquiry Record (CAIR)#

16185600

Vin	1D8GT58K8	7W	Open Date	04/16/2007	Build Date	11/01/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/26/2006	Dealer	67879	Dealer Zone	63	Mileage	11,417
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OAKLAND TN					Country	UNITED STATES

Product - Drivability - Unknown - No Start - Default	Customer upset because vehicle cuts off while driving.
--	--

Customer states that vehicle cut off once during new years while driving on the interstate at approximately 75 mph. Customer states that this issue has happened two other times after the first issue. Customer states that she took the vehicle to the dealer after it occurred the second and third time. Customer states that the second and third time the customer was only going about 45 mph.

Customer states that the dealer is telling customer that there is no way to duplicate the issue. Customer states that dealer advised customer that Chrysler is aware of the issue, but that there is no solution for the issue. Customer states that she does not feel safe in the vehicle. Customer states that she feels that Chrysler needs to let the dealership change parts out to try to repair the issue.

Customer states that she wants the vehicle either fixed, or she wants the vehicle replaced.

Customer states that she has almost been in an accident when the vehicle cut out, and customer states that if she gets hit, she will sue.

Customer states that she does not have any issue with the dealer, and states that the dealer has been great. Customer states that she has no problems with the dealer at all.

Customer states that Chrysler will not let the dealership start changing parts. Customer states that she feels that the dealer should change every part in the vehicle if that is what is needed to fix the issue.

Agent contacted the dealer and spoke with Dave, the service manager. Dave provided the following repair history:

12/18/06 at 1487 miles the vehicle was brought in for shutting down, and the PCM was scanned, but no repairs were made.

04/06/07 at 10264 miles the vehicle was brought in for shutting down, and the PCM was reprogrammed.

Dave stated that the issue has never been duplicated, and states that he personally hooked an auto-pilot to the vehicle and drove it for 199 miles with no issues. Agent advised Dave that file would be sent to dealer and to business center. Dave understood.

Agent advised customer that her file would be sent to the appropriate parties, and that a case manager would contact her. Agent advised customer that she could review the blue and white booklet in her vehicle for repurchase information. Customer stated that Tennessee was not in the booklet. Agent referred customer to her state attorney general s office. Customer understood.

Customer stated that she could be reached at [REDACTED] until 4:30pm, and after 5:30 customer could be reached at 9 [REDACTED]. Customer stated that she could also be reached at [REDACTED] which is her cell phone.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Dave to inform that CAIR was being sent.

REASSIGNED TO BC/DLR 63 67879 04/16/07 10:49 O 16185600
4/16-SM called owner to inquire whether vehicle was OK. Owner stated that vehicle was ok and had not quit, she was posturing herself at request of atty.-TSR2
D2D CASE MANAGER FOLLOW-UP Case Manager NAME: Robert Clark/
Telephone:248-944-7132*
4/20/07 Writer called the customer who advised that she understands that

the dealer must duplicate the concern.

Customer alleges the vehicle is stalling and restarting again almost caused accident and dealer still unable to duplicate the issues. Customer requesting a supervisor for the case manager. Agent advised would be able to transfer to the case manager for more options and update the information. Customer requested to be transferred. Agent transferred.

***** Recall Contact *****

Purchased New or Used? New

If Used, date purchased? na Mileage? na

From whom did customer purchase used vehicle?

na

Customer states she is trying to contact the supervisor for the Case Manager Robert Clark. Agent advised customer to keep working with dealership. Customer states that dealer has driven her vehicle for 700 miles and still unable duplicate issue. Customer states she is afraid to drive the vehicle because she has almost been hit twice. Customer states that she wants DCX to buy the vehicle back from her. Customer states she has called RAC55 extension and he does not return her phone calls.

Customer wants to talk to someone over the previous agent to help her with issue. Customer states she wants to speak to someone to try to get resolution. Customer threatened to get a lawyer because she does not want to get injured. Customer demanded a supervisor.

ALS70 took over call. Customer states the issue with the vehicle shutting off is still current. Customer states that they were dissatisfied with the treatment they received from a previous agent. Advised customer that their complaint will be documented and handled internally. Expresses concern with vehicle shutting off and feels as though this is a safety issue. Customer confirmed that dealership cannot duplicate the concerns. Customer states she no longer wants the vehicle. Referred customer to her blue and white handbook and advised customer to continue to work with the dealership to duplicate the concerns. Customer mentioned legal contact and media contact, advised this is at her discretion. ALS70.

Customer Assistance Inquiry Record (CAIR)#**16195621**

Vin	1J8GA3915	7L	Open Date	04/23/2007	Build Date	01/19/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/31/2007	Dealer		Dealer Zone		Mileage	1,150
Name:	T					Contact Type	E-MAIL
Address	HUNTINGTON NY					Home Phone	
				Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****

LEMON!!!! You need to repurchase this vehicle!!!! Throttle control problem
!!!

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

To Whom It May Concern: Ref#16156821 I am writing this letter pursuant to the New York New Car Lemon Law, General Business Law, section 198-a(b)(2), to notify you that, Huntington Jeep Chrysler, has not make sufficient repairs to my car, a 2007 Jeep Wrangler Unlimited X. VIN# 1J8GA39157L. The vehicle was purchased on January 31th, 2007 and has been out of service for a total of 24 days AND COUNTING as of today, April 17, 2007. It remains at Huntington Jeep Chrysler at his moment for the third repair. My car has the problem(s) described below which has not been repaired. As a result of this problem, the value of the car to me has been substantially impaired and is unsafe to operate. Problem 1: Electronic Throttle Control; Initially brought in for service on March 1. Vehicle was supposedly repaired after 6 days out of service. Problem 2: On March 9, 2007, the Throttle Control again failed, causing the engine to stall and the power steering to fail while the vehicle was being operated, nearly resulting in an accident. The car was towed in for repair and remained in the shop for an additional 12 days to replace the throttle control assembly. Problem 3: On April 11, 2007, (only 400 miles after it was repaired the second time) The Electronic throttle problem again caused the car to stall while being operated at 30mph. The service department has made no attempt to contact me on this. After I had to contact the service department several days later, the receptionist informed me that they were ordering a PCM and have to wait for the part. Attempts to resolve this with your Customer Service Department have been no help and have given me no support. Review of other Jeep owners reveal this problem is severe and widespread. <http://jeep.blogplot.com> Under General Business Law, 198-a(b)(2), this defect in the engine either makes the car inoperable or UNSAFE TO OPERATE you will be required to accept return of the car and, at my option, either issue me a full refund of the purchase price or replace it with a comparable new car. The car currently has only approx. 1150 miles on it. We recently sold a 2002 Chevrolet Trailblazer with 60,000 miles on it to purchase the Jeep, and NEVER had this many problems during the entire time we owned the vehicle. We had to wait 12 weeks for this car to arrive. Our experience with Jeep has been disappointing to say the least. The joy of owning a new car has quickly turned into a nightmare. We have no confidence in the reliability or safety of this vehicle. If an accident or injury results from mechanical failure of this vehicle, we will hold you accountable and liable. We await your prompt reply. Sincerely, Dena & Terrence Mortell

Email states:
Thank you for your email to DaimlerChrysler Motors Corporation. Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message. If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday. Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)#**16202551**

Vin	1J4FA5414	7L	Open Date	04/19/2007	Build Date	09/11/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/23/2006	Dealer		Dealer Zone		Mileage	4,900
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	FRANKFORD DE 1				Country	UNITED STATES	

Corporate - Technical Assistance - Default - Default - Default	Customer seeking technical service bulletin information.
Product - Drivability - Unknown - Stalling - Default	Customer stated the vehicle stalled at 40 MPH.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

TSB For my 2007 Jeep Wrangler

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

I have been told by a Jeep friend that there is a TSB for a problem with myJeep. The engine cut off on me at approx. 40 MPH and came back on just afastr as it cut off. This has never happen again. Called my Jeep dealer andthey said there was nothing they could do if I had no check engin lites onthe dash showing. I belong to the JeepsUnlimited web site and a friendtold me that there is a TSB for this problem and that I need to have theon-board computer updated. Is this true and why didn t my dealer tell methis??? Please let me know 'ASAP'. This is a very serious problem.

*****END OF EMAIL*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the stalling issue with your 2007 Jeep Wrangler.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.Thanks again for your email.

*****END OF RESPONSE*****

Email states:

Ref. No. 1620551 and email case no. 1711792. Your person I talked tocould not find and TSB s or any record for my problem, but I checked withNHTS and they have several compaints in their file for this problem. I alsologged a complaint for the problem. I can t not understand why Jeep can town up to this problem and get us some help. This is a very seriousproblem when the Jeep stalls in traffic. I have also went to the siteJK-FORUM.com and found serval more folks having this same problem. Most ofthe dealers replys where they can t fix it if they can t make it do thestall. What is it going to take to get Jeep to fix this problem,Someone being killed or injured??

*****END OF EMAIL*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding previous communication concerning your 2007 Jeep Wrangler. We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.Thanks again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**16202679**

Vin	1J4FA5414	7L	Open Date	04/18/2007	Build Date	09/11/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/23/2006	Dealer	67166	Dealer Zone	35	Mileage	4,800
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FRANKFORD DE					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Customer states the vehicle suddenly stopped and started while driving.

Customer called stating the vehicle engine stopped and started while he was driving suddenly. He contacted dealer 67166 and was told by the dealer there is a technical service bulletin on the vehicle and it is a known problem with the vehicles. He wanted to know if the agent could find any information on the service bulletin. Agent consulted with DJP99. Advised customer that the service bulletin number would be needed before any additional information could be obtained. Advised customer to contact his dealer for further assistance.

Customer Assistance Inquiry Record (CAIR)#**16203899**

Vin	1D8GT58K2	7W	Open Date	04/18/2007	Build Date	11/07/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	12/30/2006	Dealer	60293	Dealer Zone	63	Mileage	7,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SULPHUR SPRINGS TX					Country	UNITED STATES

Product - Engine - Unknown - Seized, Sticks, Binds - Default	Customer states vehicle stopped and restarted.
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*****Recall contact*****

Customer states she has 7000 miles on vehicle and she was driving on the interstate with cruise control on at 73 mph. States that car shut off and restarted with out warning. Customer took it to a dealership,60293, and he ordered the part. Customer states that dealer told her that when he fixes the problem it should not happen again for awhile. Customer is concerned that it should not happen again ever... thinks she may have bought a lemon. Since this is not a recall issue agent is transferring to DCCAC per KTW13.

Customer states that Nick at dealer 60293 told her that DCX is about to issue a recall on this problem and she should not have it again for awhile but there is no fix. Customer states that she feels that this issue should not be happening to begin with and now she has to worry about when it is going to happen again. Agent called dealer 60293 and spoke with Nick in the service department and Nick states that he ordered a part for the vehicle and customer is continuing to drive the vehicle and he has called her to come in and customer has not brought the vehicle in. Agent advised customer that she spoke with Nick at the dealer and Nick states that her part is there and she needs to bring vehicle in to have it fixed. Agent advised that Nick stated without the vehicle fixed that problem could happen again.

Customer states that she can not take her vehicle into dealer until the end of the week. Customer states that she feels like she has a lemon. Agent advised customer that her concerns have been documented and she will be contacted with a case manager.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Nick to inform that CAIR was being sent.

#####

REASSIGNED TO BC/DLR 63 60293 04/18/07 13:33 R 16203899

D2D CASE MANAGER FOLLOW-UP Case Manager NAME:Robert Clark/
Telephone:248-944-7132*

4/24/07 Writer called Nick in service who advised that the TIPM was replaced and the owner has picked the vehicle up. Writer called the customer and provided my name an number. Owner is satisfied and vehicle is repaired.

DM closing based on above narrative.

Customer Assistance Inquiry Record (CAIR)#**16211920**

Vin	1D8GU58K7	7W5	Open Date	04/20/2007	Build Date	10/18/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	12/05/2006	Dealer	60033	Dealer Zone	42	Mileage	4,200
Name:						Contact Type	E-MAIL
Address						Home Phone	
	SPRINGFIELD OH					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Interior Ornamentation/Mirrors - Other - Instrum't Panel-G. Box	Customer states dash lights became inoperative for a period of time.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Intermittent or Inoperative - Default	Customer states radio became inoperative for a period of time.
Product - Unknown - Unknown - Stalling - Default	Customer states vehicle is stalling.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Stalling/electrical issues

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

Vehicle has stalled a couple times when driving/backing at slow speeds. Today while driving 50+ mph, all dashboard lights and radio went off and we believe the vehicle stalled. Within a couple of seconds, all lights and the radio came back on and vehicle seemed to run ok. We are calling dealership to discuss/take in for service. We have read many similar comments from other Nitro owners (www.nitroforumz.com). We would appreciate any info on this problem and would like to know what, if anything, is being done about this.

Agent contacted dealer 60033 and spoke with Tim. Tim states the customer was in for an oil change in February. Tim states the customer has an appointment for 04/30/2007.

Email states:

Dear [REDACTED]: Thank you for contacting the Chrysler Group Customer Assistance Center regarding a stalling concern with your 2007 Dodge Nitro. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

I spoke with the Service Department at Golling's Arena Dodge and they have advised that you have an appointment for Monday, April 30. I recommend that you keep the appointment with your dealer. If after meeting with your dealer, these concerns are still not resolved to your satisfaction, please contact our office at 1-800-992-1997. We will be happy to review the situation with you at that time. Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**16212426**

Vin	1J4GB3912	7L	Open Date	04/20/2007	Build Date	10/17/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/19/2006	Dealer	43864	Dealer Zone	66	Mileage	6,000
Name:					Contact Type	E-MAIL	
Address				C-9	Home Phone		
	WEST PALM BEACH FL				Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer stated the vehicle stalled while driving.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Concerns about possible electrical problems

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

On 2 separate occasions, all of the lights on the dash have come on and the vehicle hesitated/stalled for a second or two. This happened for no apparent reason and 1 occasion was on the interstate. I am concerned about whether not this is a known issue, as well as one of safety while driving in traffic.

*****END OF EMAIL*****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the stalling issue with your 2007 Jeep Wrangler. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thanks again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**16213665**

Vin	1J4FA5412	7L	Open Date	04/19/2007	Build Date	09/06/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/29/2007	Dealer	64302	Dealer Zone	71	Mileage	806
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OAKDALE CA				Country	UNITED STATES	

Corporate - Technical Assistance - Default - Default - Default

Technical assistance request.

04/19/07: Received request for technical assistance from dealer.
Customer states that the vehicle intermittently dies while driving.
Reassigned to SAG2 for handling. bmw27
TIPM ordered by dealer. SAG2
Appears to have repaired vehicle. SAG2

Customer Assistance Inquiry Record (CAIR)#**16213855**

Vin	1D8GT28K8	7W	Open Date	04/19/2007	Build Date	10/23/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/18/2006	Dealer	45236	Dealer Zone	63	Mileage	13,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SAN ANTONIO TX 7					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states that vehicle has twice stalled
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Customer stated that his vehicle has twice lost all power while driving. The vehicle is currently at dealer 45236. They are working with STAR to try and find a fix for this and are not sure how long they will have the vehicle. The customer feels that this is a safety issue and does not want to drive the vehicle until this issue is resolved. The dealer is not sure how long that will be and the customer wants DCX to provide a rental vehicle until this issue is corrected.

Agent contacted dealer 45236 and spoke to Mike who informed agent that they were not able to duplicate the issue. Agent informed customer that DCX could not consider rental assistance without a diagnosis. Customer was not happy and kept trying to get the agent to tell him that the vehicle would not stall on him at a higher rate of speed. Customer did ask for a supervisor and agent consulted with KTW13 and it was decided to send a direct to dealer on this issue. Agent was informing customer of this decision and trying to answer questions when the call was lost.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Mike to inform that CAIR was being sent.

REASSIGNED TO BC/DLR 63 45236 04/19/07 18:10 O 16213855
*Contact Date:04/23/2007

Dealer 45236 has updated the mileage to 12798.

Service Director at the dealership has closed the Cair# 16213855
Warranty repair has been documented on Repair Order#118889
CAIR RETURNED FROM DEALER ON 4/23/2007 AT 07:07:082 R 16213855
*****D2D CASE MANAGER FOLLOW-UP***** Case Manager - Mayone:
Telephone:(248)944-7103:

4/26/07 - Writer contacted dealership and spoke with Service Advisor, Mike (Service Manager not in dealership yet). Mike stated the vehicle arrived on 4/19 and they were not able to duplicate the loss of power concern. Mike stated the throttle positioning sensor, which is mounted on the accelerator pedal, showed signs of damage. Mike stated he believes the owner may have been kicking the sensor. The accelerator pedal assembly along with the shield that protects the bottom side of the dashboard have been replaced. Mike advised the vehicle was returned to the owner on 4/24.

4/26/07 - Writer called owner and left a voicemail message.
050207 DM reviewed above with service manager, Raul. Dealer states vehicle has been repaired and owner is satisfied.cco1

Customer Assistance Inquiry Record (CAIR)#**16214000**

Vin	1D8GT28K8	7W	Open Date	04/20/2007	Build Date	10/23/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/18/2006	Dealer		Dealer Zone		Mileage	5,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	SPRING BRANCH TX					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle is stalling.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

I bought two Nitros for my children. Both are shutting off at various speed s. No help from Dodge or local dealer. I am going to the press before some one gets killed due to your malfunctioning vehicles.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

This vehicle is titled in my son Justin s name. I make the payments. My daughter Jessica s vehicle had the same dangerous problems. We practically had to call out the national guard to get assistance when she had her problems. Call within 2 hours or I will call the local San Antonio press. These vehicles are dangerous. Sorry to be so blunt, but my childrens safety is at risk.

Email states:

Dear :Thank you for contacting Dodge regarding a stalling concern with your 2007 Dodge Nitro. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message. Your file is being sent to Longhorn Dodge and you will be contacted by a Case Manager.If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

Customer Assistance Inquiry Record (CAIR)#**16220388**

Vin	1D8GU58K0	7W	Open Date	04/20/2007	Build Date	10/13/2006	
Model Year	07	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/21/2006	Dealer	C3957	Dealer Zone	25	Mileage	11,700
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PENTICTON BC					Country	CANADA

Corporate - Special Programs - Default - Default - Default	
Product - Frame - Bumper System - Other - Rear	

04/20/07 eml: customer states she has had many problems with vehicle. Customer states that the vehicle is currently having repairs the sunroof, the tire sensor gauge, and the sub-woofer in the back of vehicle. Customer is seeking incentive for Canada s choice program. Writer states that at the time of purchase, the incentive program was on on and therefore her vehicle is currently not eligible for the program incentive. Writer states she is very dissatisfied. Customer seeks to speak with a manager. Writer states that DCCI s position has been offered and nobody else will be able to tell her anything different. Writer offers to send a mopar accessories coupon for the nitro vehicle as well as the caravan. Customer accepts but states that she does not think that it is enough considering all of the problems they have experienced. Writer informs customer that there is an outstanding recall on vehicle.

06/05/07 rm1045: Customer calling per above. Customer states has been very inconvenienced by this veh and is seeking compensation from DCCI. Customer states should be offered the \$1500.00 mopar incentive that was offered for Canada s Choice. Customer states veh stalls intermittently and this is a safety issue and must be repaired. Writer advises \$1500.00 mopar incentive will not be offered at veh was purchased and delivered before Canada s Choice Promo. Writer notes tech file and calls c3957 and speaks to SM Jim. Jim states c3957 is working with tech to repair veh and will call customer when more info is available. Jim states expects to get back to customer today. Writer speaks to customer and advises her further patience is requested as c3957 is working with tech to resolve issue. Writer advises DCCI responsibility lies within warranty parameters and further compensation will not be offered. Customer very dissatisfied with response and states will be contacting lawyer. Customer requests writer s name and file #; writer provides.

*Note: Customer s wife calling lines 14-28. Writer also advises of incomplete recall f50; customer states is aware of recall.

Customer Assistance Inquiry Record (CAIR)# 16221900

Vin	1J8GA5913	7L	Open Date	04/20/2007	Build Date	11/02/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/27/2006	Dealer	67231	Dealer Zone	32	Mileage	7,155
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ALTON NY					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer stated 67231 cannot duplicate stalling.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle stalls.

Customer state at dealership 3 time for the stalling issues.; states that 67231 cannot duplicate the issue
 Contacted 67231 service manager Chad. Customer came in at 7152 miles;test drove, found no codes, wire connections are fine. Agent informed dealership service advisor and service manager that a direct to dealer will be sent today.
 Advise customer that the file has been sent to get the appropriate parties involved on this issues and a case manager will be assigned. Case Manager will following up with the customer. Agent advise of no time frame when the assigned case manager will follow up upon review of current issue.
 Advised customer to refer back to the dealership service department until the issues is resolved. Advise customer that the vehicle will be repaired as per terms of the warranty.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
 Agent called dealer and spoke to ?Chad? to inform that CAIR was being sent.
 #####
 REASSIGNED TO BC/DLR 32 67231 04/20/07 16:03 O 16221900
 Customer feels unsafe in this vehicle when it stalls on every right turn.
 *****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: Joe / Telephone: 7242
 4/25/07 Service Manager was unavailable. Advised Assistance Service Manager (ASM), Paul of owner s concerns. ASM states vehicle has been to the dealer 3 times for stalling when turning right. Dealer has not been able to duplicate the problem. Dealer must be able to duplicate the problem before the dealer can repair the vehicle per terms of the warranty.
 Left message for owner with phone # and file #.
 *Contact Date:04/25/2007
 Service Manager at the dealership has updated the Cair# 16221900
 Parts have been ordered.
 *Contact Date:04/30/2007
 Service Manager at the dealership has closed the Cair# 16221900
 Warranty repair has been documented on Repair Order#60076
 CAIR RETURNED FROM DEALER ON 4/30/2007 AT 12:31:41 R 16221900
 5/2/07 Contacted owner. Advised owner of the above information. Owner feels as though she is being called a liar by DCX and dealer when she is advised the concern cannot be duplicated. Dealer replaced the ignition switch as a guess attempt to repair the vehicle. Vehicle was returned to the owner on 4/28/07. Owner has put about 700 miles on the vehicle and so far the vehicle has not stalled. Advised owner her concerns have been documented. Provided phone # and file #. No further action necessary at this time.

Customer Assistance Inquiry Record (CAIR)#**16222537**

Vin	1J4FA2412	7L	Open Date	04/23/2007	Build Date	10/13/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/30/2006	Dealer		Dealer Zone		Mileage	16,700
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	MT WASHINGTON KY				Country	UNITED STATES	

Product - Electrical - Unknown - Intermittent or Inoperative - Default

Onboard Electronics Failing

***** EMAIL BRIEF DESCRIPTION CONTENT *****

malfunction

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

My jeep is malfunctioning. Three times while driving at 70mph the warning lights all came on and my electronics died for a second. The vehicle shuddered. Once was in the rain. The dealerships say there are no issues, but I have found them on the internet. If you fail to get this fixed and I get in an accident, I will hold you liable. You are responsible to inform service centers of this issue. I need a response ASAP. Thank you. this was man in oct of 06

*****END OF EMAIL*****

Dear Larry:

Thank you for contacting the Chrysler Group Customer Assistance Center. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**16222555**

Vin	1D8GT58K7	7W	Open Date	04/21/2007	Build Date	11/08/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	12/29/2006	Dealer	45316	Dealer Zone	71	Mileage	10,504
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	RIALTO CA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	
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Owner Resolution Template: Service contract:

Customer Name:

Rialto, Ca.

Vin #: 7W

Current Mileage: 10504

Service contract description: Added Care Plus 7/100,000 \$100 ded

Plan code: AD7100M

Dollar amount requested from DCX:

Dealer Contact: Kirk Irvine Dealer Code: 45316

Dealer Phone #: () - Dealer Decision-Maker:

Dealer District Manager: Sheri Whitesides

Description of problem(s): stalling and tech advisor involved

Owner currently has CSC contract plan AD360M- please upgrade to AD7100M.

forwarding file to tmt for processing...slw5

042307 submitted csc upgrade request tmt

Customer Assistance Inquiry Record (CAIR)#**16225753**

Vin	1J4FA2413	7L	Open Date	04/24/2007	Build Date	09/08/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/20/2007	Dealer		Dealer Zone		Mileage	2,600
Name:						Contact Type	E-MAIL
Address						Home Phone	
	FAYETTEVILLE NC					Country	UNITED STATES

Product - Drivability - Unknown - Poor Idle Quality - Default	Loss of power issue.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

I experienced a total power/engine loss today as I was driving at highway speeds, is anything being done about this?

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I have heard of others having this same issue. This is quite dangerous as power steering and braking is also lost during the engine/electrical outage. I almost lost control of the vehicle as I was in a slight turn at the time this occurred. All power is lost and all lights in the instrument cluster illuminate. I will bring the vehicle in to have the service dept at my local Jeep retailer look at it ASAP. However I've heard they can do nothing as they have no information about this problem. Is Jeep looking into why this is occurring?

*****End of email*****

Email states:

Thank you for contacting the Jeep Customer Assistance Center regarding a stalling issue with your 2007 Jeep Wrangler. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

*****End of email response*****

Customer Assistance Inquiry Record (CAIR)#

16226413

Vin	1J8GA3919	7L	Open Date	04/23/2007	Build Date	01/12/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/26/2007	Dealer	68861	Dealer Zone	66	Mileage	4,600
Name:						Contact Type	
Address						Home Phone	
	TAMPA FL					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	68861
Product - Electrical - Unknown - Intermittent or Inoperative - Default	ETC light is on.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.
Product - Drivability - Unknown - Stalling - Default	Vehicle stalling.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer states that he is having an ongoing issue with vehicle. States that the ETC light is coming on and the vehicle is stalling. States that the vehicle has been into the dealership several times regarding the concern and numerous repairs have been made. States that he is very unhappy with vehicle and seeking buyback. Agent contacted dealership 68861 for further information and repair dates. Spoke with Service Advisor David.

04/07/2007 at 3,126 miles. Customer states that ETC light is on and vehicle stalls at times. Replaced throttle body.

03/08/2007 at 1,524 miles. Customer states that ETC light is on and vehicle stalls at times. Reprogrammed PCM.

02/28/2007 at 1,145 miles. Customer states that ETC light is on and vehicle stalls at times. Recalibrated computer.

Customer states that issue currently exists.

Advised customer that the file would be sent to the dealership and the a case manager would be assigned to file to follow up with him. Provided reference number.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to David to inform that CAIR was being sent.

 In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.
 REASSIGNED TO BC/DLR 66 68861 04/23/07 10:14 O 16226413
 ***** OWNER RETENTION TASKFORCE TEAM*****

The Customer will be notified. File was forwarded from JJR24 to MFY on 4/24 Star Record indicated T/A involvement:
 Tech stated that he worked with Mark Wisno, T/A and has checked C102 code but unable duplicate the concern. PCM had been replaced with no change. Tech doesn t have the gold terminals in ETC connector. Tech was still checking throttle body order: 8478**. Star approved, and throttle body was released & released but still not fixed. ETC lamp came on again & vehicle per Owner stalls out, 3.8L V6, Customer called back advisor David explaining the Customer s issue has not be fixed. Spoke with Jim Tune dealer technician who mentions that dealer will order needed parts. Jim explained that termin als need to be replaced. Jim advised Customer is scheduled to return to dealer apr30. Jim stated that parts are available at their dealer now & apr 30 they would follow up with writer. 04/24 I called Owner who sounded very interested in getting Chrysler to extend his warranty, Owner stated he like s the vehicle doesn t want buyback, I called CAG (Chris Rettenmaier,Power train) who advised terminal replacement also should be considered 4/25 writ er was advised David king advisor is not an employee at dealer anymore. Wri ter asked Jason Advisor to call back writer on apr30 which he agreed to do. 5/1/2007 Writer called Jason who advises that vehicle is still being worked on. 5/2/2007 Jason Advisor explained that the vehicle is fixed. Jason advi sed he would contact Owner as it would be ready for pick-up, and would detaling Owner s vehicle before returning.
 05/03/2007 Owner and writer spoke. Owner advised that vehicle has been

repaired ETC lamp is OFF and vehicle is driving fine. Writer offers the
Customer the request he presented 7/100 Max Care plan. Owner very pleased.
Owner accepted. Hard cp was provided to JJR24 for processing.

Customer Assistance Inquiry Record (CAIR)#**16227191**

Vin	1J4FA2412	7L	Open Date	04/23/2007	Build Date	10/13/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/30/2006	Dealer	61116	Dealer Zone	42	Mileage	17,027
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	MOUNT WASHINGTON KY					Country	UNITED STATES

Product - Electrical - Speedo/Gauges/Ometer/EIC - Defective - Default	Customer states probelms with dash lights.
Product - Electrical - Power Windows - Defective - Unknown	Customer states windows are defective.

*****Recall Contact*****

Customer states while he was driving down the express way that the vehicle felt like it died and all of the dash lights came on for a few seconds. Customer states that this has happened twice. Customer also states that sometimes when rolling up the power windows the radio stops working for a minute. Customer stated he took the vehicle to the dealership and they did a diagnostic test and nothing showed anything wrong. He states that he has actually taken it to 2 dealerships and both have found nothing wrong with the vehicle. Customer is unsure about driving the vehicle.

Customer calling states that he has been having a problem with vehicle. Customer states that the vehicle is manual. Customer states that the dash lights all come on and then go off. Customer states that he called earlier. Customers phone cut out and customer disconnected.

*****Recall contact *****

Customer called back in .

Since this is not recall related transferring him to DCCAC per RJ16.

Customr can not write number down so needs to pull up by vin number.

States the vehicle cuts out while going highway Speeds around 75 mph.

States that the electrical cuts off and comes back on and states the vehicle shutters at this time. States the dealer can not duplicate the issue. Agent referred customer to another dealer. Customer seeking recall information. Agent informed customer no incomplete recalls. Agent referred customer to dealer. Customer accepted.

Customer states he contacted dealership 23355 to make an appointment yesterday. States he went to dealer and the Service Advisor (Stacy) informed him she does not have time for his issues. Apologized customer was treated this way from the dealer. Customer seeking to know if this complaint is handled by dealership. Advised customer his complaint will be reviewed internally by our higher staff. Advised customer the dealerships are independently owned and operated. Informed customer his concerns and complaints have been documented in his file.

Customer Assistance Inquiry Record (CAIR)#

16227706

Vin	1J4GA3916	7L	Open Date	04/23/2007	Build Date	11/20/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/07/2007	Dealer	23061	Dealer Zone	32	Mileage	6,954
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DAYVILLE CT					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states she is having issue with vehicle stalling while driving.
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Customer states she is having issue with vehicle stalling while driving. Customer states when vehicle stalls all dash lights come on. Customer states she has been to dealer 23061 twice for this issue. Agent called dealer 23061 and spoke with Brad, Service Advisor. Brad states Service Manager is out for the week. Brad states vehicle has been in on 4/5/07, and 4/20/07 for repairs, but issue can not be duplicated. Agent advised customer she would be sending a file to the dealership, and she will be assigned a case manager who will be in contact with her. Agent provided reference number.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Brad to inform that CAIR was being sent.

 REASSIGNED TO BC/DLR 32 23061 04/23/07 12:51 O 16227706
 *****D2D CASE MANAGER FOLLOW-UP***** Case Manager: Lisa Telephone: 248-944-7207

4/30 Spoke with Brad in service who stated they found an air conditioning line laying across some wiring and found part of the wiring harness rubbing against an ignition wire. Adjustments were made and vehicle was test driven over the weekend and did not stall. Dealer will be contacting the owner to pick vehicle up later today.

4/30 Contacted owner advising of what Brad stated they found last week with the vehicle and testing driving to over the weekend and did not duplicate the stalling concern. Owner has no confidence in the repairs made by the dealer because in the past when they have made repairs the vehicle would still stall about once a week or two weeks. Provided owner with direct extension if she continues to have concerns with the vehicle stalling.

5/11/07 - DM reviewed with SM. SM states that there was a wiring problem Vehicle has been repaired and returned to owner..lal.

Customer Assistance Inquiry Record (CAIR)#

16232021

Vin	1J4GA3911	7L	Open Date	04/24/2007	Build Date	08/15/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/14/2006	Dealer	68282	Dealer Zone	74	Mileage	5,100
Name:							
					Home Phone		
	AURORA CO				Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle keeps stalling.
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Customer states the vehicle is currently at DCX dealership #68282 for stalling issues. Customer states the vehicle has been at the dealership #68282 four times for this issue and he is inquiring about filing for lemon law on this vehicle. Customer states he has been working with Jeff Brown, Service Manager and Kenny, Shop Manaer at the dealership. Writer called the dealership and spoke to Kenny and he verified that the customer had the vehicle in on 1/17/07 for stalling but could not duplicate the issue, on 1/20/07 for stalling and they replaced the OCM and ORC per STAR, on 2/2/07 they replaced the intergrated power module and on 4/17/07 the check engine light was on and the vehicle was stalling could not duplicate issue. Kenny states the vehicle is back at the dealership now for stalling issue again.

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to ?name? to inform that CAIR was being sent.

 REASSIGNED TO BC/DLR 74 68282 04/24/07 11:55 O 16232021
 Writer checked with ERB21 and he advised writer to send a direct to dealer and do the narrative for lemon law.

****D2D CASE MANAGER FOLLOW-UP****
 Case Manager NAME: Brenda Telephone: 248-944-7178
 Writer called the dealer and left a message for the SM to return the call to writer with the previous repair history.
 Jeff-SM returned the call to writer and verified that this will be the 3rd repair for the stalling complaint (if they are able to duplicate).

***** ATTENTION SERVICE MANAGER *****
 Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 74 68282 04/27/07 14:13 O 16232021
 Customer called stating that he would like an update on what is happening to his vehicle and with his case. Agent transferred customer to the case manager direct number. Customer understood.

Owner called stating the dealer wants him to come and pick the vehicle up. According to STAR hotline there is 'NO FIX' in place. Owner is seeking a replacement vehicle. Writer spoke with Jeff-SM who agreed to give the DM-CJB8 a call to advise him of the owner s request. Writer called the owner at the home phone and she agreed to call the writer back in 5 days if she does not receive a response from the DM. An alternate cell phone for the husband (). Owner left a message for the writer stating he has not heard back from the DM. Writer called the dealer and left a message for Jeff to see if the DM has made any decisions know to him before calling the owner back.
 Recall Contact

Customer called to check on status of issue. Agent transferred customer to DCCAC for further review.
 Customer states that a case manager was supposed to be in contact with him two weeks ago. Customer claims that he continues to leave messages for his case manager and she does not contact him back. Customer alleges

that he does not know where to go from here. Customer states he wants the file to be escalated and go to management because no one calls him back. Customer claims that DCX is going to wait until the vehicle is a year old so that way he can not do anything about it. Agent informed customer that the file has been forwarded again and he can be transferred to the case manager s extension. Advised customer that agent does see that the case manager has been in contact with technical assistance and the managers of the dealership and she is working on the issue for him. Customer states that he is going to call everyone at the dealership and he is going to contact the case manager every five minutes until he gets ahold of her. Customer released the call.

Owner receive a voicemail requesting an update. Writer called the dealer and Jeff-SM advised the DM told him he is still working on the concern.

No final decision is made at this time. Writer called the husband Antoine and left a voicemail message updating him.

D.M. ADVISED SERVICE MANAGER TO REPLACE TIPIM MODULE.

Customer Assistance Inquiry Record (CAIR)#**16234418**

Vin	1J4FA2414	7L	Open Date	04/24/2007	Build Date	09/28/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/22/2006	Dealer	67035	Dealer Zone	71	Mileage	6,078
Name:	[REDACTED] J				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	WHITTIER CA 9				Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalled out.
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Customer states back in January the vehicle shut off on him and then started back up in about five minutes. Customer states that he took the vehicle to the dealership and they told him that the vehicle was fine. Customer states last week it happened again and he took the vehicle back to the dealership. Customer states there is a light still on when he turns the ignition but when the vehicle is started the light goes away. Customer is seeking to know if there are any recalls on the vehicle. Agent advised the customer that there are no recalls on the vehicle at this time. Agent advised the customer to take the vehicle to another dealership.

Customer reporting that all lights came on and the vehicle shut off. Customer advises that this is the 3rd time that this has happened. Agent contacted Jim @ 68996. Agent was advised by Jim that they performed a TSB to resolve the issue an issue with the loss of power. Jim advised that he has not been advised of the current issue with the vehicle. Agent advised the customer that they would need to take the vehicle into the dealership to be diagnosed. Customer inquired about a rental vehicle. Agent advised that they would need to ask the dealership for this. Customer advises that the dealership will not provide a rental or loaner vehicle. Agent advised that the customer could call back after the vehicle was diagnosed and we would be able to take a look at providing rental assistance.

Customer Assistance Inquiry Record (CAIR)#

16236532

Vin	1D8GT28K8	7W	Open Date	04/25/2007	Build Date	10/31/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	02/07/2007	Dealer	44692	Dealer Zone	66	Mileage	3,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	JACKSONVILLE FL					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Issue not resolved.
Product - Drivability - Unknown - Stalling - Default	Stalling concern.

Customer states that she is still having a stalling issue, but has now moved out of state and is no longer working with previous dealership. Seeking what she needs to do. Advised customer that she would need to locate a DCX dealership in her area to contact about stalling concerns. REASSIGNED TO BC/DLR 66 44692 04/26/07 12:09 R 16236532 Customer states that the vehicle is still stalling and the dealership #44692 states that they cannot find an issue with the vehicle. Customer states that this is the third time the vehicle has been taken into the dealership. Agent contacted dealership #44692 and spoke to Larry, Service Manager. Larry states that they cannot duplicate the issue with the vehicle. Larry claims that the customer is suppose to pick up the vehicle. Agent advised Larry that the connectors could be lose and it could be the connectors since other vehicles have had the same issue. Agent advised that a direct to dealer would be sent. Agent advised customer that the file would be sent. Customer did not have a pen and paper to write down the reference number. Agent will send direct to dealer.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Larry to inform that CAIR was being sent.

Customer states that she owns a Dodge Nitro and that there is a stalling issue and that the stalling issue still is happening after just getting the vehicle back from the dealership. Agent informed the customer that the file number would be taken to a supervisor for immediate attention and that there will be a case manager that will follow up with her. Customer states that she wants to get rid of this vehicle and asked to speak to a supervisor. Agent called the dealership and spoke with the Service Manager, Larry. Larry states that he did speak to the customer this morning. Larry states that there have not been any repair attempts and that this issue was not duplicated by them or from what he knows has the selling dealership has not been able to duplicate. Larry states that there are no codes and no TSB s. Agent informed the cair would be sent back to the dealership. Agent informed the customer that there is a booklet in her glove box that will inform her on lemon laws or buy back of the vehicle and at this time she would need to continue working with the dealership and the file will be taken to a supervisor for immediate attention and the case manager will follow up with her.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Larry the Service Manager to inform that CAIR was being sent.

In addition, the owner is seeking relief under State

Lemon Law / Buyback / Arbitration process.
REASSIGNED TO BC/DLR 66 44692 05/02/07 09:58 R 16236532

DM spoke to SM regarding this issue. SM states that they have not been able to duplicate the concern and have invited the owner back again. Customer called back regarding her complaint that she filed with the Better Business Bureau. Agent advised customer that the dealership has to duplicate the issue for a repair attempt. Customer stated that this is not acceptable and that she has not been contacted by a case manager yet. Customer requested supervisor or name and phone number of case manager. Agent advised customer that no information has been provided for case manager contact. Customer again requested supervisor. DJP99 took over call and advised customer that there is no contact information for the case manager and that she will have to wait for a case manager to contact her. Customer requested to speak with supervisor over DJP99. DJP99 advised customer that there is no one above her that will advise her of any different information and that she will have to wait for contact from the case manager. DJP99 verified customer s contact phone number. Customer requesting some other source of contact information to get issue resolved. DJP99 advised customer that she is speaking with corporate and there is no other number to provide to her. Customer requested name and employee number from DJP99. DJP99 provided customer with name and employee number.

Customer Assistance Inquiry Record (CAIR)#

16237297

Vin	1D8GT58K0	7W5	Open Date	04/25/2007	Build Date	09/25/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	10/09/2006	Dealer	42081	Dealer Zone	71	Mileage	3,539
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	VENTURA CA					Country	UNITED STATES

Product - Electrical - Electronic Stability Program - Unknown - Default	Customer advised the esp and bas lights are on.
Product - Electrical - Body Wiring - Defective - Default	Customer seeks assistance with repairs.

Customer is calling to seek her options on repairing her vehicle to the point she is confident to drive it. Customer states she has had an ongoing electrical issue with the vehicle. The passenger side door has been in 4 times to repair a window that will not operate and door locks on the same door. Agent contacted the dealer and spoke with Linda. Linda advised Daren, the service manager was in a meeting but transferred me to the service writer Ollie. Ollie advised the vehicle does have several electrical issues. Ollie advised they replaced the latch motor. As for the window, they replaced a retaining clip. Then it came in again for the same repairs. Ollie advised the ESP and BAS light was for Electronic Stability Program. Ollie transferred me to Daren who s was out of the meeting. Daren advised the vehicle is stalling now and shifts erratically also. Daren advised of a TSB out for the shifting. Agent advised of D2D.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your

District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to ?Daren? to inform that CAIR was being sent.

 REASSIGNED TO BC/DLR 71 42081 04/25/07 12:33 O 16237297

Caller states that she has been having an electrical issue with her vehicle and the previous agent transferred her to the dealership and she does not know why. Writer advised the caller that the previous agent followed the correct procedure and a case manager will be involved with her concerns.

4/25/07 DM reviewed case after hours and is to follow up with SM on 4.26.07
 *****D2D CASE MANAGER FOLLOW-UP***** Case Manager: Larry McLain
 Phone:248 944-7064

Spoke to Daren, SM, who indicates electrical issues were reviewed with his DM...all door lock concerns resolved with TSB pertaining to issue...recall just performed for ABS module...needs to return to have flash performed for shifting and ESP light as dealer STAR equipment was down....dealer is setting up another appointment for owner at this time.....Tried reaching owner at 2:20pm EST and left message explaining I would be 'case manager' for vehicle and will follow up with dealer and their concerns.... name/number provided for future reference....lrm
 5/1/07 DM reviewed case again. After speaking with SM, their StarScan is now updated and able to flash vehicles after being down. Cust just needs to schedule appointment to finish repair...will update with resolution...mrs76
 *Contact Date:05/16/2007

Service Manager at the dealership has closed the Cair# 16237297
 Warranty repair has been documented on Repair Order#486147
 CAIR RETURNED FROM DEALER ON 5/16/2007 AT 11:21:125 R 16237297

Customer Assistance Inquiry Record (CAIR)#

16237591

Vin	1J4GA3911	7L	Open Date	04/25/2007	Build Date	09/01/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/20/2006	Dealer	26662	Dealer Zone	32	Mileage	17,100
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	SOMERSET MA				Country	UNITED STATES	

Product - Drivability - Unknown - Other - Default Customer states vehicle will shut off while driving.

REASSIGNED TO BC/DLR 32 26662 04/25/07 13:28 O 16237591
 Customer states that she has some issues with the vehicle. Customer claims that the vehicle keeps shutting off and then turns itself back on. Customer states that she has lost control of this vehicle due to this issue. Customer has taken the vehicle to the dealership and they cannot find anything wrong with the vehicle. Customer does not want to keep the vehicle since she is scared of the vehicle and does not want to drive it anymore. Customer states that this is the fourth time this has happened and you loose the power steering and power brakes. Customer states that she almost hit an eighteen-wheeler today on the interstate due to this issue. Customer is afraid of hurting someone or herself with this vehicle and does not want the vehicle any longer. Agent contacted dealership #26662 and spoke to Larry, Service Manager. He states that he will send a tow truck if he needs to if the customer cannot get the vehicle to the dealership. He states that it is the contact with the connectors in the wiring.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to ?name? to inform that CAIR was being sent.

 In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.
 *****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: La Shon
 Telephone: (248)944-7238

Left detailed voice mail message for SM Larry.
 Spoke with SM Larry, who says that he sent a tow truck to pick the vehicle up on 4/25. He says he put the customer in a loaner vehicle. SM advised that the vehicle has been starting up ever since, and there are no related codes. Larry and his shop foreman have been driving the vehicle every day. Larry says he contacted STAR and tried some things they suggested. He says he also spoke with his DM about 2 minutes ago. The DM wants him to drive the vehicle for one more day, and notify him of the outcome. Larry agreed to have the DM update the cair with DCX s position. Larry will call agent with an update, and agent will send the DM an email.
 Customer is shocked that the dealer is returning the vehicle to her and she feels it is not repaired in her opinion. Customer is afraid the vehicle is unsafe. Customer said she had an issue with driving it. Customer said the service manager would not ask anyone to drive it but he expects her to. Customer said her friend has had the same issue with the vehicle stalling. Agent transfer to case manager, 248-944-7238 La Shon. Spoke with the customer, and informed her that the DM has been involved in this matter. Owner is aware of her options to pursue Lemon Law or a possible trade.
 5/24 met with larry at 2662 on this issue.To date he has been unable to duplicate owner s concern.

Customer Assistance Inquiry Record (CAIR)#**16239499**

Vin	1J4GA3915 7L [REDACTED]	Open Date	04/26/2007	Build Date	08/28/2006
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR	
In Service Dt	09/24/2006	Dealer		Dealer Zone	
Mileage					12,000
Name:	[REDACTED]			Contact Type	E-MAIL
Address	[REDACTED]		#B	Home Phone	[REDACTED]
	DANA POINT CA [REDACTED]			Country	UNITED STATES

Corporate - Lost Customer - Default - Default - Default	Lost due to issue.
Product - Drivability - Unknown - Stalling - Default	Stalling issue.
Referral - Product Planning - Default - Default - Default	Unhappy with quality.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Cheep plastic and electronics shutting off the car!

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I am one the 1st people to purchase your new trail rated JK four door wrangler in OC, Mel from Off Road Evolution, and Jay Leno, yes Tonight show Jay and myself until you guys got more trail rated 4x4 out here. I cannot believe the problems that I am having with this my 4th Chrysler vehicle and 2nd Jeep. If I put my fingernails down on the plastic I get a scratch in it, if I am not careful with the turning on the air, the fan, the radio, the entire car shuts off! Yes, shut off! At 80 MPH on the Freeway during rush hour traffic this is not a good thing. I take it to your dealership; they tell me that they dont know what it is. My latest problem was both dealer and factory caused, the adjustment clamps for the alignment where rubbing on my front sway bar causing it to where right through the bar. Now I am out of a car for two or more days while they work to get it fixed. I had a tear in the canvas top so I took it in to have the top replaced, the dealership tech could not figure out how to put the top on and drug my top support frame all over the ground scratching the whole thing up, stepping all over my carpeting with his grease covered shoes. I took the top and my support bars away from him and put the top on myself. Can you tell that I am a bit pissed off? The best part of this is that I paid \$24,000 for this abuse, is that not cool? I promise you that when people stop me and ask me how I like me new Jeep, oh believe me they do every single day I get asked about it. But after reading the Project JK new forum, and finding out that I was not alone with these issues, I will tell them all about how you respond to my email. I have more then 15 people that I know that are thinking about purchasing this vehicle with in the next month, what do you think my response will be when I do not hear back from you in a timely manner? I have been a Chrysler owner all my adult life, I have only purchase one GM vehicle and I did not like it, but I guarantee you that from now on I will spend all of my money with them and that my son and his friends who are just entering the car buying market will as well. When my company needs to purchase their new trucks, guess what I will be purchasing.

*****End of email*****

Email states:

Thank you for contacting the Jeep Customer Assistance Center regarding dissatisfaction with your 2007 Jeep Wrangler. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced. Thank you again for your email.

*****End of email response*****

Well thats just GREAT! glad to be of help because I took my jeep in for the repairs I mentioned in my previous post to you guys, now I picked it up and found that the entier top frame was broken by the service department, can you even imagion how PISSED OFF I am right now? I do not even whnt this crap back! I promise you that anyone and everyone that I

talk to from this day forward will hear from my mouth, do not purchase this crap. DC does not even care enough to teach their people how to remove the top s without breaking them! You think your going BK now, your on a roll with this crap, and I am being nice here. [REDACTED] Wk 8-5 PST Call me tell me how your going to make me happy because right now I am not at all happy.
*****End of email*****

Writer will call the customer when time permits. NAN.

Agent called the customer at his cell phone number of [REDACTED]. Customer happy with his dealership, but feels that DCX need to better train their technicians on how to repair the vehicles. Customer also feels that the chemical make-up is incorrect for the plastic which caused it to obtain scratches easily. Writer informed the customer that their concerns are documented and handled internally.

Customer Assistance Inquiry Record (CAIR)#**16241870**

Vin	1J4GA391X	7L	Open Date	04/26/2007	Build Date	11/22/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/09/2006	Dealer	68225	Dealer Zone	42	Mileage	2,900
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PARMA OH					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Poor Scheduling - Default	Customer states dealership cannot look at vehicle until next Tuesday.
Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle stalled while driving.
Corporate - Dealer Information - Default - Default - Default	Writer gave customer the name and phone number to dealers #02092 & #68191

Customer states the vehicle stalled while driving and the customer feels this is a safety issue. Customer states dealership #68225, selling dealership, cannot look at vehicle until next Tuesday. Customer states this is the second time the selling dealership has put her appointment off for several days. Writer apologized to customer and advised customer that the dealership was independently owned and operated so DCX cannot make them see her vehicle any sooner but she can take it to any DCX dealership to get a diagnosis done. Writer advised customer of the name and address to DCX dealership 02092 & 68191 to call them to see about getting the vehicle in sooner for the stalling issue.

Customer Assistance Inquiry Record (CAIR)#

16245390

Vin	1J4FA2411	7L	Open Date	04/27/2007	Build Date	09/09/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/13/2006	Dealer	67753	Dealer Zone	51	Mileage	8,700
Name:						Contact Type	
Address						Home Phone	
	COAL CITY IL					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer claims the vehicle is shutting off.
Referral - Customer Retention Task Force - Default - Default - Default	

Customer claims with in 2700 miles a new crack shaft was replaced. Customer claims the engine has been replaced. Customer claims the other day the warning lights came on and the vehicle shut off. Customer claims the vehicle shut off this morning on his way to work. Customer is seeking buy back. Agent contacted the dealership and was unable to speak with Bill the Service Manager. Agent offered customer a call back. Agent contacted the dealership and spoke with Bill the Service Manager. Bill states on 01/19/07 reflashed the PCM. Bill states on 02/13/07 replaced the crankshaft. Bill states on 4/02/07 replaced the engine. Bill states the vehicle being towed in for the engine shutting off. Agent advised Bill of the direct to dealer and he will be followed up with a case manager. Agent advised customer that DCX is getting all parties involved and will be followed up with the case manger agent advised customer the complaint has been filed and to keep working with the dealership.

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Bill to inform that CAIR was being sent.
 #####

REASSIGNED TO BC/DLR 51 67753 04/27/07 11:22 O 16245390

Customer states he just dropped vehicle off at dealership and took all of his personal items out of vehicle. States he removed the license plate. States he just wants this documented. Advised customer his concerns have been documented and this file was forwarded to the dealership and the case manager will be in contact with him. Customer stated okay. Customer called in seeking an update on file and to speak with the person in charge of the file. Advised customer that the file is already being reviewed corporately. Advised customer a case manager has not been assigned to the file as of yet. Consulted with AMM97, advised customer that file has been escalated and the case manager will call when the file has been reviewed. Customer understood, no further information was requested.

***** OWNER RETENTION TASKFORCE TEAM *****

Owner alleges that apr27 vehicle cut out but he was able to restart vehicle. Owner mentions the engine repair was successful but issue he feels is starter or computer related now. Owner stated 67753 TYSON has vehicle now. Writer advised will contact dealership and review with them the file and then follow up with the Customer. Customer stated he had vehicle for nearly 3 weeks after short block replacement. Owner said he stated that vehicle was running fairly decent since the last repair but Owner is stating that now t he vehicle he has is not reliable and he no longer wants the vehicle. Owner will be contacted once diagnosis is firm with Chrysler dealer (67753). Very loyal Customer this is the third Chrysler product in household:

3W700745
 7L103887, 7N501230. Mike Livingston DM was contacted 4/30 by SM Bill Batista.

e. Reviewed with DM who advised the paperwork regarding replacement can be processed from DCX Task Force. Reviewed with repair history with WAD who suggested vehicle replacement also Owner was left message on 5/1 w/ direct line . Daimler Chrysler will offer vehicle replacement. Customer will be respons

ible for usage fees at .17 per mile 8,700.

Owner was notified that paperwork from ISG group would be processed.

Customer is very satisfied.

Owner will not obtain DCX contract transfer.

Owner was advised and he is delighted explaining to get into another
Jeep Wrangler X

Customer Assistance Inquiry Record (CAIR)#**16248662**

Vin	1J4GA3915	7L	Open Date	05/01/2007	Build Date	01/07/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/10/2007	Dealer	68608	Dealer Zone	66	Mileage	2,800
Name:						Contact Type	E-MAIL
Address						Home Phone	
	ATLANTA GA					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer states that dealer has been unable to diagnose.
Product - Drivability - Unknown - Poor Idle Quality - Default	Customer states the vehicle idles too low.
Product - Drivability - Unknown - Stalling - Default	Customer states vehicle sometimes stalls.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

My Electronic Throttle Control like comes on all the time. Occasionally the Jeep stalls while I am driving it. The dealer cannot find any issue or get the Jeep to repeat the problem. What is up with my 2007 Jeep Wrangler Unlimited X 4dr 4x4? PLEASE HELP

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Please help! My dealer can't find any issue but I am worried every time I drive my awesome jeep! I think the idle may be a little low as it hovers around 750-800 when I am stopped.

*****END CUSTOMER EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the service problems with your 2007 Jeep Wrangler. We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction and trust you will understand our position. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized Jeep dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

Thank you again for your email.

*****END EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#

16250939

Vin	1J4GA3917	7L	Open Date	04/30/2007	Build Date	10/24/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/24/2006	Dealer	68357	Dealer Zone	66	Mileage	8,484
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	NUNNELLY TN				Country	UNITED STATES	

Corporate - Repurchase - Default - Default - Default	Repurchase vehicle for customer satisfaction.
Product - Transmission / Transaxle - Gear Selector / Linkage - Seizes, Sticks, Binds - Default	Repurchase vehicle for customer satisfaction.

Vehicle repurchased for customer satisfaction. Customer filed LL for ABS light and transmission shutter. Those issues have been repaired. Vehicle required numerous visits to rectify those concerns. Soon after vehicle was repaired for LL concerns, driver s side rear door window would not operate up and down and the next day the transmission linkage binded leaving the customer stranded as the vehicle could not be taken out gear. Vehicle is in process of repair for transmission issue awaiting parts at 68357 Alexander CJD. POC Kendall Wright Service Manager. Customer is in a rental until repairs are complete. Customer will pick-up vehicle and drive until ISG completes repurchase process. ISG to advise customer when to turn in the vehicle. Terms of the repurchase are as follows: Usage fee .16/mi x 2679 miles=\$428.64. Refund to owner: purchase price, sales tax, license/title fees and doc fees. JAJ67

 5/4/07 Spoke with Mr.Owner...initial call, requested original doc s. ms
 5/9/07 Recieved message from Owner...returned call, left message to please fax doc s asap. ms
 5/10/07 Spoke with JJordon(dm)...Owner now in rental...DM wants ISG to refund rental to dealership. ms
 5/10/07- Customer informed DM vehicle s check engine illuminated, engine stalled while driving down the road, could not steer or brake vehicle as a result and drove off road into a field. DM advised customer to call road side assistance. DM approved rental vehicle for customer for the duration of these proceedings. ISG to reimburse dealer 60156 Sterling Marlin CJD for the rental. POC Service Manager Casey Bates. Vehicle will be repaired at 60156. JAJ67
 5/17/07 Left message for Owner to please call, to review figures. ms
 5/22/07 Spoke with Owner....reviewed figures, Owner accepts. Submitted check request. ms
 05/30/07 CHECKS SENT OUT...JR
 5/31/07 Spoke with Joe Gianonne(dlr)...he will be contact. Spoke with Owner sent Owner doc s & check next day UPS. ms
 06/07/07 Spoke with Joe Gianonne at Sterling Marlin. Customer is due to return vehicle today. He will fax vehicle release upon completion.rmg
 06/08/07 Received faxed copy of vehicle release. File to title.rmg
 6/8/7: Set transport to Chuck Clancy for repair.ma
 6/27/07 Submitted check request for supplemental rental charges to dealer.ms
 07/02/07: Mailed supplemental check to dealership via UPS...csc.

Customer Assistance Inquiry Record (CAIR)#**16252860**

Vin	1J4GA3919	7L	Open Date	04/30/2007	Build Date	11/11/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	12/12/2006	Dealer	23468	Dealer Zone	35	Mileage	9,400
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BLAIRSVILLE PA					Country	UNITED STATES

Corporate - Replacement - Default - Default - Default	Customer concerned about stalling at 50 MPH and water leaks
Product - Electrical - Unknown - Other - Default	Customer concerned about stalling at 50 MPH and water leaks

4/30-DM has reviewed history and discussed customer issues of water leaks from hard top, and stalling condition at 50 MPH. The dealer has stated owner is loyal and has several vehicles purchased from the dealership. Owner has requested that the vehicle be repurchased and the dealership find him another Jeep just like the present Jeep.
DM agreeded to replace the Jeep at MSRP to MSRP. Owner will not be charged for mileage. EAE
5-2-07 File sent to ISG for processing. MPW
5/4/07 Called the customer and left messages in order to complete the initial call. cn
5/7/07 Completed initial call with the customer. Called Bob (dlr) and left a voice mail message and faxed initial dealer packet. cn
5/7/07 Spoke with Bob (dlr) and a replacement vehicle has been ordered and will be there May 14. However, there is a difference in the MSRP of around \$500.00 and the customer has been advised he will be responsible for this. cn
5/8/07 Called Barbara at the original leasing dealership and requested a faxed copy of the original lease agreement. cn
5/8/07 Correction: ignore previous noted dated 5/8/07. entered in error. cn
5/10/07 Called Paul (dlr) and left a voice mail message regarding the whereabouts of the required paperwork. cn
5/10/07 Called Paul (dlr) and left a voice mail message requesting a new vehicle BO with sales tax on MSRP difference listed. cn
5/11/07 Spoke with Paul (dlr) and requested a possible copy of a work order for the original vehicle side steps and remote start. cn
5/14/07 Processed replacement and submitted for approval. cn
5/16/07 FAXED DEALER COMP..SL
5/24/07 Called Paul (dlr) and left a voice mail message regarding the computation sheet and final docs. cn
05/29/07: Transaction completed, file to title...csc.
05/30/07 Transporting to McInerney's for repairs. mls

Customer Assistance Inquiry Record (CAIR)#**16253323**

Vin	1J4FA2419	7L	Open Date	04/30/2007	Build Date	12/09/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/17/2007	Dealer	61749	Dealer Zone	71	Mileage	3,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SALEM OR					Country	UNITED STATES

Product - Drivability - Unknown - Hesitation/No Power - Default	Customer claims the vehicle will lose power.
Corporate - Dealer Information - Default - Default - Default	Customer seeking a Jeep dealership.

Customer claims when he drives the vehicle all the power will shut off and then it will come back on. Customer claims he does not want to return to dealership 61749. Customer seeking another Jeep dealership to take the vehicle to for repairs. Agent provided customer with a Jeep dealership. Customer claims he would like to file a complaint with dealership 61749. Customer claims the vehicle did not arrive of the date it was suppose to. Customer claims the sales person moved to another dealership and was not provided the information on when his vehicle would arrive. Customer claims the vehicle was equipped with additional accessories. Customer claims that cost more. Customer claims he was waiting at the dealership several hours waiting for the paper work. Customer claims one of the screws was missing off the top. Customer claims they tried to take off the back top of the freedom top and it was missing a screw and would have to bring the vehicle in for when they were open. Customer claims he ended up leaving the vehicle with a sales person to get it to service. Customer claims he called the next day and spoke with the sales person who got it to the service department. Customer claims he ordered floor mats and the parts department did not order them and had to come back a few days later to pick them up. Customer claims a week later the dealership called and said they filled out the paper work with the wrong vin. Customer claims the service department told him he had to bring the vehicle in when the service department was open and would not work around the schedule. Agent advised customer the file the complaint has filed and tried to provide the reference number.

Customer Assistance Inquiry Record (CAIR)#**16253695**

Vin	1J4GA5918	7	Open Date	05/03/2007	Build Date	12/23/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/09/2007	Dealer	68282	Dealer Zone	74	Mileage	6,000
Name:						Contact Type	E-MAIL
Address						Home Phone	
	PARKER CO					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Stalling concern.
Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Other - Front-Driver	Uncomfortable seat issue.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Jeep Wrangler Problems

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

So I bought a new 2007 4 door Wrangler (with hard earned cash!) the seat is uncomfortable and cuts off the circulation in my legs, had to put a cushion on the seat so it was not painful to drive I wrote a letter about the seat to customer service they sent a letter back to call them - called for a week no answer at the extension given so I just spoke with a general customer service rep. However; by this time I was also able to add the fact that the jeep just quits running while you are doing 65 down the interstate I have seen this written up in reviews so you must know it is a problem this is going to get someone in a wreck! The customer service rep told me that that was just the way the seats were made and the service center is going to look at my jeep to see what might be wrong however, nothing will be wrong when they look at it they will keep it for a week give it back and tell me they could not find anything wrong then later it will do it again; All the warning lights come on the jeep quits running and then it starts running again a second later. I have bought four jeeps in the last three years I have a 2005 wrangler (which had good seats) this new one will apparently be my last . . . since the reviews are out stating that you have problems with wranglers just stopping for no reason you must know this problem exists (look on edmunds.com) . . . why dont your dealers know about the problem and why dont they know the solutions why have you not recalled these dangerous vehicles and why dont you care that a loyal customer who paid 30K for your vehicle will never buy another one and could get hurt because of your defective vehicle - are you doing that much business? Former Loyal Jeep Owner!

*****End of email*****

Email states:

Thank you for contacting the Jeep Customer Assistance Center regarding dissatisfaction with Jeep and your vehicle. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review. DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank you again for your email.

*****End of email response*****

Customer Assistance Inquiry Record (CAIR)#

16254829

Vin	1J4GA3911	7L	Open Date	05/01/2007	Build Date	11/06/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/16/2007	Dealer	26540	Dealer Zone	32	Mileage	9,000
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	BARNEGAT NJ				Country	UNITED STATES	

Product - Suspension - Unknown - Vibration - Front	Customer complains of the vehicle vibrating.
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer complains of issue not resolved.
Product - Suspension - Unknown - Vibration - Unknown	Customer states the vehicle is shimmying and shakes.

Customer states he has called into our facility about his new vehicle and is very disappointed about the way his file is being handled and the outcome. Customer states when he hits a bump the whole front end shimmies and shakes. States he went to the dealer and was advised until they get another truck to compare it to their hands are tied. States he wants some answers. Seeking to have the vehicle bought back.

Agent called dealer # 26540 spoke to Service Manager Dennis he advised the customer had a concern with the way the vehicle handles. States he advised the customer the vibration was the normal characteristics of the vehicle. States the vehicle has been to the dealer once and nothing abnormal was found. States he will get in touch with sales and see if they have one to compare the vehicle to.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer's concerns. If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Service Manager Dennis to inform that CAIR was being sent.

 Agent advised customer his file has been sent to the dealer to get technical support involved. Advised a case manager may be assigned for follow up and in contact. Agent linking calls.

REASSIGNED TO BC/DLR 32 26540 05/01/07 09:28 O 16254829
 *****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: Carol,
 Telephone: (800) 9921997,
 ext. 7165. Writer spoke to dealer 26540 but they did not have any open workorders. Writer contacted
 dealer 26405 and spoke to Sal, who said that they did a repair on March 30 and have not seen the owner since that time. A message was left for the owner with the file number and my direct line for follow up.

Customer seeking information for the person who was assigned to his file she had called and left a message and he wants to return her call. Agent transferred customer to CLA3.

***Writer received a message from the owner, requesting to be contacted on his cell phone at [REDACTED].
 995 2998. He states that he is upset with the issue of a shimmy when he hits a bump while travelling at about 50 mph. He said this happens for a few seconds and he does not think that this is normal for any vehicle.

***Writer left a message for Dennis, the service manager, for feedback on this situation.

Owner calling for an update. Agent transferred owner to the previous agent for further information.

***Writer left a message for Dennis, requesting a call back. I spoke to Joe, the assistant service mgr. at the selling dealer who has not addressed the issue for the owner but they did do maintenance work and a repair. I left a message for the owner requesting that he go to the selling dealer for a second opinion or contact me for further assistance.

***Writer contacted Dennis, who said that this vehicle came with 17' wheels and when the technician drove it, he did not see anything out of

the ordinary. Writer spoke to a technician, who said that with 17' wheels, it would ride rougher.

Owner is not satisfied with this information and states he is sorry that he purchased this Jeep. He said he will review his options and does not accept the information that states that t 'this is normal'.

Caller states that the dealership is making a shot in the dark at trying to repair his concerns. Caller alleges that he is not very happy and he wants this vehicle replaced. Caller states that the whole vehicle shut down on him for about 2 to 3 seconds and then started back. Caller was transferred to his case manager for further assistance.

****248-944-7165 is the Case Managers line not 800-992-1997.

Customer called back in because the CM has not contacted him back in regards to this issue and he would like to speak to CLA3. Agent provided the number and the customer disconnected the call.

***Writer received a message from the owner requesting a call back on his cell phone: [REDACTED].

Owner states that another issue occurred when the vehicle 'shut off' when he was pulling onto the highway. The dealer changed the 'dampening system' on this vehicle. Owner does not want this vehicle and disconnected the call when he did not like the available options given to him. He states that his preference is to go through dealer 26540 since they have been accomodating in trying to repair this issue for him.

Customer Assistance Inquiry Record (CAIR)#**16254998**

Vin	1J8FA2419	7L	Open Date	05/01/2007	Build Date	10/26/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/04/2006	Dealer	23963	Dealer Zone	66	Mileage	8,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HALLANDALE FL					Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Other - F. Door-Driver	Customer alleges the trim was messed up.
Product - Electrical - Radio/Spkrs/Clock/Antenna - Defective - Default	Customer states that he had a radio issue.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer states the vehicle will shut off while driving.

Customer states that he has owned the vehicle for only 4 months and has had 3 different issues with it. Customer alleges that the vehicle will lose power while driving and totally shut off, lights and all. Customer states the radio had issues but was fixed and the door trim or molding had to be fixed and now the loss of power issue.

Agent called the dealership and spoke with the Assistant Service Manager, Byron. Byron states that the vehicle has not been back in and is not there now. Byron informed the agent that the vehicle has not been there for any loss of power issue.

Customer states that he just no pulled up to the dealership and they have not looked at it yet. Agent informed the customer to continue working with the dealership and allow the vehicle to be fixed per the terms of the warranty. Agent gave the reference number.

Customer Assistance Inquiry Record (CAIR)#**16260922**

Vin	1D8GT58KX	7W6	Open Date	05/02/2007	Build Date	12/10/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	03/15/2007	Dealer	44036	Dealer Zone	66	Mileage	2,376
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	N CHARLESTON SC					Country	UNITED STATES

Product - Fuel System - Unknown - Poor Fuel Economy - Default	Customer claims she is receiving poor fuel economy.
Product - Engine - Unknown - Other - Default	Customer claims the vehicle is missing.
Product - Drivability - Unknown - Stalling - Default	Customer claims the vehicle stalled.

Customer states she is traveling and the engine is missing. She claims the vehicle stalled on her as well and they are receiving very poor gas mileage. She is seeking a dealer in the area. Agent informed customer of dealer 44979.

Customer Assistance Inquiry Record (CAIR)#**16264997**

Vin	1D8GT58K8	7W	Open Date	05/03/2007	Build Date	08/24/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	12/19/2006	Dealer	45329	Dealer Zone	63	Mileage	7,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HUMBLE TX					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Customer states that vehicle has been stalling.

Customer states that her vehicle has quit on her three times and that her selling dealer 45329 has an open ticket on it and that they did not find anything wrong with it. Customer states that roadside assistance wants to charge her \$50.00 to take it there because it is not the closest dealer. Customer states that she wants her vehicle to go to selling dealer and wants DCX to pay for it. Agent advised customer that towing would only be provided to nearest dealer.

Customer Assistance Inquiry Record (CAIR)#

16267003

Vin	1D8GT58K3	7W	Open Date	05/03/2007	Build Date	09/14/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	02/19/2007	Dealer	44548	Dealer Zone	63	Mileage	5,065
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	DRIFTWOOD TX					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Vehicle is stalling.
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Customer states that the vehicle has stalled on several occasions. She states that the vehicle was taken the dealer 44548 and the dealer could not duplicate and on 4/03/07 at 5,065 Miles it was taken to the dealer and the module, lower instrument, PCM was replaced. She states that after picking the vehicle up and while driving on the interstate at a high speed and the vehicle sputtered and the vehicle just stop running. The vehicle was taken to the vehicle to the dealer and the dealer could not duplicate and the dealer has advise her that they could put a computer in the vehicle so while driving the vehicle so it could record the issue. She states that she refuses to due this. She states that she does no longer wants the vehicle she wants her money back.

Agent contacted the dealer 44548 and spoke to Fred the Service Manager who states that the issue has not been duplicated. He states that a computer had been put on the vehicle and drove for over 300 miles and could not get a code and the advised the customer to let them put the this in the vehicle while the customer drives it to try to record this issue and the customer refused and has refused to pick up the vehicle . 3/3/07 at 1423 miles the vehicle quit running out of fuel. Stalling issue not duplicated and no codes.

3/23/07 at 4052 miles the issue with stalling no duplication and no codes found.

4/02/07 at 5065 miles the issue with stalling no duplication and no codes found no TSBs Star was contacted. Flashed the PCM.

4/24/07 9000 miles the issues with stalling no duplication and no codes found no TSB and Star contacted.

Agent advised that a direct to dealer would be sent. Fred took the cair number.

He states that the customer does not want any further attempt to repair the vehicle.

Agent informed the customer that the file would be forwarded to the dealer to get the appropriate parties involved in repairing the vehicle per the terms of the warranty or a resolution on the issue. Agent provided the reference number.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to ?Fred Service Manager? to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: ? ? ? ? ?

 REASSIGNED TO BC/DLR 63 44548 05/03/07 17:28 O 16267003

Customer states that she would like to know who long it would take the case manager to contact her. Customer was informed that there is not a time frame that DCX can offer on when a case manager will be in contact with the customer. Customer was advised that the file has already been forwarded to the dealership and that if the case manager does not call the customer with a week or two to call DCX back and we will look into why she has not been contacted by her case manager.

5-7-07 d/m spoke to Mr. Burnett regarding the vehicle. HE stated that his wife is the primary driver and that she no longer wanted the vehicle due to the stalling condition. Since this has been an on going issue with out a clear repair resolution at this time, d/m offered to provide the owner with an MSRP swap. Mr. Burnett stated that he would review the offer with Mrs. Burnett and call D/M back after review. bps1

****D2D CASE MANAGER FOLLOW-UP**** Case Manager NAME: Chris Telephone:
248-944-7220

Writer left message with owner for call back, if needed. Writer will
concur with decision made by BPS1.

5-9-07 replacement template forwarded to ISG for handling. Owner has
been provided with alt. trans while process is being completed. owner
has d/m phone# and will contact d/m should additional info. be needed. bps1

Customer Assistance Inquiry Record (CAIR)#**16268616**

Vin	1J8GA3919	7L [REDACTED]	Open Date	05/04/2007	Build Date	11/03/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/20/2006	Dealer	68337	Dealer Zone	63	Mileage	8,600
Name:	[REDACTED]					Contact Type	TELEPHONE
Address	[REDACTED]					Home Phone	[REDACTED]
	BARTLETT TN [REDACTED]					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Vehicle has stalling concerns.

Customer states that while driving down the road that the vehicle will shut itself off , and all the lights on the dashboard light up and then after a couple of minutes the vehicle starts itself back up. customer states that she took vehicle to dealership and they were not able to duplicate issue, but that she has owned the vehicle for 5 months and this has happened approximately 6 times. Agent advised to return to the dealership if it happens again and that concerns have been documented.

Customer Assistance Inquiry Record (CAIR)#**16269964**

Vin	1D8GT28KX	7W	Open Date	05/04/2007	Build Date	10/14/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/27/2006	Dealer	44403	Dealer Zone	66	Mileage	18,101
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	CLEWISTON FL					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner sends in MVDN card mailed CERTIFIED MAIL received 05-04-07 Please Respond to the owner complaints listed ASAP. Please review the noted issues On this file and contact the owner and resolve the file per state lemon law Demand requirements. Please advise the owner of the outcome on all issues noted on this complaint. OWNER COMPLAINS VEHICLE SHUTS OFF AT HIGHWAY SPEEDS

*****ORLANDO BUSINESS CENTER RECEIVED MVDN 5/7/07*****
SEE ABOVE CONCERNS.

5/8/07 SPOKE TO OWNER. ACKNOW. REC. OF MVDN. OWNER CLAIMS THAT 2X IN 16,000 MILES VEH SHUT DOWN WHILE DRIVING ON HWY. AND THEN IT JUST RESTARTS ITSELF. OWNER WILL DROP VEH OFF AT HAMPTON CDJ ON 5/24/07. SENT APPT LETTER TO OWNER/DEALER. SPOKE TO TECH/MVW1 WHO STATES THAT THE TIPM _ MODULE NEEDS TO BE REPLACED. INFO HAS BEEN RELAYED TO DEALER AND DM. REASSIGNED CAIR TO DM SW69

5/24/07 RCH6 owner brought vehicle to dealer stating that she was driving a t 60 MPH and the vehicle shut off. She pulled over on the side of the road and the vehicle restarted all by itself. Dealer was instructed by Mark Wis do, tech advisor, to put a front controller in the vehicle.

5/24/07 dealer found the owners at the storage lot taking pictures of their vehicle after closing. David Hegley, general manager, asked the owners why they were doing this and they said they wanted pictures of their vehicle. The owner also stated the the DM was rude to them during the questioning co ncerning the vehicle shutting of and restarting all by itself, as this cann ot happen. The owners were not satisfied with the statement that the restar t, in gear, could not have happened, as they stated they did nothing but pu ll over to the side of the road and wait a couple of minutes and the vehicl e restarted all by itself.

Note: The vehicle will only start in the park or neutral position of the ge arshift lever and only with turning the key or using a remote start that th e vehicle does not have. The start and the run circuit are also separate an d will not work by the driver doing nothing.

DM instruct the dealer to place the vehicle inside every night as it was fo und very strange that the owners were taking pictures after hours.

5/25/07 RCH6 dealer replaced the front controller and road tested vehicle.

5/30/07 OWNER HAS BEEN CONTACTED TO PICK VEH UP. SPOKE TO ANDY/SM REQ ALL WRO FOR FILE SW69

_6/4/07 SPOKE TO OWNER, VEH IS OPERATING AS DESIGNED. SENT FU LETTER. CAIR CLOSED SW69

Customer Assistance Inquiry Record (CAIR)#**16272335**

Vin	1J4FA5416	7L	Open Date	05/07/2007	Build Date	11/21/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/08/2006	Dealer	26046	Dealer Zone	51	Mileage	8,300
Name:						Contact Type	E-MAIL
Address				APT 152	Home Phone		
	WAUKESHA WI				Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Alleges vehicle has stalling issue.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Engine Stall

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

I have had an issue with my jeep stalling on two occasions. The first was at approximately 3000 miles while the second was at approximately 6000 miles. What happens in both is the engine (transmission) and electronics (radio, dash lights, interior lights etc) completely shut down and power up in what seems to be seconds and resume what it was previously doing. The first happened while driving 75 MPH down the interstate the second happened while driving 5 10 MPH in a parking lot. When I contacted my dealership of purchase they had never seen this issue (approximate 3000 miles). After the second occurrence (approximate 6000 miles) I was getting service done for an ABS recall and they could find nothing on the computer system in the vehicle. Then was told since it was not a recorded event nothing could be done because only recorded events (by the computer) could be serviced. Further tests would require days to troubleshoot and work out. The first time I passed it off as a simple glitch, the second time I was concerned but from the service department it sounds that nothing can be done. I am concerned that I am nearing 9000 miles and could this happen again? In addition as for passing this off as a simple glitch, this seems to be a glitch that many other 2007 JK Jeep owners are having and all are finding a solution not available (since the computer can not recreate the problem). My question is have many jeep owners been reporting such an issue? Is there anything that can be done to fix this? In closing my I am very happy with the jeep and look forward to purchasing more from it legendary line of products, I just want to know I'll be safe and count on the vehicle when I need it. Thanks for your time in reading this email,

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center. We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

*****END OF RESPONSE*****

CUSTOMER'S REPLY:

Today while driving at 60 MPH at approximately 8886 miles the same situation happened again. The vehicle lost power, turned everything off (engine, radio, dash etc) and powered off. With this the loss of power steering was apparent (which could have caused a serious accident). Can I

and the local dealership speak to anyone about this issue to attempt to find a solution? As in the past this issue will probably not show up on the on board computer sensors, but is just as serious as if it does. [REDACTED]

*****END OF EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2007 Jeep Wrangler. I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option. Thank you again for your email.

*****END OF RESPONSE*****

Customer calling back in about the issue with vehicle losing power. He stated that at 3,000 miles he was driving 35 miles an hour and the vehicle just shut off for 3-5 seconds and then turned back on. He then stated the vehicle did the same thing at 6,200 miles while in a parking lot driving 5 miles an hour, and once again at 8,800 miles while driving 60 miles an hour on the highway. Customer then stated that this has now become a safety concern that he would like Chrysler to assist him with getting resolved. Agent then contacted the dealer and spoke to Mike in service. Mike stated the vehicle did come in once before with the customer concern for the vehicle losing power, but the dealer could not duplicate the issue. Agent advised Mike that a direct-to-dealer CAIR would be sent, and the customer will be advised to make an appointment. Agent then asked Mike if the dealer had contact STAR or placed a co-pilot on the vehicle and Mike stated that the dealer has not done either. Agent then requested that Mike contact STAR when the customer comes in if he can not get a co-pilot. Agent then informed the customer that a file is being sent to the dealer and to Chrysler to get higher parties involved with the issues she is having with the vehicle. Agent also informed the customer that a case manager would be assigned to this file to do a follow up with her on what is going on with her vehicle. Agent then advised the customer to contact the dealer to make another appointment and he stated he has an appointment next week.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Mike to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 51 26046 05/10/07 16:26 R 16272335

*****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: Chris Telephone: 248-944-7220

left message with owner for call back.

*Contact Date:05/21/2007

Service Manager at the dealership has closed the Cair# 16272335

Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 5/21/2007 AT 11:47:938 R 16272335

Owner called and states dealer was unable to duplicate and gave him the vehicle back. Owner upset since he almost got in an accident and communicates on jeepforum.com. Writer will provide rental.

Spoke with Dave-SA and he states he has no codes and has not heard of any other Jeeps with this issue.

sent email to BKR3 to see if STAR has heard of concern.

Customer Assistance Inquiry Record (CAIR)#**16274933**

Vin	1D8GT58K1	7W	Open Date	05/07/2007	Build Date	10/09/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/02/2006	Dealer	44327	Dealer Zone	66	Mileage	12,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BIRMINGHAM AL					Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	Customer states address changed.
Product - Electrical - TV/DVD - Intermittent or Inoperative - Video	Customer states that DVD player broke.
Product - Wheels and Tires - Wheel Covers - Noisy - Unknown	Customer states that hub caps were popping.
Product - Wheels and Tires - Tires - Other - Unknown	Dealer replaced tires.
Product - Drivability - Unknown - Other - Default	Everything went dead in vehicle for second.

Customer states address changed and agent updated address. Customer states that hub caps were popping and dealer ordered new tires. Customer states that DVD player broke which was ordered and replaced. Everything went dead in vehicle for second and came back on a month ago. Customer brushed it off as maybe him pushing vehicle into neutral. Dealer did not look at vehicle for concern. The other day everything went dead in vehicle for second time and came back on when wife was driving vehicle. Wife is terrified and no longer wants vehicle. Called Service Manager Jack who stated that repair attempts are as follows: On 11/20/06 at 503 miles checked for clicking noise in wheels but there was not a fix at that time. On 4/9/07 at 6,243 miles for radio which was replaced. Vehicle is currently in now for shutting off but they are currently in diagnostics. Advised customer that based on repair information provided by dealer he would have to continue working with dealer to get out of vehicle. Advised information will be forwarded to get additional parties involved for resolution of concern and case manager will be following up with customer. Provided reference number to customer.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Service Manger Jack to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION:

REASSIGNED TO BC/DLR 66 44327 05/07/07 10:36 O 16274933
REASSIGNED TO BC/DLR 66 44327 05/09/07 17:11 O 16274933
****D2D CASE MANAGER FOLLOW-UP**** Case Manager NAME: Matt Telephone:
248-944-7273

Called dealer and spoke to Jack, service manager. He states the vehicle is repaired and ready to be picked up. States the intermittent stalling issue has been repaired.

Will follow up with owner to determine if vehicle is operating properly. Owner won t have vehicle back until this evening.

*Contact Date:05/11/2007

Dealer 44327 has updated the mileage to 7761.

Service / Parts Director at the dealership has closed the Cair# 16274933

Warranty repair has been documented on Repair Order#573045

CAIR RETURNED FROM DEALER ON 5/11/2007 AT 02:12:613 R 16274933

RECALL CONTACT

Customer called concerning previous issue. He no longer wants the vehicle. Agent the customer to case manager Matt.

Received call from owner. He states that he picked up the vehicle from the dealer on 5/11 and he is very pleased with the dealer s service department.

The vehicle didn t stall again, but another electrical problem occurred. States that the TPM light came on while he was driving it, but the tires had full pressure in them.

Owner concerned about vehicle s overall safety.

He will return the vehicle to the dealership for another repair attempt.

Should owner need a rental vehicle, DCX will reimburse him up to 5

days/40.00 day.

Owner pleased.

Received call from owner. States that when he turned vehicle off and then went into the store, he came back and the instrument panel was illuminated and the DVD movie was playing---however the vehicle was turned off.

Owner is getting concerned about ongoing electrical concerns, but will return to the dealership again for another repair attempt.

Doesn't want to file for lemon law, but thinks he's close to his state's requirements.

Owner states he'll continue to monitor situation and have the dealer diagnose vehicle's condition.

No further action needed at this time. Owner has agent's direct line for contact.

Received call from owner. States that vehicle has experienced the tire pressure warning lamp on and ESP light on again, and the vehicle cutting off and then restarting itself while driving down the road. Owner states the radio turned on and the horn honked when he tried to unlock the doors with the key fob.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance

(district manager/zone/STAR) in an attempt to resolve

customer's concern. Please update with final resolution. Thank you.

Customer Assistance Inquiry Record (CAIR)#**16275304**

Vin	1J4FA2410	7L	Open Date	05/14/2007	Build Date	09/27/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/08/2006	Dealer	C1550	Dealer Zone	22	Mileage	7,800
Name:						Contact Type	E-MAIL
Address				UNIT 5	Home Phone		
	HALIFAX NS				Country	CANADA	

Product - Engine - Unknown - Defective - Default	Block heater
Corporate - Special Programs - Default - Default - Default	Mopar

***** EMAIL BRIEF DESCRIPTION CONTENT *****

my jeep is a lemon

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

well im not a happy jeeper right now on april 26 i was on the highway on my way to elmsdale to change tops and store my hardtop when i come off the exit the tempiture light came on pulling off the highway shutting it down i coasted to a stop it would not restart so i call roadside they then tow it to dartmouth dodge where they find the block heater has blown out of the engine bloc causing it to loose all its coolant so 5 days wait for the part and a rental car were arranged fine with that get went in the following monday morning to see if the part had arrived to no avail so the next day i call to see if it had come in now they are telling me its goin to be 10 to 15 days for the part as its back ordered so fine with that still have the rental fill it with gas thinking iom goin to have it for a while the next morning i get a call telling me my jeep is ready after spemnding 80.00 to fill a jeep that only had a 1/4 tank of gas when i took it for rental is now full im out 80.00 get my jeep back they say nothing is wrong with the engine this is all hapening on wed may 2nd now thursday i notice a little rattle when i start it up shut it off and it wont do it again until its been sitting for a while sounds like something internal to me friday go to work and when i start it puff of blue smoke comes out the tail pipe sat the same thing also it has stalled on me a few times while stoping at intersections giiving it a push oin the gas pedal still dont help it just dies in the middle of the road so it is now monday may 7th and the jeep is again at a dealer getting looked at again i have a rental i am really starting to wonder if i made a good choice on buying this if it is not fixed properly this time you can be assured that you will hear about what will happen with 8000 km a a car i do not feel that there should be engine troubles and if there is it should be replaced not fixed with a bandaid thats what i feel is happening right now im not happy with this jeep and would of rather not had purchased it at all im a first time jeep owner and so far im not impressed my father inlaw once baught a mazda truck had some same problems he took the truck parked it on the street in front of the dealerships and hung lemons off the side of it maybe its what i have to do to get some satisfaction it seems if you call you never get to talk to someone that can do anything all they can do is say sorry for mishap and talk to your servise advisor at the dealership hopefully someone will actually get this that can do something about it if not its off to sobeys i go for a box of lemons

5/14/07 mah76 Email reply:

Dear Ms. [REDACTED]

We have received your email from May 7th, 2007 regarding your disappointment with the repairs that are being completed on your 2007 Jeep Wrangler.

We certainly regret to learn of the situation that has prompted you to contact us. It is never possible to predict the service requirements of a particular vehicle. As the manufacturer, we offer the assurance that there will be no hesitancy on our part to comply with the terms of your warranty, or to provide technical support to the dealer during repairs. Although any dealer may offer general information regarding a vehicle repair, the confirmation of warranty coverage requires an actual vehicle inspection. For this reason, the diagnosis of the servicing dealer only is the authority to determine the entitlement of warranty assistance. We have documented your concerns regarding the block heater in your vehicle for internal review as part of our ongoing efforts to improve both our products and our Customer One philosophy. As such, we

appreciate the time that you took to advise us of your current situation. We have mailed you a \$50.00 Mopar coupon that can be used towards the purchase of Mopar accessories that are specifically designed to fit your vehicle. For more information on Mopar accessories, please visit www.mopar.ca.

May we take this opportunity to thank you for your DaimlerChrysler purchase. We certainly hope you enjoy your vehicle for many years to come.

Customer Assistance Inquiry Record (CAIR)#**16276483**

Vin	1J4GA3914	7L	Open Date	05/07/2007	Build Date	07/19/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/04/2006	Dealer	23841	Dealer Zone	66	Mileage	6,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	TUSCALOOSA AL					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states the vehicle dies while in operation.
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****Recall Contact****

Customer states that he has had several issues with his brand new vehicle. Customer's main issue right now is that the vehicle dies while in operation. Customer states how disappointed he is that these issues are arising. Customer states that he will not buy another vehicle from DaimlerChrysler. Customer states he would like the vehicle to be bought back by DaimlerChrysler. Agent transferred customer to DCCAC for further review per KTW13.

Customer called in stating that his vehicle is currently stalling at various times without warning. The customer states that he has had the vehicle at the dealership one time previously for the same issue. The agent spoke with Perry the fixed operations manager at dealer 23841 who told the agent that customer has no record of the vehicle ever being to the dealer for a stalling issue. The fixed operations manager also stated that when the customer was at dealer last on April 9 the customer stated that there were no issues with the vehicle and that all was fine. Agent notified the customer to take the vehicle back to the dealer for recheck and the file will be forwarded to dealer to assist with fixing vehicle.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Perry to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

REASSIGNED TO BC/DLR 66 23841 05/07/07 14:41 R 16276483
*Contact Date:05/09/2007

Assistant Service Manager at the dealership has updated the Cair# 16276483
An appointment has been set with the customer.

Customer seeking an update and no one has contacted him. Customer states this is a safety issue and would like a call as soon as possible. Agent advised customer the file was sent to the dealership to get all parties involved and will be followed up with a case manager.

REASSIGNED TO BC/DLR 66 23841 05/09/07 17:12 R 16276483
*****D2D CASE MANAGER FOLLOW UP***** Case Manager: Lee Phone: 248-944-7156
*Contact Date:05/10/2007

Service Director at the dealership has closed the Cair# 16276483
After review of the request for assistance, it was determined that assistance was not merited.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/10/2007 AT 11:17:027 R 16276483

* Writer called dealer and spoke with Service Manager (SM) Kathleen. She said they declined to work on vehicle and District Manager (DM) supports the decision.

LMW 5 reviews this with EJW - Appears there are differences between the owner and dealership. If customer calls back have him call me direct - [REDACTED] - Thanks.

Customer calling regarding stalling issue and complains that the dealership has been unresponsive. Per previous narrative, provided customer contact information for EJW, and transferred customer to that number. Provided customer reference number. Customer looking for update.....EJW contacts CR Manager in BC66 - Will contact DM and get back to EJW.
DM indicates this dealership has never worked on this vehicle for a stall

issue. The last time owner called for an appointment he was very abusive to SA and used foul language. He showed up for his appointment by parking vehicle in front of showroom with 'lemon law' signs on vehicle and was again very abusive to any dealership personnel he came in contact with. The dealership management asked owner to remove signs and behave in the proper manner and they would address his concerns or he could leave. The owner left.

Customer calling wanting to speak to Edward, Case Manager, and wants to be transferred to number, due to long distance. Customer alleges he took vehicle to Locklear and they reprogrammed the vehicle last week and it still shut off. Customer took vehicle to Birmingham Dealer and they have solved the issue. Customer states he has a certified letter from Chris Locklear that says if customer or his wife set foot on dealer premises, Chris Locklear will have them arrested and he does not want to work on the vehicle anymore. Customer states dealer is far and has put 100 miles on his vehicle and 100 miles on his dad's vehicle to go to dealer. Agent transferring to Case Manager number.

Update - appears stalling issue is resolved - completed by another dealer - now temp gage is not reading correctly. Don Drennon is current dealer and has been working to resolve these issues. Given customer's repair history - DCCAC will reimburse 548.00 for a month's car note. Provided direct address for reimbursement.

Customer Assistance Inquiry Record (CAIR)#**16278101**

Vin	1D8GT58KX	7W	Open Date	05/08/2007	Build Date	12/09/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	03/08/2007	Dealer	60266	Dealer Zone	66	Mileage	1,800
Name:						Contact Type	E-MAIL
Address						Home Phone	
	HILTON HEAD ISLAND SC					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer sent email regarding issue with stalling.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Brand new NITRO shuts down at night on long, dangerous, highway.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Email states:

May 4, 2007, I was traveling from Charleston, SC to Hilton Head Island, at night on a difficult, stretch of highway. Travelling about 60 mph, in the dark, all the dashboard light flashed on then everything, EVERYTHING, shutdown. I coasted for about 30 seconds, negotiating the highway, in the dark. I called the dealer the next day, Saturday, and they told me to bring it in Monday, today. I took it in at 7 AM. After work, I went to the dealership to find out there was nothing they could do. They said they couldn't find anything wrong with it. I am so very disappointed. I know you will make this right. When is it going to cut out on us again? And will live to write you about it? Please help with this very SCARY situation!

*****END OF EMAIL *****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2007 Dodge Nitro. I regret the problem your Nitro has experienced with stalling and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized Dodge dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with Chrysler Group vehicles. Should your dealer require factory assistance, it is available through the regional Business Center. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option. Thanks again for your email.

*****END OF RESPONSE*****

Email states:

I have 'owned' the Nitro since March 07, approximately 5 weeks. Your advice to seek out a different service department (which is at best 1 hour away) is not a satisfactory option. The Nitro, for all practical purposes, is brand new. I should not have to use MY time, energy, and frustration, to make it right. Since the problem (May 4), I have done research, and this is a problem that has recurred with other new Nitro owners. And I repeat, I have already taken it to the local dealer's automotive department. The managing mechanic said they could not find the problem. Please contact me and cc Hilton Head AutoMart, Bluffton, SC, with a solution to the defect. Thank you.

*****END OF EMAIL *****

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2007 Dodge Nitro. We regret that you are still experiencing problems with your Nitro. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized Dodge dealership. If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents. Thanks again for your email.

*****END OF RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**16279081**

Vin	1D8GU28K4	7W	Open Date	05/08/2007	Build Date	10/02/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	12/27/2006	Dealer	44664	Dealer Zone	32	Mileage	5,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FITCHBURG MA					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	TIER III REFERRAL.
Referral - Other - Default - Default - Default	Transferred for further review.

Special Investigation related contact - Escalated to Tier 2 Internal per SMD54.

Customer transferred to the internal Tier 2 escalation line for further review of concern. Caller states the dealer has worked on her vehicle twice now for stalling. Caller states the during driving conditions the vehicle stalled out & hit a curb damaging two rims on the passenger side before. Caller states this morning, during driving conditions, the vehicle stalled out, and he hit an embankment and tipping the vehicle on it s side. Caller states her husband was not hurt.

COIN Updated & CAIR reassigned to 82S

Contact:

Caller alleges vehicle accident due to stalling repair concerns. Caller also requested a complaint documented against dealer 44664. Caller states upon notification of the incident the dealership was not very empathetic. Agent informed caller her complaint would be recorded and internally reviewed. Agent informed caller to have the following information available when the specialist contacted her as soon as possible-

Name of insurance company, claim (or policy) number, contact and phone number.

Whether or not law enforcement and/or fire department showed up and report number.

Exact location of the vehicle and a telephone number for contact at that location.

Agent reassigned to 82H for further handling.,

5/10/07. CALLED OWNER WHO SAID WE CANNOT LOOK AT CAR. ADVISED THAT THAT SHOULD THINGS CHANGE, PLEASE CALL US BACK WITH THE VEHICLE LOCATION. CLOSED CAIR.

Customer Assistance Inquiry Record (CAIR)#**16279626**

Vin	1D8GT28K4	7W	Open Date	05/08/2007	Build Date	08/16/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/17/2006	Dealer	59156	Dealer Zone	63	Mileage	13,500
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HOUMA LA					Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Is asking if warranty covers rental?
Product - Drivability - Unknown - Hesitation/No Power - Default	States that while driving vehicle dies.

Customer states that her vehicle is at the dealer for a issue of while driving it will lose power and die, and she is asking if warranty covers rental? Agent informed the customer that the warranty does not cover rental unless there is a service contract that provides rental. Customer states that she purchased a service contract when she purchased the vehicle from the dealer. Agent advised the customer that the system does not show that she has a contract with Chrysler and advised her to speak with the Finance Manager for the provider of her contract.

Customer Assistance Inquiry Record (CAIR)#

16280924

Vin	1D8GT58K2	7W	Open Date	05/08/2007	Build Date	10/11/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/11/2006	Dealer	43928	Dealer Zone	63	Mileage	7,776
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	HOUSTON TX					Country	UNITED STATES

Product - Engine - Unknown - Defective - Default	Customer has a stalling issue. Needs help for repairs.
Product - Electrical - Radio/Spkr/Clock/Antenna - Defective - Default	Radio changes CD's constantly.

Customer is calling in seeking assistance with his vehicle repair. Customer stated the vehicle is stalling out and it does not seem to matter what speed or temperature. Also, the vehicles CD player will not stop changing the cd. Vehicle has been looked at but the dealer could not duplicate the issue. Agent contacted the dealer 43928 and spoke to Lonnie the service advisor. Service manager was at lunch. Lonnie advised it was in there in January and it was the stalling issue and CD player issue. Lonnie stated they looked at it but could not duplicate the issue. Agent advised of D2D.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Lonnie to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: ()

() #####

REASSIGNED TO BC/DLR 63 43928 05/08/07 14:16 O 16280924

*Contact Date:05/10/2007

Service Director at the dealership has updated the Cair# 16280924

An appointment has been set with the customer.

D2D CASE MANAGER FOLLOW-UP Case Manager NAME:Robert Clark/
 Telephone:248-944-7132*

5/11/07 Writer called the customer and provided my name and direct number.

5/14/07 Writer called the Service Manager Chad who advised that the vehicle is in and he will call me after the diagnosis.

5/17/07 Writer called Lonnie in service who advised that diagnostics have been done and STAR was contacted. Lonnie advised that the ignition switch was replaced and the vehicle will be test driven. Lonnie advised that the stereo concern is considered normal. SM will update the CAIR when this is concluded.

5/17/07 DM/PPB has sent Srv Director/Chad Speich email requesting an update

*Contact Date:05/18/2007

Service Manager at the dealership has updated the Cair# 16280924

The vehicle has been diagnosed.

5/18/07 DM/PPB reviewed with SM/Chris Dangerfield. Vehicle has DVD/RSV factory option. With this option, once the DVD/RSV has activated, the turn table for the CD/DVD in the radio head will operate until power is turned off. System is designed this way so passengers in rear may watch movies at same time front seat passengers may listen to music/radio functions. Owner has been advised conditon is normal.

5/19/07 CAIR closed.

Customer Assistance Inquiry Record (CAIR)#

16281651

Vin	1J4FA541X	7L	Open Date	05/09/2007	Build Date	10/06/2006	
Model Year	07	Body	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/18/2006	Dealer	23153	Dealer Zone	32	Mileage	3,400
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	OCEANSIDE NY					Country	UNITED STATES

Product - Drivability - Unknown - Poor Idle Quality - Default	
Product - Drivability - Unknown - Stalling - Default	

** 82B REFERRAL *****

Customer writes again, states he is still having problems with:

- 1) intermittent shuddering/violent vibration feeling that occurs consistently at 40 mph
- 2) on 3 different occasions / under different driving conditions both high-way and non-hwy speeds the vehicle experienced a 'electronic Stall' all electrical systems shut down Radio/headlights / RPM s increased and vehicle remained uncontrollable.

Customer wants these items repaired.

I need dealer to call customer and get him in and do a diagnostic check of system.

***** ATTENTION SERVICE MANAGER *****

If needed, please seek technical assistance (district manager/zone/STAR) in an attempt to resolve customers concern. Please update with final resolution

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer s concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 32 23153 05/10/07 12:39 O 16281651

*Contact Date:05/10/2007

Service Director at the dealership has closed the Cair# 16281651

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 5/10/2007 AT 04:52:601 R 16281651

REASSIGNED TO BC/DLR 32 23153 05/10/07 16:55 R 16281651

05.10.07 - Please attempt contact again, as both numbers are good.

REASSIGNED TO BC/DLR 32 23153 05/15/07 11:57 R 16281651

*Contact Date:05/24/2007

Service Director at the dealership has closed the Cair# 16281651

After repeated attempts the dealer was unable to contact this customer.CAIR closed pending further contact from the customer.

CAIR RETURNED FROM DEALER ON 5/24/2007 AT 06:46:225 R 16281651

Customer Assistance Inquiry Record (CAIR)#**16282005**

Vin	1D8GU28K2	7W	Open Date	05/08/2007	Build Date	09/25/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	02/19/2007	Dealer	23468	Dealer Zone	35	Mileage	2,800
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	JEANNETTE PA					Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	States a wiring harness was replaced.
Corporate - Lost Customer - Default - Default - Default	States he will not buy another Dodge.
Product - Unknown - Unknown - Stalling - Default	States the vehicle shut off and started back up driving down the road.

Customer seeking to document a complaint on the vehicle. States the vehicle is junk and the vehicle has been in the dealer 23468 four times. States he is very dissatisfied with the product. States that the first day that he had it the light would not go off and it showed door ajar. States a wiring harness had fell on the exhaust and had to be replaced. States the vehicle shut off on him going down the freeway. Customer states that this is the biggest Lemon he has ever owned. Seeking to express his concerns and disappointment with the vehicle. States he is working with the dealer to get out of this vehicle. States the dealer has been great with him. States he will not buy another Dodge. Agent advised customer that complaint has been documented.

Customer Assistance Inquiry Record (CAIR)#**16282023**

Vin	1J4GA3912	7L	Open Date	05/08/2007	Build Date	01/17/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/24/2007	Dealer	26750	Dealer Zone	63	Mileage	3,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	ROGERS AR					Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	Customer reports almost all warning lights on.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer reports engine hesitation.
Product - Drivability - Unknown - Stalling - Default	Customer reports engine stalling.

Customer complains that he recently purchased this vehicle and cannot drive it because it has been down awaiting parts since it was new. Customer states it is awaiting a wiring harness. Called dealership and spoke to Parts Manager Darren who advised that the part is 04801605AF. Checked GPOP which shows that the part has been released to the PDC. Agent accidentally released call. Called customer back and left message on voice mail to advise that the part has been released to the PDC and should arrive at the dealership within a few days.

Customer calling back in stating that his previous call was lost. He stated that he was informed by the dealer that the part will not arrive until 5/16/07. Agent contacted the dealer and spoke to Davis in service who stated that the dealer contacted STAR about the customer issue after the vehicle was there for a week, and they were informed first to replace the transfer case, and then advised there was a new TSB placed out for the engine wiring harness. He states the STAR gave his tech the part number, and his part manager ordered the part. He then stated his parts manager has informed him the part is on national back order, but has been released. He states the estimated time of delivery to the dealer is on 5/16/07. Agent then advised the customer that the part should be arriving to the dealer on the 16 of this month, and since the part has been released there is nothing further that Chrysler may do. He then wanted to know why the part was not over nighted to the dealer. Agent advised the customer the part was ordered on everyday handling, and this takes longer for the part to arrive. He then stated that he wanted the part mailed out on next day delivery even if the dealer has to cancel the order or just order another part as well. Agent advised the customer that if the part is cancelled and then placed on a special handling order there is no way to guarantee the part would get to the dealer sooner then 5/16/07 due the part being on national back order. Agent then advised the customer that if the dealer chooses to order another part on special handling for him that would be between him and the dealer, because the dealer would have get authorization to order another part, and if the part did not arrive before the 16 of May then that would be per the request of the customer to order another part. Customer then stated he would just contact the dealer.

Customer Assistance Inquiry Record (CAIR)#**16287120**

Vin	1D8GT28KX	7W	Open Date	05/09/2007	Build Date	10/09/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	10/29/2006	Dealer	43436	Dealer Zone	71	Mileage	11,610
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	CASTAIC CA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Vehicle stalling.

Customer states that the vehicle has been to the dealer two times for a stalling issue and the dealer has not been able to fix the issue and have not been able to diagnosis the issue. Customer is seeking assistance with a rental vehicle or if she rents one can she be reimbursed for the rental.

Agent contacted the dealer 43436 and spoke to Ryan Service Manager who states that the vehicle was brought in this afternoon. Vehicle has not been diagnosis yet. He states that the vehicle has been brought in two other times for the vehicle not starting and no diagnosis was made due to could not duplicate.

Agent informed customer that at this time we would have to wait until the vehicle has been diagnosis. Agent informed her that once the vehicle has been diagnosis that she could contact DCX back and we would be happy to look into possible assistance with rental. No guarantee has been made for rental. Per RDD41.

Agent provided the reference number.

Customer Assistance Inquiry Record (CAIR)#

16287277

Vin	1J4GB3916	7L	Open Date	05/10/2007	Build Date	12/07/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/27/2006	Dealer		Dealer Zone		Mileage	5,539
Name:						Contact Type	E-MAIL
Address						Home Phone	
	GRAND SALINE TX					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle stalls.
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**** EMAIL BRIEF DESCRIPTION CONTENT ****

Second time engine stalls driving at 70 mph for apx 4 seconds and then resumes. no power steering, brakes and all dash lights on then regains functions to run. Raining with headlights on, ac, wipers and radio on. No codes are stored so how can you fix? I t

**** END EMAIL BRIEF DESCRIPTION CONTENT ****

Today in the rain was the second time this vehicle has stalled but at 70 MPH and left the road in the rain. lucky us we lived with no accident and continued home with only mud all over. I called Allstate and asked for them to help me figure this out and they have heard of these problems from others. I filed another complaint with the NHTSA.GOV along with 40 or 50 others with the same problem all 3.8 v-6 engines?. I have also forwarded Allstate insurance with copys of all these complaints from others. No stored codes and cannot duplicate the problems at dealers and your on your own. Typical Chrysler answers. Please figure this problem out so I can enjoy my Jeep that I really like but Have concerns for my familys safety.I do not have days and weeks to take off of work to have dealers tell me no stored codes. I purchased this from a country dealer that I would not trust to put gas in it. I hope that Chrysler can stay in business long enough to fix this. We should have purchased a Toyota for quality, safety and service. Sorry to be so blunt bet i want action not I have never seen this problem with any others.

**

Dear [REDACTED]:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding a stalling concern with your 2007 Jeep Wrangler.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

Customer has not been to a certified dealer.

Customer Assistance Inquiry Record (CAIR)#**16287297**

Vin	1J4GB3916	7L	Open Date	05/10/2007	Build Date	12/07/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/27/2006	Dealer		Dealer Zone		Mileage	5,539
Name:						Contact Type	E-MAIL
Address						Home Phone	
	GRAND SALINE TX					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle stalls.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Commander stalls and so does my new wrangler

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

This is just a follow up of my first email to Chrysler. 5/1/07 the NHTSA has lunched an investagation on stalling on 06-07 Commander (Bloomberg.com). It sounds just like my 2007 wrangler. I guess the reason I am so pissed off is that the truth is, the problem has not been found yet. I am very understanding being an electronic tech about these things but have no time to drive back an forth to a dealer with no problem found. If I do not see some type help or just say we are working on a fix soon instead of dealers and customers being left in the dark, It will be time for media and Insurance companies to get involved with this serious safety issue.This includes more than just commanders and wranglers i am sure. Just tell me your engineers are working on a fix instead of wasting my time with days of no problem found every accident free 2500 miles of stalling/restarting with no codes stored.

Dear [REDACTED]:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding a stalling concern with your 2007 Jeep Wrangler.

We suggest that you give your local Jeep dealership the opportunity to assist you.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction and trust you will understand our position.

Thank you again for your email

Customer has not been to dealer.

Thank you for your time and I did contact the dealer this morning. The dealer was honest about the problem and also aware of this with other Jeep models to. There is no way to fix it until it can be duplicated in the shop. Customers need to continue to contact and file safety complaints to the NHTSA.GOV to get DaimlerChrysler to remove these unsafe vehicles from our roads until a fix is available for the safety of our highways.

Dear [REDACTED]:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding a stalling concern with your 2007 Jeep Wrangler.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention.

Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your

expectations have not been met. Please accept my apology for the problems you have experienced. DaimlerChrysler Motors Corporation is continually striving toward the goal of providing the best possible vehicles. We have cut costs and invested time, money, and other resources in a concentrated effort to maintain the process of quality improvements. Thank you again for your email.



Customer Assistance Inquiry Record (CAIR)#**16288854**

Vin	1J4GB3916	7L	Open Date	05/10/2007	Build Date	12/07/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/27/2006	Dealer	44911	Dealer Zone	63	Mileage	5,539
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	GRAND SALINE TX				Country	UNITED STATES	

Corporate - Dealer Information - Default - Default - Default	Agent referred customer to dealership 45100
Product - Unknown - Unknown - Stalling - Default	Vehicle is stalling.

Customer states that he vehicle has been stalling, and he was run off the road last night, at 70 miles per hour, due to the vehicle stalling. Customer states that a friend of his that works for DCX could not find any codes, but he has not taken the vehicle to a dealership for diagnosis. Customer states that he has already filed a claim with NHTSA, and he would like this issue documented with DCX. Agent informed customer that his statements have been documented, and advised him to contact a dealership for diagnosis. Customer requested information on a dealership in his area. Agent referred customer to dealership 45100 customer complied.

Customer Assistance Inquiry Record (CAIR)#**16291092**

Vin	1J8GA3915	7L	Open Date	05/10/2007	Build Date	08/03/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/26/2006	Dealer	60089	Dealer Zone	66	Mileage	8,001
Name:					Contact Type	TELEPHONE	
Address					Home Phone		
	MIRAMAR FL			Country	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Claims the vehicle shuts off while driving
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Customer is having issue with the vehicle stalling at low speeds. Customer states that she has taken the vehicle to the dealership numerous times for this issue but the issues can not be duplicated so the only thing that has been done to her vehicle is a TSB to her PCM. Customer states that she does not want the vehicle anymore and wants to file for lemon law. Agent contacted the dealership first time to forward her file to the dealerships business center to get additional parties involved involved in this issue. Agent spoke with Pete and advise him of what was going on he did not want it to be sent because it was more of a headache to get the file updated. Agent got back on the phone with the customer, she states that she does not want the vehicle anymore and she wants lemon law. Agent contacted the dealership again and Pete advised this agent that the only repair for her stalling issue is they put a TSB download onto the PCM @ 8600 miles on 2/12/2007. Agent advised customer that she needs to refer to her blue and white booklet to get additional parties involved in getting this vehicle bought back or other matters of lemon law. Agent also advised her that she could also contact her state attorney general for further assistance with this issue. Customer understood and states that she does not want this vehicle anymore because she is afraid that something may happen to her son if she continues to drive this vehicle. Agent advised customer that this agent has documented her concerns.

Customer Assistance Inquiry Record (CAIR)#

16293670

Vin	1D8GT28K9	7W	Open Date	05/11/2007	Build Date	11/04/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/10/2006	Dealer	67879	Dealer Zone	63	Mileage	6,669
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BARTLETT TN					Country	UNITED STATES

Corporate - Recall - Default - Default - Default	Advised of no incomplete recalls.
Product - Engine - Unknown - Noisy - Default	States engine made a loud noise.
Product - Drivability - Unknown - Other - Default	States vehicle cuts off.
Product - Drivability - Unknown - Hesitation/No Power - Default	States vehicle dies out.

Customer states vehicle is at dealership 67879 for issues with vehicle dies out, air conditioning would not get cold but now is repaired. States he was driving vehicle the other day the vehicle shut off and then came back on while making a loud noise in engine. States dealer is waiting on information from headquarters for more answers. Contacted dealership and spoke with Service Manager David. Dealer stated they have seen this with other Dodge Nitro s. Dealer states they are going to flash the computer. Dealer stated they have not verified anything at this point. Informed of direct to dealer being sent. Provided information to customer and informed of direct to dealer being sent to get additional parties involved. Provided reference number and suggested customer to continue working with dealership.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to David to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

 Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. Customer was informed they will be notified by letter if a there was a recall on the vehicle using the address on file.

REASSIGNED TO BC/DLR 63 67879 05/11/07 12:14 O 16293670
 *Contact Date:05/11/2007

Service Manager at the dealership has closed the Cair# 16293670
 Warranty repair has been documented on Repair Order#62431
 CAIR RETURNED FROM DEALER ON 5/11/2007 AT 04:48:792 R 16293670
 *****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME:j. sanders
 Telephone:248-944-7141

Agent contacted dealer, spoke with service advisor, Gary states that he flashed the PCM even with not being able to duplicate the concern. Agent contacted owner, left message.
 no contact since message. No further action at this time, owner has agent s contact information.
 dealer closed cair.

Customer Assistance Inquiry Record (CAIR)#**16297331**

Vin	1J4GA3914	7L	Open Date	05/15/2007	Build Date	07/19/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/04/2006	Dealer		Dealer Zone		Mileage	6,500
Name:					Contact Type	E-MAIL	
Address					Home Phone		
	TUSCALOOSA AL			Country	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle stalls.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

This poorly made POS shuts off while driving down the road I m afraid we are going to die in the jeep

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****BEGIN EMAIL*****

What?? Are you going to about this jeep cuting off? I m afraid my family is going to die in itplease contact me soon

*****END EMAIL*****

*****BEGIN RESPONSE*****

Dear Clint:

Thank you for contacting the Jeep Customer Assistance Center regarding the stalling issue with your vehicle.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

*****END RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**16298470**

Vin	1J4GA3919	7L	Open Date	05/14/2007	Build Date	11/04/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/11/2007	Dealer	44816	Dealer Zone	71	Mileage	4,673
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	SACRAMENTO CA					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer stated vehicle has been taken to dealer several times.
Product - Electrical - Speedo/Gauges/Ometer/EIC - Intermittent or Inoperative - Default	Customer stated vehicle has issues with gauges.
Product - Drivability - Unknown - Hesitation/No Power - Default	Customer stated vehicle has no power and stalls at times.

Customer calling in regards to the vehicle having an electrical issue. Customer stated the vehicle loses power and will stall, but it has never been duplicated or diagnosed. Customer stated she is seeking a replacement vehicle because this one is unsafe. Agent contacted dealership, spoke with Lou in service and was informed they have never been able to duplicate the electrical issues with the vehicle. Lou transferred agent to Steven, service manager. Steven stated the vehicle issues have never been duplicated.

02/16/07, 273 miles, vehicle would not go in to overdrive, detent cable routed incorrectly

04/30/07, 4,307 miles, electrical issues with gauges, reflashed computer per STAR

05/07/07, 4,673 miles, at dealership now, but no duplication.

Steven was informed of CAIR number and advised of direct-to-dealer being sent. Agent informed customer of reference number and informed her the file would be forwarded to get additional parties involved in attempting to duplicate and diagnose the vehicle.

DIRECT-TO-DEALER #####
 ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
 Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Steven, service manager, to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED] # #
 REASSIGNED TO BC/DLR 71 44816 05/14/07 11:28 O 16298470
 *****D2D CASE MANAGER FOLLOW-UP***** Case Manager Susan: Telephone 248 944-7057:

Spoke with dealer service manager Steven who states he drove vehicle this morning with the co-pilot on it. States the tachometer jumped up to the red mark and he pressed the button. States they are hoping it recorded and are currently doing diagnostic. States he will update CAIR. Called owner and left message with writers direct line. Spoke with owner who states vehicle is a lemon she would like to trade out. Informed owner writer will document concern but vehicle will be repaired under the terms of the warranty. Explained to owner that dealer was able to duplicate and is hoping to download a reading.

REASSIGNED TO BC/DLR 71 44816 05/16/07 11:52 O 16298470
 Owner left message and stated she is going to file for Lemon Law.
 REASSIGNED TO BC/DLR 71 44816 05/17/07 08:46 O 16298470
 Spoke with owner who feels vehicle is a lemon and wanted to let DCX know. Owner inquiring on any update. Informed owner there is no update at this time but CAIR was updated to document.

*Contact Date:05/17/2007
 Service Manager at the dealership has closed the Cair# 16298470
 Warranty repair has been documented on Repair Order#112718

Customer Assistance Inquiry Record (CAIR)#**16299381**

Vin	1D8GT58K6	7W	Open Date	05/14/2007	Build Date	12/11/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/21/2007	Dealer	42631	Dealer Zone	66	Mileage	3,100
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	JACKSON GA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Vehicle just dies with no warning.
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Owner states the vehicle is at the dealer for the second time right now, for a stalling issue. He states it will just die with no warning. All the dash lights will come on, and the vehicle comes to a sudden stop, like its been hit. The custoemr staqtes the dealer told him they were not going to be able to fix it. The customer s wife is pregnant and he bought this for her to have reliable transportation. Customer wants the vehicle bought back. Writer called 42631 and was told the person working on this vehicle is not in today and writer should call back in the morning.

*****CAIR #16299899*****

Customer has emailed before writer could reach dealer. Agent PLC32 has spoken to dealer and sent a Direct to Dealer CAIR. Writer will close this CAIR, as the customer s concerns are being addressed.

Customer Assistance Inquiry Record (CAIR)#

16299899

Vin	1D8GT58K6	7W	Open Date	05/15/2007	Build Date	12/11/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/21/2007	Dealer	42631	Dealer Zone	66	Mileage	3,500
Name:						Contact Type	E-MAIL
Address						Home Phone	
	JACKSON GA					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Complaint that vehicle has stalled while driving.
Product - Drivability - Unknown - Stalling - Default	Vehicle just dies with no warning.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Vehicle Shutting off while driving

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

April 14, 2007

Trail Jackson GA Landmark Dodge,
 Chrysler & Jeep 6850 Mount Zion Blvd Morrow GA 30260 2007 Dodge Nitro
 VIN#1D8GT58K67W Current Mileage:3500 Date of Purchase: January 2007
 DaimlerChrysler Motors Company, LLC Customer Center To Whom It May
 Concern: Nature of Problem: The vehicle is COMPLETELY shutting off while
 driving down the road. The vehicle will automatically turn back on after
 a minute or so. At the time of this, the vehicle loses all power
 steering and control of the vehicle all of the controls on the control
 panel shut off and the vehicle is NOT running during this time at all.
 This is a VERY dangerous thing to occur while the vehicle is in motion.
 The vehicle also shifts very hard between the first and second gear. It
 is very sluggish to get moving as well in between the shifts of the gears
 before it actually shifts hard. The turn signal is sticking when you do
 not make a complete right hand turn and you have to manually turn the
 signal off. The signal will switch back and forth between left and right
 while the actual bar is in between the right and left signals. After
 flashing your bright lights on and off and fighting with it, it will
 release both right and left signals from signaling. Mileage at first
 visit for problem and how many times vehicle has been serviced for this
 problem: We first noticed the vehicle doing this around the 1000 mile
 mark on the vehicle. It has continued to do so up until this point at the
 3500 miles. We first brought in the vehicle on April 30, 2007 and were
 called by the dealership on April 4, 2007 to return our rental vehicle
 and to bring our Dodge Nitro back into the shop on April 7, 2007 for them
 to continue to try to find the problem of the vehicle. As of today, April
 14, 2007 the dealership can not find the nature of the problem and what
 is causing it. The service Manager of Landmark Dodge has exhausted all of
 his abilities in finding out what is causing this problem and has
 encouraged us to contact Daimler Chrysler by phone. As of this morning on
 April 14, 2007 I have spoken with someone and I am now documenting on
 paper a notification of these incidences. Other Notes: This is not the
 only incidence of a 2007 Dodge Nitro having the SAME problem. I have a
 co-worker that bought her vehicle a week after I did and she has hers in
 the shop NOW for the same problem of the vehicle shutting off. On the
 Landmark Dodge webpage there are TWO other postings from customers
 describing the same problem with their Dodge Nitro. Thank you,
 Free

*****End of Customer Email*****

Called dealer 42631 and spoke with Service Manager, Paul. He states that
 vehicle has been driven 250 to 300 miles and they have not been able to
 duplicate issue. Informed him that because concerns are unresolved a
 Direct to Dealer CAIR would be sent.

Email states:

Thank you for contacting the Chrysler Group Customer Assistance Center
 regarding the stalling issue you have had with your 2007 Dodge Nitro. We
 are very sorry to learn of the service problem you have encountered and
 have opened a file to investigate this issue with your dealer.
 DaimlerChrysler will provide any technical assistance your dealer may
 need to help them in resolving this problem. At this time, we would
 recommend that you stay in contact with your dealer. They are the best
 source for updates concerning the status of repairs to your vehicle. In
 addition, a case manager from DaimlerChrysler will follow-up with you and

the dealership service management to offer any further guidance or assistance. I have spoken with Paul at Landmark Dodge and he states that that will do whatever it takes to address this issue. Thank you again for your email.

*****End of Email Response*****

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Paul to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: Jacqueline Free 404-969-7239

#####

REASSIGNED TO BC/DLR 66 42631 05/15/07 15:00 O 16299899

*****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: La Shon

Telephone: (248)944-7238

Sent DM an email.

Spoke with SM Mike Crouch, who says the vehicle was in on 4/30/07 with 4,000 miles for the stalling complaint, and the dealer couldn't verify the concern after driving the vehicle 200 miles. SM says the customer brought the vehicle back on 5/8/07 with 4,578 miles, dealer drove it 150 miles and couldn't verify. Mike says dealer also couldn't verify a complaint regarding the transmission slipping. SM says he will call his DM. 05/22/07 - DM spoke with SM and confirmed that none of the above customer concerns could be verified. No DTC (Diagnostic Codes) were found. Until a problem can be verified, no further action can be taken.

Left message and direct extension on voice mail number provided by customer. Number appears to be Mr. Free's number.

No call from customer. No further contact required per EJW.

Customer Assistance Inquiry Record (CAIR)#**16302359**

Vin	1J4GB3916	7L	Open Date	05/15/2007	Build Date	12/07/2006	
Model Year	07	Body	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	12/27/2006	Dealer		Dealer Zone		Mileage	5,600
Name:						Contact Type	E-MAIL
Address						Home Phone	
	GRAND SALINE TX					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle stalls on him.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

Maybe there is hope for Chrysler

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

*****BEGIN EMAIL*****

Maybe there is hope for Chrysler no longer being part of the most unreliable car made in the world Daimler. My 2007 Jeep sits in the driveway because it is like other Jeep products(unsafe for our roads). I never dreamed of the day that I would own a Jap car and purchased over 20 new American cars in the last 30 years. I hope that it sells on Ebay before to much stalling information gets out about Jeeps on many web sites and reveiws including the wall street journal and bloomberg and let some other fool figure out this garbage. I know that when I paid \$26,000.00 cash for this jeep it was not much money to lose. We still own a quality built Honda made in Ohio that is safe and built with quality and why I trusted the Chrysler garbage i do not know (I was an american fool). I would never recommend or buy another peice of shit from a third world company like Chrylser again. I hope others will think the same way and look closer at Japanesse cars and trucks that will soon be the number one and two automakers in the world. They fix there problems before they sell them. Unions destroy companies when they can not get there ways and I look foward to seeing this happen at Chrysler.

*****END EMAIL*****

*****BEGIN RESPONSE*****

Dear :

Thank you for contacting the Jeep Customer Assistance Center regarding your Jeep Wrangler.

The time and effort you took to communicate your opinion is appreciated.

Constructive criticism of the kind offered in your note is always a welcomed and important way of getting feedback. It is a help in providing the greatest possible satisfaction for customers.

Please feel free to communicate with us again whenever you have constructive comments or criticism.

Thank you again for your email.

*****END RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**16303213**

Vin	1J8GA3915	7L	Open Date	05/16/2007	Build Date	08/03/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/26/2006	Dealer	60089	Dealer Zone	66	Mileage	12,100
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	MIRAMAR FL					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

Owner sends in MVDN card mailed CERTIFIED MAIL received 05-15-07 Please Respond to the owner complaints listed ASAP. Please review the noted issues On this file and contact the owner and resolve the file per state lemon law Demand requirements. Please advise the owner of the outcome on all issues noted on this complaint. SEE PRIOR CAIR OWNER COACHED ON LEMON LAW PROCESS BY TENN AGENT RATHER THAN SENDING A DIRECT TO DEALER CAIR. PLEASE NOTE COMMENTS ON PRIOR CAIR RELATED TO SENDING A DIRECT TO DEALER CAIR TO THE DEALER FOR RESOLUTION. TOO MUCH TROUBLE TO UPDATE CAIR' PER THE DEALER. WARRANTY REPAIR HISTORY DOES NOT JUSTIFY OWNER STATEMENTS OF MANY TRIPS TO THE DEALER TO RESOLVE ISSUE. PLEASE INVESTIGATE AND RESOLVE ON MERIT.
*****ORLANDO BUSINESS CENTER RECEIVED MVDN 5/17/07*****
SEE ABOVE CONCERNS.
5/21/07 SPOKE TO OWNER. ACKNOW. REC. OF MVDN. OWNERS CONCERN IS WHILE DRIVING SLOW SPEEDS, PARKING AND TURNING VEH WILL STALL OUT, SOMETIMES IT WILL RESTART ON ITS OWN. OWNER WILL DROP VEH OFF AT FAIRBANKS ON 6/4/07. SENT OUT APPT LETTER TO OWNER/DEALER. EMAILED SM/DM COPY OF CAIR. REASSIGNED CAIR TO DM SW699
060807 DM REVIEWS WITH DEALER, VEHICLE HAS BEEN TEST DRIVEN OVER 100 MILES NO PROBLEMS WERE FOUND. NO DTCS ARE PRESENT. NO REPAIRS ARE RECOMMENDED VEHICLE BEING RETURNED TO OWNER. CAIR BEING FORWARDED TO SW60 FOR FINAL HANDLING. BHW
6/11/07 REQ ALL WRO FOR REVIEW SW69
6/20/07 SPOKE TO OWNER, WHO STATES VEH HAS NOT STALLED RECENTLY, BUT SHE DOES NOT FEEL CONFIDENT IN VEH, SINCE DEALER HAS BEEN UNABLE TO FIND THE PROBLEM. OWNER REQ OUT OF VEH ADVISED OWNER I WOULD REVIEW FILE AND GET BACK TO HER BYT THE END OF THE WEEK. SW69
FILE HAS BEEN REVIEWED, CHRYSLER HAS AGREED TO SETTLE WITH OWNER BASED ON HER ALLEGED CONCERN. SW69
6/22/07 TEMPLATE SENT TO ISG SW69

Customer Assistance Inquiry Record (CAIR)#**16305045**

Vin	1J4GA5916	7L	Open Date	05/15/2007	Build Date	09/06/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/16/2006	Dealer	23251	Dealer Zone	35	Mileage	18,370
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BALTIMORE MD					Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Tier Three Support Referral
Corporate - Property Damage - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Unknown - Unknown - Accident - Default	
Referral - Other - Default - Default - Default	

Customer did not provide any information to indicate that this was a special investigation issue until COIN had already been updated.
Special Investigation related contact - Escalated to Tier 2 Internal, per KMT29.

COIN Updated & CAIR reassigned to 82S

Contact:

LOCATION OF VEHICLE: The vehicle is at dealer 23251

What happened?: Customer states the vehicle stopped running which caused him to get into an accident.

5.17.2007

Called and requested a call back for more information about the cause of the accident and when it occurred, Direct number and cair number left. mrp Customer s message states that the accident happen on m.15.2007. The vehicle just stalled out.

The vehicle locatioin: ANTWERPEN MOTOR CARS LTD

CJ

6440 BALTIMORE NATIONAL P BALTIMORE MD 21228 410-788-6600

_5.17.07

Forwarded to 82t mrp

_5/17/07 assigned to tk27/mjm169

CAIR NUMBER 16305045 REQUEST EAA INSPECTION 05-17-2007 12:30

CAIR NUMBER 16305045 E-MAIL SENT TO EAA 05-17-2007 12:30

CCRG Open Date: 05/17/2007 12:19:36

Letter Sent: Acknowledgement 05/18/2007 10:00:46

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/23/07 AT 10:03:12 16305045

Letter Sent: Resolution 05/24/2007

James with dealer 23251 contacting the DCCAC to notify of customer allegations for vehicle fire. Agent informed caller the information would be documented and provided the CCRG phone number to the dealer to pass on to the customer for further assistance.

Customer Assistance Inquiry Record (CAIR)#**16305728**

Vin	1J4FA2419	7L	Open Date	05/16/2007	Build Date	09/30/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/03/2007	Dealer	42249	Dealer Zone	35	Mileage	2,800
Name:						Contact Type	E-MAIL
Address						Home Phone	
	HUBBARD OH					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Alleges stalling issue.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

2007 jk stalls while driving ,Almost caused very bad wreck. Any speed the jeep just shuts down. sometimes it comes back on sometimes not. dealer cant find problem. 5 time jeep owner afraid to drive jk. PLEASE HELP SOON BEFORE I GET ME OR MY KIDS HURT.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

We bought this to take on our first vacation ever. Im afraid to take myfamily inthis jeep any help is needed very quickly. in the past 7 years wehave owned 5 jeep and dodge vehichels without trouble now I m fearfull todrive our new car. Their are no codes to be found after this happens.Please help soon, 330-392-6288 or voice mail 330-307-4178 Thank you Gregand Lizette Shupienis

*****END OF EMAIL*****

Routing to Tier Three for Case Manager review.

Customer Assistance Inquiry Record (CAIR)#**16307851**

Vin	1J4GA5918	7L	Open Date	05/16/2007	Build Date	09/26/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/01/2006	Dealer	68431	Dealer Zone	66	Mileage	13,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BRANDON FL					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer stated that his vehicle shuts off at sixty-five miles per hour.
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Customer stated that at 65 miles per hour the vehicle is shutting off. Customer stated that she took the vehicle to the dealership and was told that nothing could be done. Customer wants to know if DCCAC knows about this issue. Agent advised customer that agent does not have any information on a common issue other than a recall and there is not one on the vehicle. Agent advised customer for any other information that would be needed the agent would have to get this from the dealership. Customer wants to speak to a supervisor. Agent advised customer that agent is empowered to take the calls. Customer wants to speak to a supervisor. Agent advised that a supervisor was consulted and concurred. Customer stated that she is an attorney and this is a safety issue. Agent advised customer that there is no information on a common issue and for technical information the agent would have to call the dealership. Customer wants to speak to a supervisor. Agent advised customer that supervisor was consulted and concurred. Customer wants to speak to a supervisor.

****EMW20 took over call****

Customer wants to speak to the operations manager. Agent advised customer that she would speak to agent. Customer stated that she wants to speak to someone else other than DCCAC. Agent tried to inform customer that the file could be forwarded to the dealership. Customer interrupted agent. Agent advised customer not to interrupt. Customer interrupted again. Agent released the call.

Customer Assistance Inquiry Record (CAIR)#**16308696**

Vin	1D8GT28K8	7W	Open Date	05/16/2007	Build Date	10/31/2006	
Model Year	07	Body	KA1L74	DODGE NITRO SXT 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	02/07/2007	Dealer	44692	Dealer Zone	66	Mileage	6,700
Name:						Contact Type	LETTER
Address						Home Phone	
	JACKSONVILLE FL					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default

Customer states the vehicle stalls out when turning.

BBB INQUIRY (BETTER BUSINESS BUREAU)

CUSTOMERS LISTED ISSUES:

Stalling while turning - customer seeks a new vehicle. _

I called SM Larry who said they have not duplicated condition, no codes in system. They have invited customer back - they would be happy to re-inspect

Sent letter to BBB explaining this.

Customer Assistance Inquiry Record (CAIR)#**16310262**

Vin	1J4GA3916	7L	Open Date	05/16/2007	Build Date	12/12/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/30/2007	Dealer	26764	Dealer Zone	42	Mileage	6,088
Name:							
						Home Phone	
	PATASKALA OH					Country	UNITED STATES

Dealer - Sales - Personnel - Discourteous/Rude - Unknown	Customer is calling to complain about the dealership.
Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	Customer is calling to complain about the dealership.
Product - Electrical - Ignition System - Defective - Default	Customer states that the ignition is having issues.
Product - Drivability - Unknown - Stalling - Default	Customer states that the vehicle did stall out.
Product - Electrical - Unknown - Defective - Default	Customer states that the vehicle is having electrical issues.

*****RECALL CONTACT*****

Customer is calling to complain about a dealership. Agent transferred to DCCAC for further assistance per RJ16.

Customer states that she is having issues with the vehicle and is on her way to the dealership now to drop it off. Customer alleges that she has had electrical, stalling and ignition issues. Customer states that the dealership was very rude with her and asked if this is something that can be duplicated and when she said she does not know because the issue happens only sometimes. Customer states that she was seeking a rental vehicle and the dealership informed her that there is no rental assistance that can be offered. Customer states that finally the dealership did agree to give her a rental vehicle and called her and told her that by 5:30 the rental will be ready. Customer alleges that when she told the dealership that she would not be able to be there until 6:00pm or so the service person was very rude about how much paper work she needed to do and how she had to be there before close. Customer states that she is very unhappy with the way the dealership has been treating her. Customer states that this is the first time the she is taking the vehicle into the dealership for these issues. Customer states that if the dealership would just handle this a little better the issues would not bother her as much but that she will not be going back to this dealership after this due to their treatment and rudeness with her.

Customer alleges that this Jeep needs to be fixed. Customer has 2 small children and fears for their safety. Customer is asking for assistance with this recurring issue. Agent transferred to DCCAC for further assistance.

Customer states that ignition sticks, lights come on, and engine tries to stall, but states that the dealership cannot find anything wrong with the vehicle. Customer states that she wants her vehicle fixed. Agent called dealership spoke with Bob Toliver, service advisor. Bob informed agent that customer will have to call dealership for further assistance.

Customer stated that she has left a message with an attorney. Agent informed customer that would be at her discretion. Agent also informed customer again that she needed to contact the dealership to have the issue looked into again.

Customer Assistance Inquiry Record (CAIR)#**16317885**

Vin	1D8GU28K7	7W	Open Date	05/18/2007	Build Date	10/10/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	12/02/2006	Dealer	43101	Dealer Zone	71	Mileage	9,400
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OLYMPIA WA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer reports engine stalling.
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Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle? CDJ dealer.

Customer complains that the vehicle intermittently stalls and states that the dealership has not been able to duplicate the issue so far. Called dealership and spoke to Service Manager Frank who advised that he has not been able to duplicate the issue, but has been in contact with STAR who has advised that they are working on a solution for this issue. Advised customer that the engineers are working on this issue, and that he should keep working with the dealership.

Customer Assistance Inquiry Record (CAIR)#**16321677**

Vin	1J4GA3912	7L	Open Date	05/21/2007	Build Date	01/17/2007	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/19/2007	Dealer	66262	Dealer Zone	42	Mileage	4,833
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	FARMINGTON M					Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default

Customer seeking technical assistance.

Purchased New or Used? New

If Used, date purchased? xx/xx/xx Mileage? xxxxx

From whom did customer purchase used vehicle?

CDJ dealer / Other dealer / Individual

Customer advised agent while driving he hit a bump and his power steering became harder to control. Advised agent he lost some of his power brakes and the engine shut off. Customer advised agent he shut the vehicle off and started the vehicle. Agent advised customer the information has been documented. Agent provided customer with reference number.

Customer Assistance Inquiry Record (CAIR)# **16321917**

Vin	1J4GB5918	7L	Open Date	05/21/2007	Build Date	11/17/2006	
Model Year	07	Body	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	01/17/2007	Dealer	99999	Dealer Zone	32	Mileage	5,600
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	PONCHATOULA LA					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer states vehicle is stalling.
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Customer states vehicle has stalled out 2 times and has not spoken with a dealership on issues only sn IRF. Customer states she is seeking to have vehicle bought back. Agent referred customer to blue and white booklet.

Customer Assistance Inquiry Record (CAIR)#**16322456**

Vin	1J4FA2413	7L	Open Date	05/21/2007	Build Date	10/19/2006	
Model Year	07	Body	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/30/2006	Dealer	66428	Dealer Zone	32	Mileage	15,000
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	BROWNFIELD ME					Country	UNITED STATES

Product - Electrical - Unknown - Intermittent or Inoperative - Default	Customer advised agent the vehicle is shutting off while driving.
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Customer advised agent while driving the vehicle shuts off and comes back on. Customer states he took vehicle to dealer 66428 for the electrical issue. Customer advised agent he is seeking information to see when the part will arrive at dealer. Agent contacted dealer 66428 and spoke with Dan. Dan advised agent customer needs a computer and the vehicle is drivable. Dan advised he has not ordered the computer. Dan advised agent customer advised him he is not sure if he is going to bring vehicle back to dealer for the issue. Dan states he has to contact customer on the issue. Dan advised agent customer was using foul language to an employee in the parts department. Agent advised customer the part has not been ordered. Customer advised agent he wants to be transferred to agents manager. Agent advised customer he can not be transferred the agents manager. Agent provided customer with reference number. Advised customer parts information can be provided until the part has been ordered. Customer states that they were dissatisfied with the treatment they received from a previous agent. Advised customer that their complaint will be documented and handled internally.

NEBC received FRA notice form from customer 5/25. Please refer to narrative above. The veh does not qualify for lemon law at this time. sp129.

CONTACTED SERVICING DEALER (MACDONALD MOTORS) TO REVIEW. DEALER PRINCIPAL DAN MACDONALD STATES THAT THE CUSTOMER S BEHAVIOR TOWARDS DEALERSHIP S EMPLOYEES WAS SO POOR, THE CUSTOMER WAS ASKED TO LEAVE THE PREMISE AND NOT TO COME BACK. I AM TRYING TO FIND A DEALERSHIP THAT WILL SERVICE THIS CUSTOMER. RAL9

FINAL REPAIR COMPLETED AT JOLLY JOHN S ON 6/6/07. BASED ON THE DESCRIPTION THE CUSTOMER PROVIDED ONLY, A FLASH WAS PERFORMED TO THE TIPM MODULE AND THE IGNITION SWITCH WAS REPLACED. RAL9

Customer Assistance Inquiry Record (CAIR)#**16326578**

Vin	1D8GT58K0	7W	Open Date	05/23/2007	Build Date	11/16/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	02/13/2007	Dealer	23657	Dealer Zone	63	Mileage	6,381
Name:						Contact Type	E-MAIL
Address						Home Phone	
	OWASSO OK					Country	UNITED STATES

Product - Electrical - Unknown - Defective - Default	Customer states that there was a complete electrical failure in vehicle.
--	--

***** EMAIL BRIEF DESCRIPTION CONTENT *****

2007 Dodge Nitro - COMPLETE Electrical Failure and Engine Stalling

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? ? New ?

*****BEGIN EMAIL *****

I have owned my Nitro for 3 months. About 6 weeks after I bought mine, we had just left our driveway and for no reason it died. I coasted to the curb and restarted it and it has been fine until this past Saturday when it did it again. However, this time we were on the Turnpike around 9 PM going 75 MPH!! We experienced COMPLETE electrical failure!! The engine stopped and our speed dropped 15 miles in a matter of seconds. My neck, shoulders and head hurt from the jerk. Had there been someone behind us, we could have been killed. Within 5 minutes all the lights on the dash lit up as if I had just started it and the engine function resumed. I am terrified to drive it on the highway because I don't know when it will happen again. It could be another 6 weeks or tomorrow. I am taking mine to the dealer tomorrow morning but I wanted you to be aware that there is ANOTHER Nitro owner experiencing this problem as I know others have reported this to you as well.

*****END EMAIL *****

*****BEGIN RESPONSE*****

Dear Kimberly:

Thank you for contacting the Dodge Customer Assistance Center regarding the issues with your vehicle.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

*****END RESPONSE*****

*****BEGIN EMAIL *****

My concerns have NOT been addressed and they will not be until I am 100% certain that this malfunction will not happen again! My concern is that every time I drive my car, I could die. That concern cannot be addressed by talking to one of your employees on the phone or receiving an e-mail from one of your employees. This is not something to take lightly. Your customers could be seriously injured or die because of this malfunction! My car is at the dealer right now. However, other Dodge Nitro owners have been told by their dealers that they do not know why the car is shutting off while it is in motion and they do not know how to fix it. This need to be addressed NOW!

*****END EMAIL*****

Agent called dealership 23657 and spoke to Cheryl the service writer.

Cheryl states that this is the first time the customer has come in for this concern. Cheryl states that the vehicle has only been in for a few hours. Cheryl states that the vehicle is about to be looked at by another technician for the dying concern. Cheryl states that the TCM was just repaired for a TSB that is unrelated to the dying concern.

Agent consulted with LGP14 and MDB79. Agent was advised to recontact the dealership and advise of direct-to-dealer.

Agent contacted dealership 23657 and spoke to Cheryl the service writer.

Agent advised Cheryl that a direct-to-dealer would be sent. Cheryl states she will tell the service manager Steve Jones. Agent provided the CAIR number.

*****BEGIN RESPONSE*****

Dear [REDACTED] t.;

Thank you for contacting the Dodge Customer Assistance Center regarding the stalling issue with your vehicle.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with your dealer.

DaimlerChrysler will provide any technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle. In addition, a case manager from DaimlerChrysler will follow-up with you and the dealership service management to offer any further guidance or assistance.

Thank you again for your email.

*****END RESPONSE*****

DIRECT-TO-DEALER (Code=1C)

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Cheryl to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: 918.274.0392

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REASSIGNED TO BC/DLR 63 23657 05/23/07 15:20 R 16326578

*Contact Date:05/23/2007

Service Manager at the dealership has updated the Cair# 16326578

Parts have been ordered.

*Contact Date:05/25/2007

Service Manager at the dealership has closed the Cair# 16326578

Warranty repair has been documented on Repair Order#375680

CAIR RETURNED FROM DEALER ON 5/25/2007 AT 05:21:775 R 16326578

****D2D CASE MANAGER FOLLOW-UP**** Case Manager NAME: Tom Telephone:248

944-7108

I called the dealer and spoke with Steve in service who says vehicle power distribution center was replaced.

I called the owner @ 11:10am and left a detailed message regarding above.



Customer Assistance Inquiry Record (CAIR)#**16327010**

Vin	1D8GT58K0	7W	Open Date	05/22/2007	Build Date	11/16/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	02/13/2007	Dealer	23657	Dealer Zone	63	Mileage	6,300
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	OWASSO OK 7					Country	UNITED STATES

Product - Unknown - Unknown - Stalling - Default	Customer states vehicle stalls at high rates of speed.
Corporate - Product Information - Default - Default - Default	Customer wants to complain about vehicle.

*****RECALL CONTACT*****

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle? NA

? CDJ dealer / Other dealer / Individual ? NA

Customer called stating that her vehicle stalls while traveling at high rates of speed. It stalled at a low rate of speed on one occasion.

Vehicle restarts itself when traveling at high rate of speed after stalling. Vehicle feels like it does not want to accelerate. Agent transferred to DCCAC for further assistance.

Customer alleges several other nitro owners have similar issues and the dealerships unable to duplicate the issues. Customer requesting to document a complaint on the issues and will be taking into a dealership for the diagnosis.

Customer Assistance Inquiry Record (CAIR)#**16328044**

Vin	1D8GU28K8	7W546803	Open Date	05/22/2007	Build Date	09/25/2006	
Model Year	07	Body	KA5L74	DODGE NITRO SXT 4X4 SPORT UTILITY 4-DR			
In Service Dt	11/10/2006	Dealer	43417	Dealer Zone	71	Mileage	6,300
Name:	[REDACTED]					[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]					Home Phone	[REDACTED]
	CAMP VERDE AZ 8 [REDACTED]					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	the customer's vehicle keeps stalling.
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Purchased New or Used? new

If Used, date purchased? 11/10/16 Mileage? 47

From whom did customer purchase used vehicle?
dealership 43417

Customer owns a 2007 Dodge Nitro and they are having several issues with the vehicle and the service department can't figure out what the issue is with the vehicle. The customer claims that the vehicle will just shut off going down the road the first time that vehicle shut off around 60 MPH and just the other day the vehicle shut off at 70 MPH. The customer would like to find another repair facility because she doesn't want to take the vehicle back to the service department because they can't seem to repair the vehicle. Agent contacted the dealership and spoke with Jason Sadler and got the repair attempts and they are as follows: November 06 RRT, December 06 RRT to update it. Jan 07 for a lurching per TSB the PCM was updated, Feb 07 the vehicle was brought in for the lurching and they scanned for codes called star center and they suggested another flash update they claimed that this would take care of the surging and the lurching in addition they put the star mobile in the vehicle and they advised for the dealership to flash the vehicle. March 07 they completed a recall. Agent advised Jason that a direct to dealer would be sent with a case manager. Agent advised customer that a direct to dealers is being sent and that she will have a case manager that will follow up with her and try to resolve the issues that she is having with the vehicle and provided the customer with the reference number.

DIRECT-TO-DEALER (Code=1A) #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to Jason to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

REASSIGNED TO BC/DLR 71 43417 05/22/07 15:23 O 16328044
****D2D CASE MANAGER FOLLOW-UP**** Case Manager NAME: Carol,
Telephone: (800) 9921997, ext. 7165. A message was left for the owner with my direct line and the file number for follow up.

***Owner states they are dissatisfied with the dealership and want to go somewhere else for a second opinion. She is questioning what her options are if they are unable to fix it and was given that information. She will take it to another dealership and call me back with an update.

The owner was given the file number and my direct line for follow up.
***The flag on this CAIR will be disconnected until the owner calls back.

053107 Narrative added by DM....Spoke with Service Manager yesterday. Customers alleged stalling issue cannot be demonstrated by the customer, duplicated by Oxendale CJD nor recorded on a STAR Mobile. The STAR Mobile was installed from 2/15 to 3/6 driving through 1394 miles without any unusual activity recorded. The customer is welcome to take the vehicle to another dealership however the alleged issue must be demonstrated or experienced before diagnosis can take place. DM/mdc

*Contact Date:05/31/2007

Service Manager at the dealership has closed the CAIR# 16328044
Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/31/2007 AT 01:27:145 R 16328044

*Contact Date:05/31/2007

Service Manager at the dealership has closed the Cair# 16328044

Complaint could not be duplicated and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 5/31/2007 AT 01:27:927 R 16328044

***Writer returned a call to the owner who said they did take it to another dealer for a second opinion. It was York Motors and they explained that when there is no active code they cannot exchange parts.

Writer left a message for the service manager requesting a return call.

Owner said she has gone online and found a tsb, according to other Nitro owners, that has resolved the issue on some vehicles.

Customer Assistance Inquiry Record (CAIR)#**16329282**

Vin	1D8GT58K0	7W	Open Date	05/24/2007	Build Date	11/16/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	02/13/2007	Dealer		Dealer Zone		Mileage	6,300
Name:						Contact Type	E-MAIL
Address						Home Phone	
	OWASSO OK					Country	UNITED STATES

Product - Unknown - Unknown - Hesitation/No Power - Default	Customer alleges vehicle stalls out.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

2007 Dodge Nitro-Complete Electrical Failure & Engine Stall

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? ? new?

If Used, date purchased? ? n/a? Mileage? ? n/a?

From whom did customer purchase used vehicle? n/a

??

I have owned my Nitro for 3 months. About 6 weeks after I bought mine, we had just left our driveway and for no reason it died. I coasted to the curb and restarted it and it has been fine until this past Saturday when it did it again. However, this time we were on the Turnpike around 9 PM going 75 MPH!! We experienced COMPLETE electrical failure!! The engine stopped and our speed dropped 15 miles in a matter of seconds. My neck, shoulders and head hurt from the jerk. Had there been someone behind us, we could have been killed. Within 5 minutes all the lights on the dash lit up as if I had just started it and the engine function resumed. I am terrified to drive it on the highway because I don t know when it will happen again. It could be another 6 weeks or tomorrow. I am taking mine to the dealer tomorrow morning but I wanted you to be aware that there is ANOTHER Nitro owner experiencing this problem as I know others have reported this to you as well.

*****END OF EMAIL*****

NAN Duplicate email concern addressed in CAIR #16326578 by MAB196 and in phone CAIR #16327010.

Customer Assistance Inquiry Record (CAIR)#**16331704**

Vin	1J4GA3916	7L [REDACTED]	Open Date	05/23/2007	Build Date	11/20/2006	
Model Year	07	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/07/2007	Dealer	23061	Dealer Zone	32	Mileage	9,164
Name:	[REDACTED]				Contact Type	TELEPHONE	
Address	[REDACTED]				Home Phone	[REDACTED]	
	DAYVILLE CT [REDACTED] -				Country	UNITED STATES	

Product - Drivability - Unknown - Stalling - Default	Customer states vehicle dies on her while driving.
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Customer states she has taken vehicle 4 or 5 times for vehicle stalling. Customer wants out of vehicle. States it stalled again this morning. Customer states she wants out of vehicle today. States she wants dealership to come and get this vehicle and give her another one by the end of the day because this one is a lemon. Agent consulted with ADA22 and advised customer that she would need to speak to her Case Manager on this issue. Customer states she will keep calling all day until she gets someone to come and pick vehicle up. Agent transferred customer to LMM14s voicemail.

Customer calling to speak with someone in regards to having her vehicle replaced. Agent advised customer that since she is working with a Case Manager she would need to continue working with the Case Manager. Customer advises that the Case Manager is not available. Agent advised that she would need to wait for the Case Manager or that department to contact her.

Customer calling to speak to LMM14, her case manager. Writer transferred customer to her extension, [REDACTED].

5/25 Returned call to owners cell but advised man that answered the phone that this was Lisa with Chrysler returning her 2 calls. Man that answered the phone stated she was currently in a lawyers office.

7/2 Owner contacts writer regarding issue with trying to get a rental vehicle per her Service Contract. Owner stated that the dealer is asking her for \$150 but she did not know what the \$150 was for. Contacted Brad at Tarbox and he explained the \$150 is a deposit that Enterprise requires for a vehicle to be rented. This is their policy and owner was upset the last time this occurred because she provided Enterprise with her debit card and they did deduct the funds which caused her to have overdraft fees. This is a policy of Enterprise for the deposit and not covered by her service contract.

Owner stated she will be contacting her lawyer since no one can assist her. Advised owner that writer or dealer cannot change a policy that is set by Enterprise Car Rental.

Customer Assistance Inquiry Record (CAIR)#

16332250

Vin	1D8GT58KX	7W	Open Date	05/23/2007	Build Date	12/11/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	01/24/2007	Dealer	44264	Dealer Zone	66	Mileage	13,000
Name:							
						Home Phone	
	GAFFNEY SC					Country	UNITED STATES

Product - Drivability - Unknown - Stalling - Default	Customer's vehicle is stalling and the dealer can't repair the vehicle.
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Purchased New or Used? new
Customer purchased a 2007 Dodge Nitro and she is having issues with the vehicle stalling and the steering wheel locks up while driving and the customer no longer feels safe in the vehicle and she will not put her two small children in danger by putting them back into the vehicle. The dealership informed the customer that this is a known issue for these vehicles and they don t have a fix for the vehicle and she no longer wants the vehicle and she wants to trade the vehicle and the dealership will not give her what she paid for the vehicle towards a trade in at the dealership. \$23,000 and she received the employee pricing and the dealership will only give her \$19,000 towards a trade in and the customer is now seeking buy back. Agent will send a direct to dealer and spoke with mike at the dealership and informed him that a direct to dealer would be sent. Customer was advised that she would need to continue having the vehicle repaired under the terms of the warranty. The customer states that she was informed by someone to go pick up her vehicle and drive it and if she has an accident to sue Chrysler and the customer was advised what she decides to do outside of DCX is at her own discretion.
DIRECT-TO-DEALER (Code=1A) #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.
Agent called dealer and spoke to Mike to inform that CAIR was being sent.
CUSTOMER CONTACT INFORMATION: (REDACTED)

REASSIGNED TO BC/DLR 66 44264 05/23/07 13:20 O 16332250
*Contact Date:05/25/2007
Sales Manager at the dealership has closed the Cair# 16332250
Sales issue has been addressed.
CAIR RETURNED FROM DEALER ON 5/25/2007 AT 09:33:866 R 16332250
*****D2D CASE MANAGER FOLLOW-UP***** Case Manager NAME: Tom Telephone:248 944 7108

I called owner and she stated that she worked with the dealer to be taken out of this vehicle.
CASE CLOSED

Customer Assistance Inquiry Record (CAIR)#**16333404**

Vin	1D8GT58K5	7W	Open Date	05/24/2007	Build Date	10/30/2006	
Model Year	07	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR			
In Service Dt	11/25/2006	Dealer	64855	Dealer Zone	71	Mileage	11,502
Name:						Contact Type	CERTIFIED LETTER
Address						Home Phone	
	ADELANTO CA					Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	
Product - Suspension - Unknown - Poor Handling - Unknown	

Owner sends in MVDN card MAILED FIRST CLASS and received 05-23-07 Please respond to the owner complaints listed ASAP. Please contact the owner and review the issues noted related to the complaints on this defect notice and resolve as you see fit. OWNER COMPLAINS THAT VEHICLE SWERVES LEFT AND RIGHT AT TIMES AND VEHICLE WILL SHUT DOWN ON HIGHWAYS
 Called the number listed and left a message . Advised the owner that I did refer this complaint to the BC for review and final disposition. Mfp 052407 reassigned to dm slw5 for review and customer contact tmt 053007.. reviewed file and vehicle has 20 inch wheels that were added at the time of sale. the tires follow the crown of the road. TIPM was replaced for stalling concerns. if customer wants to have stock wheels put back on the vehicle that is between the customer and the dealership other no concern for dcx. dm, slw5 wrote letter to owner with above information...slw5

Customer Assistance Inquiry Record (CAIR)#

16339325

Vin	1J4GA5917	7L	Open Date	05/25/2007	Build Date	12/13/2006	
Model Year	07	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/25/2007	Dealer	44690	Dealer Zone	63	Mileage	3,200
Name:						Contact Type	TELEPHONE
Address						Home Phone	
	LAKE CHARLES LA					Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer dissapointed with long wait time in getting part.
Corporate - Technical Assistance - Default - Default - Default	Customer seeking technical assistance.
Product - Body / Trim / Paint Finish - Body Hardware - Noisy - F. Door-Pass	Customer states door makes a knocking sound when she drives over bumps.
Product - Steering - Unknown - Noisy - Default	Customer states steering knocks when vehicle heats up.
Product - Body / Trim / Paint Finish - Body Hardware - Misaligned / Poor Fit - Roof	Top was leaking.

Purchased New or Used? New
 If Used, date purchased? NA Mileage? NA
 From whom did customer purchase used vehicle?
 NA
 Customer alleges she had vehicle into dealership to repair a leaking roof.
 After the repair customer experienced wind noise in the cabin.
 Customer took vehicle back into dealership to be repaired.
 After second repair customer noticed that hardtop was scratched.
 Dealership is aware of the issue and has advised the customer that it could be a couple of weeks or more to get another hardtop to replace hers.
 Agent contacted dealership and spoke with Monty (service advisor).
 Monty advised that the hardtop has been on order for 2 weeks and that the last hard top they ordered took about 4 weeks to get. Agent tried to contact parts department but noone was available.
 Agent advised customer of above.
 Customer was disappointed with the wait time.
 Customer states that an appointment was made to change the top on the vehicle. Customer states that while this was happening, the vehicle also stalled out while driving on the interstate. Customer states that this happened prior to her coming in for the top repair.
 Customer states that the dealer could not duplicate the issue of the stalling. Customer states that she is not satisfied with this information.
 Customer states that she is having other problems with the vehicle as well, as states that she saw information on a website about her stalling issue. Customer states that she is not happy with the vehicle, and wants it repaired.
 Customer states that her steering knocks when the vehicle heats up, and says that the door also knocks when she drives over a bump. Customer states that dealer could not duplicate either concern, and states that they have not taken a test drive with her so she can show them.
 Agent advised customer that the dealer does have to be able to duplicate issue so they could repair it, and stated that caller s comments would be documented for furture review.
 Agent asked if customer has had dealer ride with her so she could show the dealer what her concerns are with the vehicle, and customer stated that she has to work, and that she does not have time.
 Agent advised customer that if she continued to have concerns with the vehicle, she would need to take the vehicle to the dealer for further diagnosis. Agent advised caller that a file would be sent to the appropriate parties to notify them of customer s concerns. Customer stated that she was satisfied with that.
 Agent provided file number.
 Agent contacted dealer and spoke with [REDACTED], customer s service advisor. He advised agent that customer has complained of a noise when she goes over a bump, a noise in the steering, and the vehicle stalling out one time. [REDACTED] stated that no concerns were ever duplicated, and stated that dealer test drove vehicle extensively. [REDACTED] stated that customer

also brought in a print off from online about a repair for a concern that was not duplicated on her vehicle and requested that the dealer perform the repair anyway. He stated that requested was declined by warranty, as customer s vehicle did not have the concern. [REDACTED] stated that he was offered to have shop foreman ride with customer so she can point out the knocking sounds she hears, and says that customer has refused. He states that at this time, no concerns have been found with customer s vehicle besides a leak in the top, which has now been repaired. [REDACTED] says that customer told him today when she picked up the vehicle that she wanted it bought back because the vehicle could possibly stall out at some time in the future.

Agent thanked [REDACTED] for information.

Customer states that she is taking her vehicle into dealer 44690 for an appointment on June 14. Customer states that she wants her file sent to the dealership. Agent called dealer 44690 and spoke with Jessica in the service department. Agent advised Jessica of the direct to dealer.

Agent advised customer that her file would be sent to the dealer and a case manager would be in contact with her for further information.

DIRECT-TO-DEALER Code=1A

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required.

Agent called dealer and spoke to Jessica to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 63 44690 06/12/07 09:44 R 16339325

Customer would like to speak to case manager. Agent advised customer case manager is reviewing over the file and would be in contact with the customer. Customer is upset thought the case manager was being assigned once the vehicle was taken back to the dealership.

Agent advised customer could not give time frame when case manager would be in contact.

In addition, the owner is seeking relief under State Lemon Law / Buyback / Arbitration process.

Caller alleges that she has had the vehicle in twice to the shop and they have advised her that they do not know what to do to assist her with her concerns. Writer advised the caller that he would be following upon this to see why she has not been contacted by a Case Manager at this time. Customer wanting to know if the case manager has been assigned to her file as of yet. Agent advised customer that a case manager has not been assigned. Customer said she did not know what to do and she needs to speak with someone over her vehicle and lemon law. Agent advised customer she could seek information in her blue and white booklet for more information.

*Contact Date:07/06/2007

Service / Parts Director at the dealership has closed the Cair# 16339325
Complaint could not be duplicated and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 7/06/2007 AT 05:16:096 R 16339325
