PE10-032
CHRYSLER
10-13-2010,
Enclosure 5 –
Field Data
Field Reports

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010350685

Vehicle Information

VIN: 1J4GA59147L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1180700099)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1797E2209)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 070318

Repair Information

Report#: SSV010350685
Open Date: 12/28/2009
Mileage: 33377
Warr Built Dt: 07/03/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-42080
Name: RINGGOLD CHRYSLER DODGE JEEP
Address: 7154 NASHVILLE STREET
RINGGOLD, GA 30736
Phone: 706 935-2328

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C/C-WHEN FILLING UP GAS TANK AT POINT OF SHUT OFF -FUEL SPLASH BACK..T/S-VERIFIED CONCERN...PERFORMED SMOKE TEST.NPF..LOOKING FOR RELATED CASES...

Service Action: STAR ADVISED TECH-POSSIBLE FUEL TANK ISSUE DUE TO FAULTY ANTI-SPLASH BACK VALVE. TO CHECK CUSTOMER S FUEL FILL PROCEDURE, POSS OVERFILLING. CHECK CANISTER FOR FUEL. READ SOL CASE #K17555629...

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010339656

Vehicle Information

VIN: 1J8FA54108L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR PREMIUM 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1253700834)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2477E0264)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 091117

Repair Information

Report#: SSV010339656
Open Date: 12/16/2009
Mileage: 18733
Warr Built Dt: 09/11/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-26769
Name: HALL CHRYSLER JEEP DODGE
Address: 3152 VIRGINIA BEACH BLVD
VIRGINIA BEACH, VA 234526922
Phone: 757 498-2200

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C/C-FILL SPASH BACK...HAPPENS EVERYTIME...T/S..NO CEL ON ...NO CODES...LOOKING FOR RELATED CASES...CAR NOT IN SHOP AT THIS TIME...
Service Action: STAR ADVISED TECH TO REFER TO SOL CASE K17555629 FOR FUEL SPIT BACK- CHECK CANISTER FOR RAW FUEL/PLUGGED FRESH AIR VENT...
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010335480

Vehicle Information

VIN: 1J4FA44S96P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER UNLIMITED 4X4
TJJH78
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9336544819)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K0046E2165)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 011310

Repair Information

Report#: SSV010335480
Open Date: 12/11/2009
Mileage: 32842
Warr Built Dt: 01/13/2006
Supplier RP:

Dealer Information

Zone/Cd: 51-45203
Name: KEN WISE-CHRYSLER-DODGE-JEEP,
Address: 908 NORTH THIRD AVE.
MARSHALLTOWN, IA 501581831
Phone: 641 752-3636

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF FUEL SPIT BACK AND FUEL FILL ISSUE. TECH STATES THAT HE HAS VERIFIED THE COMPLAINT. TECH LOOKING FOR DIRECTION.

Service Action: ADVISED TECH TO FLOW TEST THE GAS TANK FOR A POSSIBLE RESTRICTION. TECH STATES THAT THE VEHICLE NOW FILLS FINE, BUT THERE IS STILL A SPIT BACK ISSUE. ADVISED TECH TO DISCONNECT THE FILLER NECK AND CHECK THE VALVE AT THE BOTTOM FOR A STICKING CONDITION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010332501

Vehicle Information

VIN: 1J4FA49S35P[redacted]
Model Year: 2005
Make/Model: JEEP
WRANGLER SPORT
TJJH77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9294420604)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y274480296)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 110307

Repair Information

Report#: SSV010332501
Open Date: 12/09/2009
Mileage: 28650
Warr Built Dt: 11/03/2004
Supplier RP: P1

Dealer Information

Zone/Cd: 35-60344
Name: BLAISE ALEXANDER CHRYSLER, JEE
Address: 1080 E COLLEGE AVE
STATE COLLEGE, PA 168016805
Phone: 814 234-4321

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN FUEL FILLING THE VEHICLE THE FUEL FILL NOZZLE DOES NOT SHUT OFF AND GETTING A FUEL SPILL BACK. TECH STATES HAS NOT VERIFIED THE CONCERN.

Service Action: TECHNICIAN NEEDS TO VERIFY THE CONCERN. CAN DISCONNECT ALL EVAP LINES AND FUEL FILL, IF STILL HAS ISSUE ITS THE FUEL CONTROL VALVE, IF NOT TO CHECK THE EVAP SYSTEM.\r\nADVISED TECH TO REFER TO SOL CASE NUMBER K17555629. ADVISE THE TECH TO CHECK THE VENT FILTER AND CHECK THE VENT VALVE ON THE FUEL TANK FOR A STICKING CONDITION, CHECK FOR RESTRICTIONS IN ALL HOSES AND FUEL LINES.CHECK FLAPPER FOR FUEL TANK INLET.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010329743

Vehicle Information

VIN: 1J4FA54118L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR PREMIUM 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1240701543)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2477E0541)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 090806

Repair Information

Report#: SSV010329743
Open Date: 12/08/2009
Mileage: 36504
Warr Built Dt: 09/08/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-23657
Name: CHRIS NIKEL CHRYSLER JEEP DODG
Address: 2920 N ASPEN AVE
BROKEN ARROW, OK 740121187
Phone: 918 592-1636

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN THE VEHICLE IS FUEL FILLED, AND FULL THE FILL NOZZLE DOESN T SHUT OFF AND THERE IS A FUEL SPILL BACK. TECH STATES HAS VERIFIED THE CONCERN.

Service Action: TECHNICIAN TO READ SOL CASE #K17555629. TO DISCONNECT ALL THE EVAP LINES AND FUEL FILL, IF STILL HAPPENS POSS FUEL CONTROL VALVE ISSUE INSIDE THE FUEL TANK. IF IT DOESN T DO IT TO CHECK THE EVAP SYSTEM, CHECK CANISTER FOR FUEL.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010323091

Vehicle Information

VIN: 1J4FA64S66P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER UNLIMITED RUBICON 4X4
TJJS78
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9350549101)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K3485E0391)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 122008

Repair Information

Report#: SSV010323091
Open Date: 12/02/2009
Mileage: 6350
Warr Built Dt: 12/20/2005
Supplier RP:

Dealer Information

Zone/Cd: 74-56189
Name: HINCKLEY DODGE CHRYSLER JEEP,
Address: 2280 S STATE ST
SALT LAKE CITY, UT 841152724
Phone: 801 484-8755

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN FUEL FILLING THE VEHICLE IS GETTING A FUEL SPILL BACK, THE FUEL FILL NOZZLE SHUTS OFF WHEN THE FUEL FILLER NECK IS FULL. TECH STATES HAS VERIFIED THE CONCERN.

Service Action: TECHNICIAN TO REVIEW STAR ON LINE CASE NUMBER K17555629 AND FOLLOW THE DIAGNOSTICS AS OUTLINED FOR THE ORVR SYSTEM.YOU MAY HAVE POSSIBLE FUEL TANK ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010319013

Vehicle Information

VIN: 1J4FA24157L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1326602478)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3326E0572)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 120121

Repair Information

Report#: SSV010319013
Open Date: 11/30/2009
Mileage: 23815
Warr Built Dt: 12/01/2006
Supplier RP:

Dealer Information

Zone/Cd: 51-43887
Name: SAM LEMAN CHRYSLER-JEEP-DODGE
Address: 1801 WEST PIONEER PARKWAY
PEORIA, IL 61615
Phone: 309 692-1801

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C.C. THE FUEL TANK WILL NOT SHUT OFF UNTIL AFTER A SLIGHT OVERFILL. THE TECH REPLACED THE FILLER KNECK. THE CUSTOMER HAS NOW STATED THE CAR WILL NOT TAKE FUEL.
Service Action: ADVISED THE TECH TO REVIEW TSB. 14-001-09 REV. A
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010303276

Vehicle Information

VIN: 1J4FA54117L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER SAHARA 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1081701281)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0897E0377)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 040413

Repair Information

Report#: SSV010303276
Open Date: 11/13/2009
Mileage: 19281
Warr Built Dt: 04/04/2007
Supplier RP:

Dealer Information

Zone/Cd: 74-25001
Name: RON SAYER'S CHRYSLER JEEP DODG
Address: 490 NORTHGATE
IDAHO FALLS, ID 83401
Phone: 208 522-2610

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C/C-FUEL SPLASH BACK...T/S... INSPECTED FILLER TUBE TO TANK/TANK/SMOKE TESTED -LOOKING FOR INFORMATION...
Service Action: STAR ADVISED TECH TO REFER TO SOL CASE K17555629...
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010292457

Vehicle Information

VIN: 1J8GA59138L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR PREMIUM 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1345701791)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2067E2227)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 121217

Repair Information

Report#: SSV010292457
Open Date: 11/05/2009
Mileage: 70252
Warr Built Dt: 12/12/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-66272
Name: NAPLETON'S NORTHWESTERN CHRYSL
Address: 5950 N WESTERN AVE
CHICAGO, IL 606595004
Phone: 773 334-3400

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C/C-MIL ON...FUEL SPLASH BACK.....T/S..MIL ON....2 DTC S...P0457 P0456 LOOSE GAS CAP MESSAGE -HAVE HAD A LOT OF RAIN LATELY...1/2 TANK ....FOUND LOOSE FUEL HOSE FROM TANK TO FILLER NECK ....MOISTURE IN EVAP SYSTEM..

Service Action: STAR ADVISED TECH TO CHECK CANISTER FOR RAW FUEL(CUSTOMER OVERFILL)...TIGHTEN LOOSE HOSE FOR FUEL SPLASH BACK CONCERN...REPLACE ESIM AND RETEST...

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010013185

Vehicle Information

VIN: 1J4FA44S96P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER UNLIMITED 4X4
TJJH78
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9040661341)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K0696E0613)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 032708

Repair Information

Report#: SSV010013185
Open Date: 09/15/2009
Mileage: 35036
Warr Built Dt: 03/27/2006
Supplier RP:

Dealer Information

Zone/Cd: 51-60015
Name: CHRYSLER WORLD INC
Address: 2612 COUNTY HIGHWAY EE
ABRAMS, WI 54101
Phone: 920 826-4141

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A FUEL SPIT BACK. TECH STATES THAT HE HAS VERIFIED THE COMPLAINT.

Service Action: ADVISED TECH TO FLOW TEST THE VENT SYSTEM. TECH STATES THE FILLER NECK,NVLD AND CANNISTER HAS BEEN REPLACED.\r\n\r\n\r\nADVISED TECH TO READ CASE#K17555629.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010207642

Vehicle Information

VIN: 1J4FA24197L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1355601833)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0047E0216)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 011118

Repair Information

Report#: SSV010207642
Open Date: 08/28/2009
Mileage: 35073
Warr Built Dt: 01/11/2007
Supplier RP:

Dealer Information

Zone/Cd: 71-24169
Name: BARTON JEEP
Address: EAST 10819 SPRAGUE AVE
SPOKANE, WA 99206
Phone: 509 928-1300

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C/C-1.ETC LIGHT FLASHING 2.FUEL SPLASH BACK...T/S...MIL ON ..2 CODES P2135 P0221 STORED ...PERFORMED ETC FOLLOWER TEST OK 2CND TIME IN FOR REPAIR.. FIRST TIME-10-28-08 26,040 MILES}... SAME CONCERN...REPLACED THROTTLE BODY..BACK WITH SAME CONCERN..

Service Action: STAR ADVISED TECH TO CHECK WIRING BETWEEN TPS AND PCM FOR ETC CONCERN..CHECK FOR(MOISTURE/CORROSION IN CONNECTOR)...REPLACE FUEL TANK FOR FUEL SPLASH BACK CONCERN..

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010172444

Vehicle Information

VIN: 1J4GA39158L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR BASE 4X4
JKJM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1271700998)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2687E0500)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 100306

Repair Information

Report#: SSV010172444
Open Date: 08/04/2009
Mileage: 34298
Warr Built Dt: 10/03/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-66999
Name: ED VOYLES CHRYSLER JEEP DODGE
Address: 789 COBB PKWY S
MARIETTA, GA 300609222
Phone: 770 429-1100

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF FUEL SPIT BACK. TECH STATES THAT HE HAS BEEN ABLE TO DUPLICATE THE CONCERN.
Service Action: ADVISED TECH TO FLOW TEST THE VENTING SYSTEM ON THE TANK USING 2-3 PSI OF SHOP AIR AND DICONNECT COMPONENTS ONE AT A TIME.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010166746

Vehicle Information

VIN: 1J4GA59147L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1059700013)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0547E0249)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 030602

Repair Information

Report#: SSV010166746
Open Date: 07/30/2009
Mileage: 28558
Warr Built Dt: 03/06/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-44874
Name: STEVE WINKLER CHRYSLER INC
Address: 15126 US HIGHWAY 150
PARIS, IL 61944
Phone: 217 465-7626

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: AT TIMES WILL BLOW OUT FUEL WHEN FILLING THE GAS TANK.
Service Action: ADVISED THE TECH TO READ SOL CASE # K17555629, MAY HAVE A FAULTY SPLASH BACK VALVE, IF SO THEN REPLACE FUEL TANK TO REPAIR.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Dealer Product Sampling Report#: 413832694351

Vehicle Information

VIN: 1J4GA59117L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1103701991)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1017E0501)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 041912

Repair Information

Report#: 413832694351
Open Date: 07/01/2009
Mileage: 34950
Warr Built Dt: 04/19/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
52059729AG	TANK -FUEL	1	259.00	N	01/01/0001

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: THE CUSTOMER STATES WHEN FILLING THE FUEL TANK FUEL SQUIRTS OUT ALL OVER THE G
Service Comment: INSPECTED TANK AND FOUND BACK FLOW VAVE BROKEN AND FELL INTO FUEL TANK
Service Action: R&R AND REPLACED FUEL TANK

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010106016

Vehicle Information

VIN: 1J4FA49S25P[redacted]
Model Year: 2005
Make/Model: JEEP
WRANGLER SPORT
TJJH77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9164582917)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K1825E2229)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 070614

Repair Information

Report#: SSV010106016
Open Date: 06/17/2009
Mileage: 21191
Warr Built Dt: 07/06/2005
Supplier RP: P1

Dealer Information

Zone/Cd: 42-36464
Name: TOM O'BRIEN CHRYSLER JEEP DODG
Address: 750 US 31 N
GREENWOOD, IN 461423933
Phone: 317 881-6791

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN FUEL FILLING THE PUMP NOZZLE DOESN T SHUT OFF AND GETS A FUEL SPILL BACK. TECH STATES HAS NOT VERIFIED CONCERN, STATES THERE IS NO FUEL IN THE CANISTER.

Service Action: TECHNICIAN NEEDS TO VERIFY THE CONCERN. TO TRY DIFFERENT PUMPS, POSS PRESSURE ISSUE.\r\nADVISED TECH TO REFER TO SOL CASE NUMBER K17555629. ADVISE THE TECH TO CHECK THE VENT FILTER AND CHECK THE VENT VALVE ON THE FUEL TANK FOR A STICKING CONDITION, CHECK FOR RESTRICTIONS IN ALL HOSES AND FUEL LINES.CHECK FLAPPER FOR FUEL TANK INLET. POSS FUEL CONTROL VALVE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010091096

Vehicle Information

VIN: 1J4GA64137L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER RUBICON 4X4
JKJS72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1152701761)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y093770185)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 060409

Repair Information

Report#: SSV010091096
Open Date: 06/08/2009
Mileage: 17420
Warr Built Dt: 06/04/2007
Supplier RP:

Dealer Information

Zone/Cd: 74-68250
Name: GO CHRYSLER JEEP SOUTH BROADWA
Address: 5445 SOUTH BROADWAY
LITTLETON, CO 801218002
Phone: 303 761-1720

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL WILL SPLASH BACK WHEN FUELING NEED INFO ON HOW TO DIAG THIS PROBLEM

Service Action: JEREMY, READ AND FOLLOW STAR ON LINE CASE NUMBER K17555629 TO CHECK FOR PROPER TANK VENTING. IF ALL VENTING TEST CHECK OUT OK MOST LIKELY WILL NEED A GAS TANK. ADVISE THE CUSTOMER NOT TO OVER FILL TANK AFTER IS REPAIRED. AFTER 1ST CLICK OFF DO NOT ADD ANY MORE FUEL.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010086573

Vehicle Information

VIN: 1J4FA24197L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1249602583)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2096E2693)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 091611

Repair Information

Report#: SSV010086573
Open Date: 06/04/2009
Mileage: 29885
Warr Built Dt: 09/16/2006
Supplier RP:

Dealer Information

Zone/Cd: 51-45016
Name: ANTIOCH CHRYSLER DODGE JEEP
Address: 105 ROUTE 173
ANTIOCH, IL 60002
Phone: 847 395-0200

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS WHEN FILLING THE FUEL TANK IT SPITS BACK OUT AND HAS HAD A NEW TANK.

Service Action: ADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK. POSSIBLE NEW TANK. UNHOOK ALL THE EVAP HOSES AND TRY FILLING TANK AGAIN AND IF YOU STILL HAVE THE PROBLEM THEN CHECK THE FILLER NECK AND IF IT LOOKS OK THEN YOU WILL NEED TO REPLACE THE FUEL TANK. TECHNICIAN STATES DISCONNECT LINE FROM TANK FILL WITH GAS DID NOT EXPERIENCE FUEL SPILL, CHECK EVAP LINES DID NOT SEE ANY RESTRICTIONS, INSPECT EVAP CANISTER NO PROBLEM FOUND, ADVISE T INSPECT NVLD VENT LINE FOR RESTRICTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010069989

Vehicle Information

VIN: 1J8GA64167L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER RUBICON 4X4
JKJS72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1037702806)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0407E0219)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 021715

Repair Information

Report#: SSV010069989
Open Date: 05/21/2009
Mileage: 51012
Warr Built Dt: 02/17/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-42436
Name: CUMBERLAND VALLEY MOTORS INC
Address: 6720 CARLISLE PIKE
MECHANICSBURG, PA 17050
Phone: 717 697-9448

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: TECH STATES THE VEHICLE WILL SPIT BACK FUEL AFTER THE PUMP SHUTS DOWN AT THE FILLING STATION .

Service Action: ADVISE TECH TO CHECK FOR WELDING SLAG AT THE VENT LINE CONNECTION TO THE FILLER NECK . ADVISE TECH TO READ STAR ONLINE CASE #K17555629 . ADVISE TECH POSSIBLE STICKING FUEL CONTROL VALVE OR ROLLOVER VALVE ON THE FUEL TANK .

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010007094

Vehicle Information

VIN: 1J4FA44S66P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER UNLIMITED 4X4
TJJH78
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9011653601)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K0276E0430)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 021513

Repair Information

Report#: SSV010007094
Open Date: 04/02/2009
Mileage: 48333
Warr Built Dt: 02/15/2006
Supplier RP:

Dealer Information

Zone/Cd: 42-23388
Name: VILLAGE CHRYSLER JEEP, INC.
Address: 31200 WOODWARD AVE
ROYAL OAK, MI 480730927
Phone: INACTIVE
248 549-5300

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A FUEL SPIT BACK. TECH STATES THAT HE HAS DUPLICATED THE CONCERN.
Service Action: ADVISED TECH TO FLOW TEST THE SYSTEM USING A GAS CAP ADAPTOR FROM THE EELD MACHINE AND 2-3 PSI OF SHOP AIR.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Customer Promoter Score Report#: 7L13410506

Vehicle Information

VIN: 1J4FA541X7L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER SAHARA 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1332602047)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3356E2131)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 120911

Repair Information

Report#: 7L13410506
Open Date: 06/09/2009
Mileage: 0
Warr Built Dt: 12/09/2006
Supplier RP:

Dealer Information

Zone/Cd: 74-24230
Name: THE FARICY BOYS
Address: 4950 NEW CAR DR
COLORADO SPRINGS, CO 809238813
Phone: 719 636-1333

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

Q2. Please rate your satisfaction with your WRANGLER SAHARA 4X4 on a scale of 0 to 10.

Score: 06 (Detractor)

E32. Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

Z13. Any mention of dealership Service experience After SALE

I have had a few mechanical issues. More recently I have been appauled with the service that I am receiving with a new dealer that I have had to use do to a move. I am having an issue

with my fuel tank, the gas pump is not clicking off and it is causing the as to overflow. A concern for many reason; waste of money/gas, and safety. The dealership has done nothing, and the service has been terrible.

Q3. Please rate your satisfaction with your experience at THE FARICY BOYS on a scale of 0 to 10.

Score: 00 (Detractor)

006. Consideration of time

027. Length of time to complete service

995. Will never buy there again

The are terrible. I miss my dealership in Phoenix, the really is a difference between a 5Star dealership, and Faricy Boys is far from a 5 Star dealership. The staff is not helpful, the time it takes on everything is ridiculous, I have had to follow-up with them, when they should follow-up with me, their attitude is sub-par to say the least. I will NEVER go back and I would NEVER recommand them to anyone.

Q8. Have you been back for service to THE FARICY BOYS in the last X months?

01 - Yes

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001. Too many problems with current or past vehicle

003. Unhappy with service or past dealings with current dealer

005. Price/deals offered are unacceptable

097. Other

SURVEY COMPLETED 2009-06-17 11:50:21, CUSTOMER ID:706760552, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009998345

Vehicle Information

VIN: 1J8GA591X7L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1106702157)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1007E0509)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 041811

Repair Information

Report#: SSV009998345
Open Date: 03/27/2009
Mileage: 14054
Warr Built Dt: 04/18/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-67561
Name: ABRAHAM CHRYSLER-JEEP
Address: 1111 BROAD STREET
ELYRIA, OH 44035
Phone: INACTIVE
440 366-6446

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPIT BACK ISSUE.
Service Action: ADVISED TECH TO REVIEW SOL CASE K17555629 FOR THE ORVR SYSTEM DIAGNOSIS.\r\nIF CHECKS O.K. REPLACE THE FUEL TANK,POSSIBLE STICKING FLAPPER VALVE IN TANK.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009979887

Vehicle Information

VIN: 1J4FA44S46P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER UNLIMITED 4X4
TJJH78
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9143686335)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K1576E2578)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 060913

Repair Information

Report#: SSV009979887
Open Date: 03/13/2009
Mileage: 28097
Warr Built Dt: 06/09/2006
Supplier RP:

Dealer Information

Zone/Cd: 35-66479
Name: BERGEY'S CHRYSLER JEEP DODGE
Address: 408 HARLEYSVILLE PIKE
SOUDERTON, PA 189642141
Phone: 215 721-3490
215 721-3470

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: KEVIN STATES THAT WHEN FILLING WITH FUEL OVERFILL.

Service Action: TRANSFERRED TO DRIVEABILITY. ADVISE TO DUPLICATE THE PROBLEM, GET MORE INFORMATION FROM COSTUMER, CHECK STAR ON LINE CASE K17555629 FOR MORE INFORMATION, CHECK VENT HOSES FOR ANY RESTRICTIONS, CHECK ROLL OVER VALVE FOR STICKING.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009980864

Vehicle Information

VIN: 1J4FA24177L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1104702799)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y073770237)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 042110

Repair Information

Report#: SSV009980864
Open Date: 03/13/2009
Mileage: 34813
Warr Built Dt: 04/21/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-44707
Name: MATHEWS DODGE CHRYSLER JEEP IN
Address: 1866 MARION-WALDO RD
MARION, OH 43302
Phone: 740 389-2341

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: WHILE TRYING TO FILL FUEL TANK. TANK WILL OVERFLOW. IT WILL SHUT OFF PUMP BUT NOT UNTILL IT HAS OVERFILLED.
Service Action: CHAD, READ STAR ON LINE CASE NUMBER K17555629 AND FOLLOW THE DIAG. MAY HAVE A BAD TANK.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009940061

Vehicle Information

VIN: 1J4GA59127L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1352601049)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3546E0881)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 010617

Repair Information

Report#: SSV009940061
Open Date: 02/12/2009
Mileage: 15396
Warr Built Dt: 01/06/2007
Supplier RP:

Dealer Information

Zone/Cd: 74-61210
Name: BAXTER CHRYSLER JEEP DODGE
Address: 17950 BURT ST
OMAHA, NE 681183316
Phone: 800 642-1524
402 493-7800

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: WHILE FILLING THE GAS TANK SPITS FUEL BACK AS IS FILLING.
Service Action: ADVISED THE TECH TO READ SOL CASE # K17555629, MAY HAVE A FAULTY SPLASH BACK VALVE, IF SO THEN REPLACE FUEL TANK TO REPAIR.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009878674

Vehicle Information

VIN: 1J4GA59147L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1110702072)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1107E0594)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 042509

Repair Information

Report#: SSV009878674
Open Date: 01/05/2009
Mileage: 26846
Warr Built Dt: 04/25/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-43640
Name: ANTHONY'S CHRYSLER JEEP DODGE
Address: 2681 RIDGE RD
ELVERSON, PA 195208913
Phone: 610 286-9450

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES THAT AT FUEL FILL WHEN FULL AND NOZZLE CLICKS OFF THERE IS A FUEL SPILL BACK.
Service Action: POSSIBLE FUEL TANK ISSUE DUE TO FAULTY ANTI-SPLASH BACK VALVE. TO CHECK CUSTOMER S FUEL FILL PROCEDURE, POSS OVERFILLING. CHECK CANISTER FOR FUEL. READ SOL CASE #K17555629.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009857385

Vehicle Information

VIN: 1J4FA49SX5P[redacted]
Model Year: 2005
Make/Model: JEEP
WRANGLER SPORT
TJJH77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9118570296)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K1315E0639)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 051414

Repair Information

Report#: SSV009857385
Open Date: 12/12/2008
Mileage: 48275
Warr Built Dt: 05/14/2005
Supplier RP: P1

Dealer Information

Zone/Cd: 32-23108
Name: BOROUGH CHRYSLER JEEP
Address: 168 HAMBURG TURNPIKE
WAYNE, NJ 074702116
Phone: 973 595-6660
973 595-7666

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPIT BACK.

Service Action: ADVISED TECH TO REFER TO SOL CASE NUMBER K17555629. ADVISE THE TECH TO CHECK THE VENT FILTER AND CHECK THE VENT VALVE ON THE FUEL TANK FOR A STICKING CONDITION, CHECK FOR RESTRICTIONS IN ALL HOSES AND FUEL LINES.CHECK FLAPPER FOR FUEL TANK INLET.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009858639

Vehicle Information

VIN: 1J8GA69127L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED RUBICON 4X4
JKJS74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1036701073)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y327670187)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 020718

Repair Information

Report#: SSV009858639
Open Date: 12/12/2008
Mileage: 33113
Warr Built Dt: 02/07/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-68399
Name: EL DORADO CHRYSLER JEEP
Address: 2110 N CENTRAL EXPY
MCKINNEY, TX 750703744
Phone: INACTIVE
972 569-0100

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CC WHEN FILLING UP WITH GAS IT COMES OUT THE FILL TUBE. TECH STATED HE WANTED TO KNOW IF WE HAD SEEN THIS BEFORE.
Service Action: I MENTIONED ONLINE CASE K17555629, AND ABOUT CHECKING THE HOSE FOR LOW SPOTS AND FOR POSSIBLE FAULTY SPIT BACK VALVE IN THE TANK.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009791404

Vehicle Information

VIN: 1J4FA69SX6P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER RUBICON
TJJS77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9062667082)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K0976E2315)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 041111

Repair Information

Report#: SSV009791404
Open Date: 11/18/2008
Mileage: 26295
Warr Built Dt: 04/11/2006
Supplier RP:

Dealer Information

Zone/Cd: 35-68394
Name: HOFFMAN CHRYSLER JEEP DODGE
Address: 171 S EDGEWOOD DR
HAGERSTOWN, MD 217406617
Phone: 301 733-1414

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: TECH HAS CONCERN OF NORMAL FILL AND SPIT BACK. TECH CAN DUPLICATE THE CONCERN AND IS LOOKING FOR DIRECTION.

Service Action: ADVISED TECH TO DISCONNECT LINE FROM ROLLOVER VALVE ON FUEL TANK AND RE-EVALUATE. IF CONCERN IS STILL THERE, ROLLOVER VALVE IS MORE THAN LIKELY THE CONCERN. IF CONCERN IS GONE, TECH TO LOOK FOR RESTRICTION IN EVAP VENT SYSTEM. TECH STATES THE FUEL TANK HAS BEEN REPLACED AND THE SPIT BACK IS STILL PRESENT . ADVISE TO CHECK THE EVAP SYSTEM FOR PROPER VENTING . ADVISE TO READ STAR CASE #K17555629 .

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009791404

Vehicle Information

VIN: 1J4FA69SX6P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER RUBICON
TJJS77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9062667082)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K0976E2315)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 041111

Repair Information

Report#: SSV009791404
Open Date: 10/22/2008
Mileage: 26295
Warr Built Dt: 04/11/2006
Supplier RP:

Dealer Information

Zone/Cd: 35-26190
Name: DON PHILLIPS & SON ENTERPRISES
Address: 1820 ROSEMONT AVE
FREDERICK, MD 217028218
Phone: INACTIVE
301 696-0710

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: TECH HAS CONCERN OF NORMAL FILL AND SPIT BACK. TECH CAN DUPLICATE THE CONCERN AND IS LOOKING FOR DIRECTION.

Service Action: ADVISED TECH TO DISCONNECT LINE FROM ROLLOVER VALVE ON FUEL TANK AND RE-EVALUATE. IF CONCERN IS STILL THERE, ROLLOVER VALVE IS MORE THAN LIKELY THE CONCERN. IF CONCERN IS GONE, TECH TO LOOK FOR RESTRICTION IN EVAP VENT SYSTEM.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009779171

Vehicle Information

VIN: 1J4FA39S56P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER X
TJJM77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9136684662)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K1636E2422)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 062006

Repair Information

Report#: SSV009779171
Open Date: 10/14/2008
Mileage: 22370
Warr Built Dt: 06/20/2006
Supplier RP:

Dealer Information

Zone/Cd: 32-26641
Name: EAGLE AUTO-MALL CORP
Address: 1320 OLD COUNTRY ROAD
RIVERHEAD, NY 11901
Phone: INACTIVE
631 727-0700

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: DENJIS HAS A FUEL BACKSPLASH ISSUE.
Service Action: TRANSFERRED TO DRIVABILITY. CUSTOMER COMPLAINTS OF FUEL SPLASH BACK ON A FILL UP. ADVISED TO CHECK THE FUEL TANK CONTROL VALVE FUNCTIONALITY.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009557160

Vehicle Information

VIN: 1J4FA241X7L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1356604189)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y300670048)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 011206

Repair Information

Report#: SSV009557160
Open Date: 06/11/2008
Mileage: 13909
Warr Built Dt: 01/12/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-26333
Name: BOB HOWARD CHRYSLER JEEP DODGE
Address: 13250 NORTH BROADWAY EXTENSION
OKLAHOMA CITY, OK 73114
Phone: 405 752-1717

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: THE CUSTOMER STATES THE FUEL FILL IS SLOW AND THERE IS FUEL SPIT BACK .
Service Action: ADVISE TO CHECK FOR A STICKING VENT VALVE OR RESTRICTION IN THE EVAP SYSTEM, POSSIBLE FUEL TANK.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009389465

Vehicle Information

VIN: 1J4FA69S26P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER RUBICON
TJJS77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9068668976)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y038680222)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 040511

Repair Information

Report#: SSV009389465
Open Date: 05/15/2008
Mileage: 16335
Warr Built Dt: 04/05/2006
Supplier RP:

Dealer Information

Zone/Cd: 74-26519
Name: PRO CHRYSLER JEEP DODGE
Address: 1800 W 104TH AVE
DENVER, CO 802343602
Phone: 303 469-1931

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: THE CUST HAS FUEL SPIT BACK OUT OF THE FILL TUBE AFTER THE NOZZLE HAS SHUT OFF.

Service Action: THE TECH TO CHECK THE OPERATION OF THE FUEL TANK INLET CHECK VALVE. JASON STATES CUSTOMER STILL COMMENTS OF FUEL SPIT BACK...FUEL TANK AND VAPOR CANISTER HAVE BEEN REPLACED.\r\nTHE TECH TO CHECK FOR A STUCK OPEN FLAPPER DOOR ON THE INLET OF THE FUEL TANK. CHECK EVAP SYSTEM FOR VENTING CONCERNS.CHECK FOR BLOCKAGES OR KINKED LINES. SEE SOL CASE K17555629 FOR DIAG. \r\nADVISED TO REMOVE THE VENT FROM THE TANK AND ATTEMPT TO FUEL. IF CONCERN DOES NOT IMPROVE POSSIBLE CONTROL VALVE ISSUE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009502465

Vehicle Information

VIN: 1J4FA69S36P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER RUBICON
TJJS77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9061667004)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K0946E0478)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 042406

Repair Information

Report#: SSV009502465
Open Date: 05/07/2008
Mileage: 33723
Warr Built Dt: 04/24/2006
Supplier RP:

Dealer Information

Zone/Cd: 35-60350
Name: PRINCE FREDERICK CHRYSLER JEEP
Address: 265 SOLOMONS ISLAND ROAD
PRINCE FREDERICK, MD 206789802
Phone: 410 535-1200

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: TECHNICIAN STATES FUEL SPILL OUT OF THE NECK, NOT SURE THE LOCATION OF THE OVER RUNNING VALVE.

Service Action: ADVISE TO REMOVE THE FUEL NECK INLET HOSE AND INSPECT, READ STAR ON LINE CASE K17555629 FOR GENERAL INFORMATION OF THE OVER RUNNING VALVE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009428105

Vehicle Information

VIN: 1J8FA54168L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR PREMIUM 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1288700460)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2907E2831)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 102017

Repair Information

Report#: SSV009428105
Open Date: 04/01/2008
Mileage: 4071
Warr Built Dt: 10/20/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-44677
Name: GABLE DODGE CHRYSLER JEEP INC
Address: 2444 STATE ROUTE 7
COBLESKILL, NY 12043
Phone: 518 234-1075

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS THE FUEL WILL SPLASH BACK, WHEN YOU FILL UP THE FUEL TANK.

Service Action: ADVISE HIM TO MAKE SURE THE FUEL TANK VENT LINE ARE NOT RESTRICTED. ADVISE HIM TO TRY AND FILL IT WITH VENT LINES UNHOOK FROM THE CANISTER. PULL THE VENT LINE OFF THE TANK ,AND SEE IF TANK FILLS CORRECTLY

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV009390222

Vehicle Information

VIN: 1J8GA39177L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED X 4X4
JKJM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1081701059)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0787E0764)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 032410

Repair Information

Report#: SSV009390222
Open Date: 02/21/2008
Mileage: 16600
Warr Built Dt: 03/24/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-67720
Name: BRITT CHRYSLER JEEP
Address: 3427 JEFFERSON-DAVIS HIGHWAY
FREDERICKSBURG, VA 224014160
Phone: INACTIVE
540 371-1400

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPITS FROM FILL NECK AFTER FILLING NOZZLE SHUTS OFF WHEN TANK IS FULL.
Service Action: FAULTY SPLASH BACK VALVE. REPLACE FUEL TANK TO REPAIR.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Dealer Product Sampling Report#: 413832986561

Vehicle Information

VIN: 1J4FA24188L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR BASE 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1277700740)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2757E0304)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 100820

Repair Information

Report#: 413832986561
Open Date: 08/13/2010
Mileage: 11617
Warr Built Dt: 10/08/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
52059718AH	TANK -FUEL	1	197.40	N	01/01/0001

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES FUEL SPITS OUT WHEN FILLING TANK SOP PART IS HERE
Service Comment: DEFECTIVE FUEL TANK CHECK VALVE
Service Action: REPLACE FUEL TANK AND TRANSFER FUEL.

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010472744

Vehicle Information

VIN: 1J4FA44S26P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER UNLIMITED 4X4
TJJH78
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9294534192)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K3055E2542)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 110710

Repair Information

Report#: SSV010472744
Open Date: 08/11/2010
Mileage: 40000
Warr Built Dt: 11/07/2005
Supplier RP:

Dealer Information

Zone/Cd: 35-26319
Name: ZIMMERMAN ENTERPRISES INC
Address: 1301 MARKET STREET
SUNBURY, PA 178012523
Phone: 570 286-5873

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: WHEN FILLING WITH FUEL IT WILL SPIT OUT BEFORE IT SHUTS OFF THE NOZZLE. NONE

Service Action: ADVISED TO INSPECT THE CANISTER FOR FUEL. ADVISED POSSIBLE FUEL CONTROL VALVE ISSUE. ADVISED POSSIBLE FILLER NECK ISSUE. .

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010836268

Vehicle Information

VIN: 1J4GA64108L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR RUBICON 4X4
JKJS72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1232702592)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 082908

Repair Information

Report#: SSV010836268
Open Date: 08/10/2010
Mileage: 41785
Warr Built Dt: 08/29/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-57076
Name: ELMWOOD DODGE INC
Address: 625 TAUNTON AVE
E PROVIDENCE, RI 029141693
Phone: 401 438-0400

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN FUEL SPLASH BACK\u0085.TECHNICIAN STATES VERIFIED CONCERN\u0085CUSTOMER TRIED SEVERAL GAS STATIONS-REPLACED FUEL TANK..STILL HAS SPLASH BACK...

Service Action: STAR ADVISED TECH TO REFER TO SOL CASE K17555629 POS EVAP RESTRICTION..

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010774636

Vehicle Information

VIN: 1J8GA39148L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR BASE 4X4
JKJM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1197701519)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1787E4584)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 072500

Repair Information

Report#: SSV010774636
Open Date: 07/15/2010
Mileage: 33404
Warr Built Dt: 07/25/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-63881
Name: MEADOWLAND OF CARMEL
Address: 1952 ROUTE 6
CARMEL, NY 10512
Phone: 845 225-8468

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS WHEN FILLING WITH FUEL THERE IS FUEL SPILL OVER.TECH HAS NOT VERIFIED THE CONCERN.
Service Action: ADVISED TECH TO READ CASE#K17555629.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010758603

Vehicle Information

VIN: 1J4FA24147L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1235602092)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2566E2516)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 092921

Repair Information

Report#: SSV010758603
Open Date: 07/08/2010
Mileage: 33218
Warr Built Dt: 09/29/2006
Supplier RP:

Dealer Information

Zone/Cd: 63-44107
Name: ACADIANA DODGE CHRYSLER JEEP
Address: 1700 SOUTHEAST EVANGELINE HIGH
LAFAYETTE, LA 70508
Phone: 337 232-7361

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: TECHNICIAN STATES FUEL SPILL OUT TANK WHEN IS FILL WITH FUEL.
Service Action: ADVISE TO CHECK FOR ANY NECK RESTRICTIONS, POSSIBLE TANK PROBLEM.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010729889

Vehicle Information

VIN: 1J4FA24167L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1179702215)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y116770308)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 070513

Repair Information

Report#: SSV010729889
Open Date: 06/24/2010
Mileage: 36666
Warr Built Dt: 07/05/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-68849
Name: HERITAGE CHRYSLER JEEP DODGE
Address: 9219 HARFORD ROAD
BALTIMORE, MD 21234
Phone: 410 661-3400

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPIT BACK/FUEL FILL ISSUES/OVERFLOWS.GAS CAP LIGHT \r\nEVAP CANISTER,ESIM SWITCH,FILLER NECK ALSO WAS REPLACED.\r\nTECH HAS RUN THE FORCED EVAP TEST PASSES.

Service Action: STAR ADVISED TECH TO REFER TO SOL CASE K17555629 FOR ORVR TESTING.POSSIBLE FUEL TANK ISSUE.ADVISED TECH SEE TT9002327 FUEL TANK & 14-001-09 REV. A HARD TO FILL WITH FUEL OR FUEL NOZZLE SHUTS OFF REPEATEDLY.\r\n ALSO DIRECTED TECH TO REFER TO THE TROUBLESHOOTING FLOW CHARTS IN TECHCONNECT UNDER E-FILES>SERVICE>STAR CENTER>MISC. DOCUMENTS>EVAP QUICK CHECK FLOW CHART.\r\n\r\nTT9001584 EVAPORATIVE SYSTEM INTEGRITY MONITOR (ESIM)

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010705990

Vehicle Information

VIN: 1J4GB59188L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR PREMIUM 4X2
JKTP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1281700182)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2637E2262)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 101720

Repair Information

Report#: SSV010705990
Open Date: 06/15/2010
Mileage: 10408
Warr Built Dt: 10/17/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-43864
Name: ARRIGO DODGE CHRYSLER JEEP
Address: 6500 OKEECHOBEE BLVD
WEST PALM BEACH, FL 33411
Phone: 561 683-1511

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN FUEL SPLASH BACK\u0085.TECHNICIAN VERIFIED CONCERN FILLED TANK -FUEL SPLASHED BACK-COULD NOT FIND ANY DIAGNOSTICS FOR THIS CONCERN,

Service Action: STAR ADVISED TECH TO REFER TO SOL CASE K1755629-CHECK FOR PLUGGED LDP PUMP FILTER/CANISTER-POS FLOW CONTROL VALVE

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010706316

Vehicle Information

VIN: 1J4GB39147L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED X 4X2
JKTM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1026703217)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0237E2216)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 012907

Repair Information

Report#: SSV010706316
Open Date: 06/15/2010
Mileage: 39480
Warr Built Dt: 01/29/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-44509
Name: RICK HENDRICK DODGE CHRYSLER J
Address: 1468 SAVANNAH HIGHWAY
CHARLESTON, SC 29407
Phone: 843 763-8400

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF FUEL SPIT BACK. TECH STATES THAT HE HAS DUPLICATED THE CONDITION.
Service Action: ADVISED TECH TO FLOW TEST THE VENTING SYSTEM ON THE FUEL TANK.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010678606

Vehicle Information

VIN: 1J4FA39S86P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER X
TJJM77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9264525427)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K2655E0628)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 092608

Repair Information

Report#: SSV010678606
Open Date: 06/03/2010
Mileage: 49034
Warr Built Dt: 09/26/2005
Supplier RP:

Dealer Information

Zone/Cd: 35-26419
Name: STARR MOTORS INCORPORATED
Address: 2584 PRUDEN BLVD
SUFFOLK, VA 23434
Phone: 757 539-0214
757 539-2531

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL FILL ISSUE DIFFICULT TO FILL AND SPIT BACK ISSUE.HAS HAD 3 LIKE VEHICLE WITH THE SAME CONCERN ASKING FOR A KNOWN FIX.NO DIAGNOSIS PERFORMED.

Service Action: STAR ADVISED TECH CHECK THE VENTING OF THE EVAP/FUEL SYSTEM.SEE TSB 14-001-09 REV. A HARD TO FILL WITH FUEL OR FUEL NOZZLE SHUTS OFF REPEATEDLY.ALSO SEE SOL CASE K17555629.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010669225

Vehicle Information

VIN: 1J4FA39SX5P[redacted]
Model Year: 2005
Make/Model: JEEP
WRANGLER X
TJJM77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9153579818)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y150580026)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 070709

Repair Information

Report#: SSV010669225
Open Date: 06/01/2010
Mileage: 70460
Warr Built Dt: 07/07/2005
Supplier RP: P1

Dealer Information

Zone/Cd: 42-60396
Name: REINEKE MOTORS, INC.
Address: 1045 E WYANDOT AVE
UPPER SANDUSKY, OH 433519646
Phone: 419 294-1913

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN FUEL SPLASH BACK AFTER FILL UP...\u0085.TECHNICIAN STATES NO MIL ..NO DIAGNOSTIC TROUBLE CODE..HAS NOT VERIFIED CONCERN...LOOKING FOR RELATED CASES...

Service Action: STAR ADVISED TECH TO REFER TO SOL CASE K17555629 TECHNICIAN FUELED THE VEHICLE AND THE CONCERN DID NOT OCCUR. ADVISED TO QUESTION THE CUSTOMER AS TO OVERFILLING THE VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010580942

Vehicle Information

VIN: 1J4FA54167L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER SAHARA 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1071701836)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0857E0475)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 033020

Repair Information

Report#: SSV010580942
Open Date: 04/20/2010
Mileage: 24750
Warr Built Dt: 03/30/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-43781
Name: LIBERTY DODGE CHRYSLER JEEP
Address: 12895 WORTHINGTON RD SW
PATASKALA, OH 430629726
Phone: 740 967-8015

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER COMPLAINING OF A FULE SPIT BACK. TECH STATES THAT THE VEHICLE ACCEPTS FUEL NORMALLY BUT AFTER THE PUMP SHUTS OFF THE VEHICLE WILL BURP SOME FUEL OUT.

Service Action: ADVISED TECH TO FLOW TEST THE EVAP SYSTEM AND THE VENTING SYSTEM ON THE VEHICLE FOR RESTRICTIONS.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010570925

Vehicle Information

VIN: 1J4FA54198L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR PREMIUM 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1275701845)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 100518

Repair Information

Report#: SSV010570925
Open Date: 04/15/2010
Mileage: 26275
Warr Built Dt: 10/05/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-23296
Name: BERGLUND CHRYSLER JEEP DODGE
Address: 2525 FRANKLIN RD SW
ROANOKE, VA 240141007
Phone: 540 345-9881

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: WHEN FILLING GAS TANK WILL SPIT OUT FUEL AT ANY POINT.

Service Action: ADVISED THE TECH TO READ AND FOLLOW SOL CASE #K17555629, IF PASSES TESTING REPLACE THE TANK AND CANISTER, ADVISE THE CUSTOMER NOT TO OVER FILL TANK DURING REFUELING.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010532412

Vehicle Information

VIN: 1J4GA39137L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED X 4X4
JKJM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1159701051)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y114770152)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 070215

Repair Information

Report#: SSV010532412
Open Date: 03/29/2010
Mileage: 35216
Warr Built Dt: 07/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 74-44304
Name: JOHNSON AUTO PLAZA INC
Address: 12410 EAST 136TH AVENUE
BRIGHTON, CO 80601
Phone: 303 654-1940
720 685-1026

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPILL UST WANTED TO LET YOU KNOW THE SPRING TENSION ON THE FUEL FILLER VALVE IN THE TANK WAS NOT THERE, THE LITTLE VALVE WAS STUCK DOWN, THANKS FOR THE HELP

Service Action: TECH ADVISED NEW TANK FIXED ISSUE DUE TO VALVE STUCK IN OLD TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010502252

Vehicle Information

VIN: 1J4FA24108L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR BASE 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1332700659)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y278770015)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 112823

Repair Information

Report#: SSV010502252
Open Date: 03/16/2010
Mileage: 53281
Warr Built Dt: 11/28/2007
Supplier RP:

Dealer Information

Zone/Cd: 63-66929
Name: MEADOR CHRYSLER-PLYMOUTH INC
Address: 2351 EAST INTERSTATE 20
FORT WORTH, TX 76119
Phone: 817 535-0535

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS WHEN FILLING THE FUEL TANK AND IT WILL OVERFLOW ONTO THE GROUND. ANY ISSUES

Service Action: ADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK IS STICKING. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN, AND IF YOU STILL HAVE THE SAME ISSUE THEN YOU WILL HAVE TO REPLACE THE FUEL TANK. IF THE ISSUE GOES AWAY THEN YOU HAVE AN EVAP SYSTEM RESTRICTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010461409

Vehicle Information

VIN: 1J4GA39188L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR BASE 4X4
JKJM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1201701025)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2297E0403)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 082218

Repair Information

Report#: SSV010461409
Open Date: 03/10/2010
Mileage: 30124
Warr Built Dt: 08/22/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-23307
Name: ROSENTHAL CHRY-JEEP
Address: 3400 COLUMBIA PIKE
ARLINGTON, VA 222044299
Phone: 703 920-8700

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C/C-FUEL SPLASH BACK...T/S..ORDERED CHECK VALVE---REPLACING....TSB-14-001-09....HAVING PROBLEM WITH NEW INSTALL

Service Action: STAR ADVISED TECH THERE ARE NO PROCEDURES LISTED IN DEALERCONNECT FOR FILLER NECK REMOVAL...MAY HAVE TO DROP THE TANK AND RAISE THE BODY... TECH ADVISED WHEN FILLING TANK IT GETS TO THE TOP AND THEN SPLASHES BACK OUT, DOES HAVE A NEW FILLER NECK ON.\r\n\r\nADVISED TECH THAT POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK IS STICKING. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN, AND IF YOU STILL HAVE THE SAME ISSUE THEN YOU WILL HAVE TO REPLACE THE FUEL TANK. IF THE ISSUE GOES AWAY THEN YOU HAVE AN EVAP SYSTEM RESTRICTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Dealer Product Sampling Report#: 413832867151

Vehicle Information

VIN: 1J4GA59118L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR PREMIUM 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1043800907)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0248E4136)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 021414

Repair Information

Report#: 413832867151
Open Date: 03/04/2010
Mileage: 25804
Warr Built Dt: 02/14/2008
Supplier RP:

Dealer Information

Zone/Cd: 66-41383
Name: ORLANDO DODGE CHRYSLER JEEP
Address: 4101 W COLONIAL DR
ORLANDO, FL 328088122
Phone: 407 299-1120

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
52059729AG	TANK -FUEL	1	267.40	N	01/01/0001

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES INSTALL SOP FUEL TANK,WHEN FILLING UP GAS COMES BACK OUT WHEN
Service Comment: TOOK VENT LINE OFF AT TANK AND IT STELL SPIT GAS OUT TANK BAD
Service Action: REPLACE THAN AND FILLED IT UP DID NOT SPIT BACK

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010464095

Vehicle Information

VIN: 1J4GA59187L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1158701164)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y128770050)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 061502

Repair Information

Report#: SSV010464095
Open Date: 02/26/2010
Mileage: 30779
Warr Built Dt: 06/15/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-45445
Name: WICKSTROM CHRYSLER JEEP DODGE
Address: 660 W NORTHWEST HWY
BARRINGTON, IL 600102730
Phone: 847 381-8850

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPLASH ISSUE.ACCEPTS FUEL FINE.
Service Action: ADVISED TECH TO REVIEW SOL CASE K17555629 FOR THE ORVR SYSTEM DIAGNOSIS. IF CHECKS O.K. REPLACE THE FUEL TANK,POSSIBLE STICKING FLAPPER VALVE IN TANK.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010451231

Vehicle Information

VIN: 1J8GA591X7L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1229602119)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1886E2293)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 082613

Repair Information

Report#: SSV010451231
Open Date: 02/22/2010
Mileage: 36384
Warr Built Dt: 08/26/2006
Supplier RP:

Dealer Information

Zone/Cd: 35-60355
Name: CHAPMAN CHRYSLER JEEP DODGE
Address: 1100 EASTON RD
HORSHAM, PA 190441405
Phone: 215 443-5800

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER STATES WHEN FILLING UP GAS TANK NOZZLE WILL NOT CANCEL RESULTING IN FUEL SPILLAGE/ SPIT BACK VEHICLE PREVIOUSLY AT ANOTHER DEALERSIP ON TWO OCCASIONS FOR THE SAME COMPLAINT. ESIM AND FUEL FILLER NECK WERE REPLACED. CUSTOMER STATES CONDITION IS STILL PRESENT. SUSPECTED FAULTY VALVE IN FUEL TANK. PLEASE ADVISE.

Service Action: ADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK IS STICKING. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN, AND IF YOU STILL HAVE THE SAME ISSUE THEN YOU WILL HAVE TO REPLACE THE FUEL TANK. IF THE ISSUE GOES AWAY THEN YOU HAVE AN EVAP SYSTEM RESTRICTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010426815

Vehicle Information

VIN: 1J4FA54118L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR PREMIUM 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1309702193)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3037E0204)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 110723

Repair Information

Report#: SSV010426815
Open Date: 02/10/2010
Mileage: 22711
Warr Built Dt: 11/07/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-60379
Name: LANDERS MCLARTY DODGE CHRYSLER
Address: 6533 UNIVERSITY DR NW
HUNTSVILLE, AL 358061717
Phone: 256 830-6450

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C/C-FUEL SPLASH BACK CONCERN...T/S...VERIFIED CONCERN...LOOKING FOR RELATED CASES...
Service Action: STAR ADVISED TECH TO REFER TO SOL CASE K17555629...
Correction:

QNA - Quality Narrative Analyzer Detail Report
Customer Promoter Score Report#: 8L53775606

Vehicle Information

VIN: 1J4FA24168L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 2-DR BASE 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1282702126)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2817E2413)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 101612

Repair Information

Report#: 8L53775606
Open Date: 04/20/2010
Mileage: 0
Warr Built Dt: 10/16/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-66479
Name: BERGEY'S CHRYSLER JEEP DODGE
Address: 408 HARLEYSVILLE PIKE
SOUDERTON, PA 189642141
Phone: 215 721-3490
215 721-3470

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend JEEP to a friend or colleague?

Score: 07 (Neutral)

Q2. Please rate your satisfaction with your WRANGLER 2-DR BASE 4X4 on a scale of 0 to 10.

Score: 05 (Detractor)

E32. Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

X35. Water Leaks Into Vehicle

E35. No engine problem, but unhappy with power/acceleration/speed/horsepower/during passing/from stop

fuel tank overflow, roof pee, engine power, headlights, paint quality.

Q3. Please rate your satisfaction with your experience at BERGEY'S CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q8. Have you been back for service to BERGEY'S CHRYSLER JEEP DODGE in the last X months?

02 - No

003. Inconvenient location

Q9. How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

009. Quality/Reliability

SURVEY COMPLETED 2010-04-23 19:29:38, CUSTOMER ID:707735913, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010403062

Vehicle Information

VIN: 1J4GA69127L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED RUBICON 4X4
JKJS74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1178700531)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1777E4040)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 070216

Repair Information

Report#: SSV010403062
Open Date: 02/01/2010
Mileage: 41861
Warr Built Dt: 07/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-23732
Name: LITTLE JESS MOTOR COMPANY
Address: 3421 MAINE
QUINCY, IL 623014440
Phone: 217 223-5950

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS WHEN FILLING UP WITH FUEL AND IT WILL SPIT FUEL BACK OUT ON THE GROUND. ANY ISSUES

Service Action: ADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK IS STICKING. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN, AND IF YOU STILL HAVE THE SAME ISSUE THEN YOU WILL HAVE TO REPLACE THE FUEL TANK. IF THE ISSUE GOES AWAY THEN YOU HAVE AN EVAP SYSTEM RESTRICTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010381491

Vehicle Information

VIN: 1J8GA59167L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1345602802)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3486E0092)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 121911

Repair Information

Report#: SSV010381491
Open Date: 01/29/2010
Mileage: 34744
Warr Built Dt: 12/19/2006
Supplier RP:

Dealer Information

Zone/Cd: 35-60327
Name: PELLEGRINO CHRYSLER JEEP
Address: 241 GLASSBORO RD
WOODBURY HEIGHTS, NJ 080971014
Phone: 856 848-7474

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: TECHNICIAN STATES CODE P0456, P0457, ARE SETTING, ESIM WAS REPLACED, TANK WAS REPLACED FOR FUEL SPILL OUT WHEN REFILL, RUNS

Service Action: ADVISE TO CHECK FOR LEAKS WITH SMOKE MACHINE, LOOK FOR SWITCH STATE CHANGE IN DATA DISPLAY, PERFORM BATTERY DISCONCERT. THE TECH STATES THAT HE FOUND AND REMOVED PLASTIC FLASHING FROM THE NEW ESIM, AND THIS RESOLVED THE CONCERN.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010400292

Vehicle Information

VIN: 1J4GB59147L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X2
JKTP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1130701633)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1277E0811)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 051213

Repair Information

Report#: SSV010400292
Open Date: 01/29/2010
Mileage: 34954
Warr Built Dt: 05/12/2007
Supplier RP:

Dealer Information

Zone/Cd: 66-65074
Name: HAYES CHRY-DODGE-JEEP INC
Address: 719 W PIKE ST
LAWRENCEVILLE, GA 300454305
Phone: 770 963-5251

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: TECHNICIAN STATES THE VEHCIEL EXHIBITS SPIT BACK WHEN FUELING. NO DTC S PRESENT.
Service Action: ADVISED TECHNICIAN POSSIBLE FUEL CONTROL VALVE. ADVISED POSSIBLE FILLER NECK ISSUE.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010397328

Vehicle Information

VIN: 1J8GA69108L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR RUBICON 4X4
JKJS74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1023801504)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0168E2163)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 012611

Repair Information

Report#: SSV010397328
Open Date: 01/28/2010
Mileage: 26394
Warr Built Dt: 01/26/2008
Supplier RP:

Dealer Information

Zone/Cd: 71-24097
Name: TUTTLE-CLICK CHRYSLER JEEP DOD
Address: 40 AUTO CENTER DRIVE
IRVINE, CA 926182827
Phone: 949 581-5911
949 472-7400

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPITS OUT OF FILLER NECK AFTER FILLING INSPECTED FUEL TANK VENT FOUND NO PLUGGED HOSES OR OBSTRUCTIONS, ANY IDEAS ON \r\nWHAT ELSE MIGHT CAUSE THIS, CUSTOMER SAYS UP TO HALF A GALLON WILL SHOOT OUT OF FILLER NECK AFTER FILLING THANKS

Service Action: ADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK IS STICKING. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN, AND IF YOU STILL HAVE THE SAME ISSUE THEN YOU WILL HAVE TO REPLACE THE FUEL TANK. IF THE ISSUE GOES AWAY THEN YOU HAVE AN EVAP SYSTEM RESTRICTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010323112

Vehicle Information

VIN: 1J4GA59177L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1030703686)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0337E0573)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 020910

Repair Information

Report#: SSV010323112
Open Date: 01/27/2010
Mileage: 35950
Warr Built Dt: 02/09/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-41230
Name: ROTHROCK CHRYSLER JEEP DODGE
Address: 1648 PLAZA LANE
ALLENTOWN, PA 18104
Phone: 610 439-8485

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPITBACK WHEN REMOVING FILLER NOZZLE AFTER FILLING. TECH HAS NOT VERIFIED THE CONCERN BUT NOTED THE FUEL CANISTER HAS BEEN REPLACED WITH NO CHANGE.

Service Action: ADVISED TECH TO CONFIRM CONDITION PRIOR TO ANY REPAIRS. TECH STATES THE VEHICLE IS NOW AT HIS DEALER. TECH STATES AFTER FILLING WITH FUEL AND THE PUMP IS OFF AND REMOVED FUEL WILL SPIT OUT THE TOP. \r\n\r\nADVISE TECH TO PERFORM AN EVAP TEST. ADVISE TECH OF POSSIBLE FILLER TUBE. ADVISE TECH TO REVIEW TSB 14-001-09 REV. A. TECH STATES THE FUEL SPIT BACK CONCERN IS PRESENT AFTER REMOVING THE NOZZLE FROM THE FILLER NECK .ADVISE TECH TO FOLLOW THE DIAGNOSTICS IN THE TSB # 14-001-09 . ADVISE TECH POSSIBLE STICKING INLET VALVE ON THE FUEL TANK .

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010385743

Vehicle Information

VIN: 1J8GA59148L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR PREMIUM 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1345701960)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K3447E2740)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 121223

Repair Information

Report#: SSV010385743
Open Date: 01/25/2010
Mileage: 43516
Warr Built Dt: 12/12/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-63881
Name: MEADOWLAND OF CARMEL
Address: 1952 ROUTE 6
CARMEL, NY 10512
Phone: 845 225-8468

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS WHEN FUELING THE CAR AND IT WILL SPIT BACK OUT ON THE GROUND. ANY ISSUES.

Service Action: ADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK IS STICKING. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN, AND IF YOU STILL HAVE THE SAME ISSUE THEN CHECK THE FILLER NECK, AND IF IT LOOKS OK THEN YOU WILL HAVE TO REPLACE THE FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010386303

Vehicle Information

VIN: 1J4GA39168L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR BASE 4X4
JKJM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1024800158)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0188E4438)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 012917

Repair Information

Report#: SSV010386303
Open Date: 01/25/2010
Mileage: 24885
Warr Built Dt: 01/29/2008
Supplier RP:

Dealer Information

Zone/Cd: 51-42906
Name: CAPITOL CHRYSLER JEEP DODGE
Address: 3201 MISSOURI BLVD
JEFFERSON CITY, MO 651095722
Phone: 573 893-5000

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPIT BACK ONCE PUMP HAS AUTOMATICLY TURNS OFF SPITTING FUEL ON SIDE OF JEEP RAN TEST PER TSB 14-001-09 ON THE REPEATED SHUT OFF AND SEE NO PROBLEM. LINES AND FILLER NECK APPEAR OK AND CAN BE BLOWN THROUGH

Service Action: ADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK IS STICKING. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN, AND IF YOU STILL HAVE THE SAME ISSUE THEN YOU WILL HAVE TO REPLACE THE FUEL TANK. IF THE ISSUE GOES AWAY THEN YOU HAVE A EVAP SYSTEM RESTRICTION.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010375636

Vehicle Information

VIN: 1J4GA39167L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED X 4X4
JKJM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1046702974)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0467E0694)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 021802

Repair Information

Report#: SSV010375636
Open Date: 01/18/2010
Mileage: 37279
Warr Built Dt: 02/18/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-68539
Name: DOMINION OF BEDFORD INC
Address: 1750 INDEPENDENCE BLVD
BEDFORD, VA 245232793
Phone: 540 586-8221

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPIT BACK ISSUE.\r\nWILL ACCEPT FUEL.

Service Action: STAR ADVISED TECH TRY ANOTHER FILLER STATION TO VERIFY THE CONCERN.\r\nCHECK THE FILLER NECK,IF PROBLEM PERSISTS POSSIBLE FUEL TANK ISSUE IF NO VENTING/EVAP SYSTEM ISSUES ARE SUSPECTED.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010376718

Vehicle Information

VIN: 1J8GA691X8L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR RUBICON 4X4
JKJS74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1049801016)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0498E0107)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 030512

Repair Information

Report#: SSV010376718
Open Date: 01/18/2010
Mileage: 11960
Warr Built Dt: 03/05/2008
Supplier RP:

Dealer Information

Zone/Cd: 51-66583
Name: LANDMARK CHRYSLER JEEP INC
Address: 2331 PRAIRIE CROSSING DR
SPRINGFIELD, IL 627119495
Phone: 217 862-5200
217 862-5300

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: TECHNICIAN STATES THE VEHICLE SPIT BACK FUEL WHEN FUELING. NO DTC S PRESENT.

Service Action: ADVISED TO DISCONNECT THE VENT LINE FROM THE TANK AND ATTEMPT TO DUPPLICATE THE CONCERN. ADVISED TECHNICIAN POSSIBLE FUEL TANK ISSUE. TECH STATES HE FINDS NO VENTING ISSUES,STAR ADVISED TECH INSPECT THE FILLER NECK,IF O.K. REPLACE THE FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010356225

Vehicle Information

VIN: 1J4FA69SX5P[redacted]
Model Year: 2005
Make/Model: JEEP
WRANGLER RUBICON
TJJS77
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9281416873)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y278480052)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 102108

Repair Information

Report#: SSV010356225
Open Date: 01/15/2010
Mileage: 52366
Warr Built Dt: 10/21/2004
Supplier RP: P1

Dealer Information

Zone/Cd: 35-26013
Name: MILLER'S CHRYSLER JEEP DODGE
Address: 48 KELLY ISLAND RD
MARTINSBURG, WV 25401
Phone: 304 263-8821

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: WHEN FILLING VEHICLE WITH FUEL IT WILL OVERFILL AND SPRAY OUT PERFORMED VISUAL INSPECTION OF HOSES AND FOUND NOTHING. VEHICLE IS VERY DIRTY ON UNDERSIDE. HAVE NOT ATTEMPTED TO FILL TANK. CUSTOMER STATES IT HAPPENS ALL THE TIME AT ANY STATION. NO CODES FOR EVAP SYSTEM. EVAP APPEARS TO WORK PROPERLY.

Service Action: JASON, CHECK FOR BLOCKED NVLD FILTER. IF FILTER IS OK THEN READ AND FOLLOW STAR ON LINE CASE NUMBER K17555629. IF PASSES ALL TEST THEN REPLACE THE CANISTER AND GAS TANK. ADVISE THE CUST NOT TO ADD FUEL AFTER THE 1ST NOZZLE CLICK OFF. CUSTOMER CALL BACK: TECH OFF WORK ON A PERSONAL LEAVE AND HAS NOT WORKED ON THIS VEHICLE.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010374942

Vehicle Information

VIN: 1J4GB39128L[redacted]
Model Year: 2008
Make/Model: JEEP
WRANGLER 4-DR BASE 4X2
JKTM74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1247703429)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K2407E4442)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 091009

Repair Information

Report#: SSV010374942
Open Date: 01/15/2010
Mileage: 11401
Warr Built Dt: 09/10/2007
Supplier RP:

Dealer Information

Zone/Cd: 51-44010
Name: MARTIN DODGE-JEEP-CHRYSLER
Address: 2209 SCOTTSVILLE RD
BOWLING GREEN, KY 421044105
Phone: 270 846-0600

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CHECK ENGINE LIGHT. GAS CAP. P0456. FUEL SPEWS BACK WHEN TRYING TO ADD GAS.

Service Action: ADVISED OF PROCEDURES FOUND IN STAR ON LINE SOLUTION K17555629 AND TSB 14-001-09 REV A. ADVISED TO DIAGNOSE THE P0456 LAST. WOMAN HAD ISSUES CONFUSED. BEFORE IT WAS AN OVERFLOW ISSUE. NOW IT IS AN EARLY CUT OFF. ADVISED TO CHECK THE SYSTEM ONE SECTION AT A TIME.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010367603

Vehicle Information

VIN: 1J4FA54177L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER SAHARA 4X4
JKJP72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1006701837)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0317E2357)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 050211

Repair Information

Report#: SSV010367603
Open Date: 01/13/2010
Mileage: 26358
Warr Built Dt: 05/02/2007
Supplier RP:

Dealer Information

Zone/Cd: 42-26252
Name: KAHLO CHRYSLER JEEP DODGE, INC
Address: 9900 PLEASANT ST
NOBLESVILLE, IN 460603940
Phone: 317 773-6363

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: C/C-WHEN FILLING TANK FUEL WILL SPLASH BACK....T/S...VERIFIED CONCERN...LOOKING FOR REPAIR INFORMATION..

Service Action: STAR ADVISED TECH TO REFER TO SOL CASE K17555629... TECH ADVISED STILL DIAG THE ISSUE AND NEED MORE HELP.\r\n\r\nADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK. POSSIBLE NEW TANK. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN AND IF YOU STILL HAVE THE SAME ISSUE THEN CHECK THE FILLER NECK, AND IF IT LOOKS OK THEN YOU WILL HAVE TO REPLACE THE FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010366076

Vehicle Information

VIN: 1J4FA24157L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1190700459)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K1847E4026)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 071101

Repair Information

Report#: SSV010366076
Open Date: 01/11/2010
Mileage: 23775
Warr Built Dt: 07/11/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-43951
Name: EXECUTIVE DODGE AND JEEP OF
Address: 406 SOUTH ORCHARD STREET
WALLINGFORD, CT 064924598
Phone: 203 949-7430

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: GAS SPIT BACK WHEN FILLING FULL TANK REMOVE FUEL FILLER TUBE AND TEST CHECK VALVE. VALVE IS NOT BINDING OR STICKING.

Service Action: ROBERT, READ AND FOLLOW THE STAR ON LINE CASE NUMBER K17555629. IF PASSES ALL VENTING TEST THEN REPLACE THE TANK AND FILLER NECK. INSPECT THE CANISTER FOR LIQUID FUEL, IF FOUND THEN REPLACE THE CANISTER. ADVISE THE CUSTOMER TO STOP FILLING AT 1ST FUEL CLICK OFF.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010362540

Vehicle Information

VIN: 1J4FA44S95P[redacted]
Model Year: 2005
Make/Model: JEEP
WRANGLER UNLIMITED 4X4
TJJH78
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9111111111)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y247480284)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 092114

Repair Information

Report#: SSV010362540
Open Date: 01/07/2010
Mileage: 52742
Warr Built Dt: 09/21/2004
Supplier RP: P1

Dealer Information

Zone/Cd: 51-59451
Name: FEDDERLY CHRYSLER DODGE JEEP,
Address: 2500 MAIN ST
REEDSBURG, WI 53959
Phone: 608 524-4112

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: THE CUSTOMER STATES THE FUEL SPITS BACK WHEN FILLING . TECH STATES THE SPIT BACK CONDITION HAS BEEN CONFIRMED AND NO PARTS HAVE BEEN REPLACED .
Service Action: ADVISE TECH TO READ STAR ONLINE CASE #K17555629 AND TSP 14-001-09 .
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010361696

Vehicle Information

VIN: 1J4FA64S86P[redacted]
Model Year: 2006
Make/Model: JEEP
WRANGLER UNLIMITED RUBICON 4X4
TJJS78
Engine: ERH-4.0L I6 Power Tech Engine (Ser #:9072669265)
Transmission: DG6-4-Spd. Automatic 42RLE Transmiss (Ser #:K0736E0058)
Plant: TOLEDO ASSEMBLY PLANT II (STICKNEY)
MDH: 033107

Repair Information

Report#: SSV010361696
Open Date: 01/06/2010
Mileage: 29232
Warr Built Dt: 03/31/2006
Supplier RP:

Dealer Information

Zone/Cd: 71-45292
Name: MOSS BROS. CHRYSLER JEEP DODGE
Address: 27810 EUCALYPTUS AVE
MORENO VALLEY, CA 925554402
Phone: 951 486-9288

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS WHEN FILLING WITH FUEL IT WILL SPIT BACK OUT ON THE GROUND AND HAS A NEW FILLER NECK.

Service Action: ADVISED TECH TO READ STAR ON LINE CASE K17555629 FOR DIAG PROCEDURES. POSSIBLE FUEL MANAGEMENT VALVE IN TOP OF TANK. POSSIBLE NEW TANK. AND TO PIN POINT THIS ISSUE, UNHOOK ALL THE EVAP HOSES OFF THE FUEL TANK AND TRY FILLING THE TANK AGAIN AND IF YOU STILL HAVE THE SAME ISSUE THEN CHECK THE FILLER NECK, AND IF IT LOOKS OK THEN YOU WILL HAVE TO REPLACE THE FUEL TANK.

Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010359186

Vehicle Information

VIN: 1J4FA24127L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER X 4X4
JKJL72
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1009701725)
Transmission: DEH-6-Speed Manual NSG370 Transmissi (Ser #:Y024770052)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 030808

Repair Information

Report#: SSV010359186
Open Date: 01/05/2010
Mileage: 24200
Warr Built Dt: 03/08/2007
Supplier RP:

Dealer Information

Zone/Cd: 32-26499
Name: M & M CHRYSLER, DODGE & JEEP
Address: 131 MILL ST
LIBERTY, NY 127542017
Phone: 914 292-3500
845 292-3500

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: CUSTOMER CONCERN IS FUEL SPIT BACK.TECH HAS VERIFIED.
Service Action: ADVISED TECH TO READ CASE#K17555629.
Correction:

QNA - Quality Narrative Analyzer Detail Report
Vehicle Problem Tracking Report#: SSV010323112

Vehicle Information

VIN: 1J4GA59177L[redacted]
Model Year: 2007
Make/Model: JEEP
WRANGLER UNLIMITED SAHARA 4X4
JKJP74
Engine: EGT-3.8L V6 SMPI Engine (Ser #:1030703686)
Transmission: DGV-4-Spd. Automatic VLP 42RLE Trans (Ser #:K0337E0573)
Plant: TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
MDH: 020910

Repair Information

Report#: SSV010323112
Open Date: 12/02/2009
Mileage: 35950
Warr Built Dt: 02/09/2007
Supplier RP:

Dealer Information

Zone/Cd: 35-23179
Name: KELLY CHRYSLER DODGE JEEP
Address: 501-523 STATE ROAD
EMMAUS, PA 18049
Phone: 610 967-2101

Part Information

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

** No Parts Information Available

Labor Information

LOP	LOP Description	Cost	Fail Cd

** No Labor Information Available

Service Narrative Information

Customer Comment: FUEL SPITBACK WHEN REMOVING FILLER NOZZLE AFTER FILLING. TECH HAS NOT VERIFIED THE CONCERN BUT NOTED THE FUEL CANISTER HAS BEEN REPLACED WITH NO CHANGE.
Service Action: ADVISED TECH TO CONFIRM CONDITION PRIOR TO ANY REPAIRS.
Correction:

PE10-032
CHRYSLER
10-13-2010,
Enclosure 5 –
Field Data
Legal

1203262 - ERP

Ronald L. Burdge, Esq.

John B. P. Wakefield, Esq.
Elizabeth Ahern Wells, Esq.

BURDGE LAW OFFICE

Serving Ohio and Kentucky

www.OhioLemonLaw.com
www.KentuckyLemonLaw.com

Marshall

June 15, 2009

This is a statement being made in compromised negotiations and is subject to Evi. R. 408 and is not admissible

RECEIVED
JUN 17 2009
MILLER, CANFIELD, PADDOCK AND STONE, P.L.C.

VIA REGULAR MAIL ONLY
Chrysler LLC
Warranty Litigation Department
1000 Chrysler Drive
CLMS 485-13-32
Auburn Hills MI 48326-2766

Re: [redacted] 2007 Jeep Wrangler, VIN 1J4FA24107L[redacted]
Representation and Settlement

Dear Ladies and Gentlemen:

I represent [redacted] who purchased a 2007 Jeep Wrangler from Kings Jeep in Cincinnati OH on April 24, 2007. Mrs. [redacted] paid $5,000 down on the vehicle and she received $3500 for her trade in. The dealer arranged for the financing of the balance with Daimler Chrysler Financial Services in monthly payments of $311.97 . She made six payments and then paid off the remaining balance in November 2007. When the vehicle was purchased, it had 29 miles on it. A copy of the purchase agreement, finance agreement and repair orders are enclosed. The vehicle now has about 38,000 miles.

Since purchasing her brand new Jeep, Mrs. [redacted] has experienced repeated problems, including but not limited to ongoing and repeated water leaks (complained about at least 7 times) from her soft top that has damaged seat covers and clothing. The soft top has been replaced and she still has leaks around the windows. The dealer told her all jeeps with a soft top have this problem but she couldn't find that statement in the owners manual nor did the dealer tell her that when she purchased the vehicle. If she had known, she would have bought something else. She was also told by "Randall" on February 11, 2008 that her damaged seat covers would be replaced under warranty as soon as the leak problem is fixed. Since the leak continues, the seat covers have yet to be replaced.

CHRYSLER LLC
OFFICE OF THE GENERAL COUNSEL
JUN 17 2009
BY [illegible] / REAL AGENT / SEC. OF STATE / PROC. SERVER

This is one of those vehicles where "something is always wrong". One problem is no sooner fixed than another problem surfaces and becomes yet something else to worry about. Mrs. [redacted] has complained about the following defects: the passenger side window shattered as she was leaving the dealership when she went to pick up the Jeep after the soft top was replaced, the fuel tank was replaced but not before spewing gas all over her several times, the ABS light has come on twice, there is a clicking noise when the steering wheel is moved, the passenger airbag light comes on and off intermittently. The dealer said it comes on because she is placing something on the passenger seat but she said it comes on when nothing is on the seat. In addition, she had repeated problems with the multifunction switch (turn signal) which created a safety hazard when it did not work. The ignition switch was replaced, there was a problem with the dash lights, and several problems with the radio and the satellite radio. The vehicle has been in for service at least 14 times for at least 14 different defects and out of service by reason of repairs approximately 18 days.

As you probably know, there are four definitions of a "lemon" under the Ohio Lemon Law, during the first year or 18,000 miles of vehicle use: 1. three or more attempts to fix the same problem, or 2. No more than 30 days out of service, or 3. No more than 8 substantial defects, or 4. No more than one attempt to fix a defect that is so serious that it may cause death or serious injury.

We believe Mrs. [redacted] Jeep clearly meets at least two of the presumptions and her vehicle is a lemon. Regardless of the Ohio Lemon Law, other consumer protection laws generally require that every defect has to be fixed within a reasonable number of attempts and within a reasonable amount of time. We strongly believe that this vehicle's defects were not repaired within a reasonable number of attempts and within a reasonable amount of time.

Also, when a consumer's faith in the reliability of the product, or of the warrantor's ability to live up to their warranty, has been sufficiently shaken, the law can deem that to be a breach of the warranty. We are at that point. Mrs. [redacted] has lost all trust and confidence in this vehicle and the ability of your dealers to ever fix this vehicle's problems.

Although Mrs. [redacted] has complained repeatedly to one or more of your dealers, I urged her to let me contact you to see if we could get this matter resolved without having to file a lawsuit.

What Mrs. [redacted] wants is simple: she wants rid of the vehicle OR the vehicle replaced with one that runs right, her money back, and her legal costs paid. Until that is agreed to, [redacted] has a lien against the vehicle for the investment in it but she is ready to turn it over and sign any documents necessary to convey her interest in the vehicle as soon as you agree to settle the matter.

Please advise at your earliest convenience. Thank you.

Sincerely,

Ronald L. Burdge

cc: Marjorie Barthel

Enclosure: Purchase Order, Finance Agreement, Repair Orders

Z:\data\Barthel\Settlement\Corr Chrysler Re Representation and Settlement 061509.wpd

Phone [redacted]

KINGS JEEP
VEHICLE PURCHASE CONTRACT AND/OR DEPOSIT RECEIPT

Date 04/24/07

Deal No. 60664

Salesperson WILSON, TRACY A

Cust. No. [redacted]

9570 Kings Automall Rd. - Cincinnati, Ohio 45249

Order #

The undersigned (Purchaser) hereby agrees, under the terms and conditions set forth below, to purchase from Kings Jeep (Seller) the following:

PURCHASER

Name [redacted]

Address [redacted]

City HAMILTON State OH

County BUTLER Zip Cod [redacted]

Home Phone [redacted] Bus. Phone [redacted]

Email Cell Phone

VEHICLE

[X] NEW [ ] DEMO [ ] RENTAL UNIT [ ] USED

Yr. 07 Make JEEP Stock No. 2499230

Model WRANGLER JKJL7 Body Type UT

Color RESCUE GREEN Top Trim

V.I.N. 1J4FA24107L [redacted] CC

MILES 114434

TRADE-IN

STOCK # 2499251

Yr 99 Make FORD

Model RANGER

Vin # 1FTZR15XXXPA [redacted]

Mileage

NEGATIVE EQUITY TRANSFER AGREEMENT

I/WE ACKNOWLEDGE THE BALANCE OWED ON MY/OUR TRADE-IN VEHICLE EXCEEDS ITS ACTUAL CASH VALUE. THE PRICE RELATIONSHIP BETWEEN THE PURCHASED VEHICLE AND THE TRADE-IN HAS BEEN NEGOTIATED IN GOOD FAITH TO TRANSFER THIS "NEGATIVE EQUITY" TO THE BALANCE FINANCED ON THE PURCHASED VEHICLE.

X _____
Purchaser(s)

TERMS AND CONDITIONS

1) To the best of Seller's knowledge the current odometer mileage of 29 is accurate on the vehicle purchased herein.
2) This written Vehicle Purchase Contract constitutes the final expression of our agreement. Any and all representations, promises, warranties or statements by Seller's agents or employees that differ in any way from this written agreement shall be null and void. This contract is not binding upon Seller until accepted by Seller in writing.
3) In the event the Purchaser breaches this contract by failure to take delivery of the vehicle, it is agreed that in lieu of proving damages the Seller's liquidated damages shall be forty percent (40%) of the Selling Price if, (i) the vehicle was a special purchase only for Purchaser herein, or (ii) Seller has made substantial modifications to the vehicle for Purchaser. In all other cases Seller's liquidated damages shall be twenty percent (20%) of the Selling Price. The Seller shall have the right to apply any downpayment, deposit, or trade-in automobile against such damages.
4) Purchaser warrants to Seller that Purchaser's trade-in has never been sold or titled as a salvage vehicle. Seller may, at delivery, reduce the trade-in allowance if its value has diminished since this contract was executed.
5) Any controversy or claim arising out of or relating to this contract, or the purchase, sale, or servicing of the vehicle(s) described herein, shall be determined by arbitration pursuant to the Commercial Arbitration Rules of the American Arbitration Association. Any demand for arbitration relating to this contract or the purchase or sale of the vehicles described herein must be made within ONE YEAR following delivery of the vehicle. If a party fails to make a timely demand for arbitration the claim shall be barred.
6) Purchaser agrees to indemnify and save harmless Seller, its officers, agents and employees from any and all loss, damage, actions, causes of action, costs, including attorney's fees, and any other sums Seller is required to pay arising out of, or connected to, the tampering, modification, improper use or alteration of the emission system, or any of its component parts on Purchaser's trade-in vehicle.
7) Seller acknowledges receipt of the above deposit and will hold this or a similar vehicle until 04/24/07. Deposit is refundable only upon purchase of this or another vehicle from Seller.
8) None of the above Terms and Conditions shall be construed to limit Seller's legal remedies against Purchaser.

WARRANTY INFORMATION

THE ONLY WARRANTY ON THE VEHICLE IS THAT WHICH IS SUPPLIED BY THE VEHICLE MANUFACTURER, UNLESS THE SELLER, KINGS JEEP, FURNISHES BUYER WITH A SEPARATE WRITTEN WARRANTY, MADE BY SELLER ON ITS OWN BEHALF. IN ALL CASES EXCEPT SELLER'S SEPARATE WRITTEN WARRANTY, SELLER HEREBY EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PURCHASER, BY EXECUTION OF THIS CONTRACT, ACKNOWLEDGES THAT HE/SHE HAS READ THE CONTRACT AND AGREES TO ALL ITS TERMS AND CONDITIONS.

If the vehicle purchased is a "used vehicle" as defined in The Federal Trade Commission Used Motor Vehicle Trade Regulation Rule, THE INFORMATION YOU SEE ON THE WINDOW FORM [illegible] THE CONTRACT OF SALE.

X [redacted] 4/24/07

Stock #		
Allowance	3500.00	
Balance Owed to:		
Payoff Amount	( )	
Trade In Net	3500.00	
Deposit	5000.00	
Cash Due		
TOTAL CREDITS	8500.00	

PURCHASE

Selling Price	22675.00	
Protection Package		N/A
Added Equip.		
Doc Fee	250.00	
Ext Serv Agrmnt		
SUB TOTAL	22925.00	
Sales Tax	1262.63	
New License ☐	5.00	
Trans ☐ Temp ☐	10.50	
Title ☐	5.00	
Memo Title ☐	5.00	
TOTAL CASH PRICE	24213.13	
BALANCE DUE	15713.13	

— FOR OFFICE USE ONLY —

ACV.

C.

D.F.M.

UNPAID BALANCE OF CASH PRICE DUE FROM
DC Fin Svc Amer LLC
PO BOX 997433
SACRAMENTO CA 9[illegible]

_____ DUE BILL is part of this contract
purchaser initials

_____ HOLD CHECK
purchaser agreement is part

ACCEPT
KINGS J[illegible]

by [redacted]

Chrysler Financial

OHIO

Retail Installment Contract - Simple Interest

DEAL# 60664 A0

Parties

Contract Date 04/24/2007

Account Number

Creditor/Seller

Name KINGS JEEP

Address 9570 KINGS AUTOMALL RD
CINCINNATI, OH 45249

Buyer (and Co-Buyer)

Name [redacted]

Name

Billing Address HAMILTON, BUTLER, OH [redacted]
(Include County)

Unless otherwise specified, *"you"* and *"your"* refer to the Buyer (and Co-Buyer), and *"we"* and *"us"* refer to the Creditor/Seller, listed above in section labeled Parties. The vehicle described below, in the section labeled Vehicle and Trade-in Information, is referred to as *"vehicle."* After being quoted both a cash ("Cash Price", below) and credit price ("Total Sale Price", below) for the vehicle, you have chosen to buy the vehicle on credit. You agree to the terms and conditions on the front and back of this contract. You also acknowledge delivery and acceptance of the vehicle.

Type of Retail Installment Contract

☒ Standard ☐ Balloon Payment

You understand that no matter which box is checked above, this contract is not a lease.

Federal Truth-in-Lending Disclosures

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE E* The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments E* The amount you will have paid after you have made all payments as scheduled.	Total Sale Price E* The total cost of your purchase on credit, including your down payment of: $8500.00
6.99 %	$ 3005.07	$ 15713.13	$ 18718.20	$ 27218.20

Payment Schedule - Your payment schedule will be:

** E means Estimate*

Number of Payments	Amount of Each Payment	When Payments Are Due ☒ Monthly ☐ (Beginning Date of Payment)
59	311.97	06/09/2007
N/A	N/A	N/A
N/A	N/A	N/A
+ 1 Final Payment	Amount of Final Payment 311.97	Due Date of Final Payment 05/09/2012

Late Charge. You must pay a late charge on each payment made more than 10 days late. The charge is 5% of the unpaid amount, but not more than $3.

Prepayment. If you pay off early, you will not have to pay a penalty.

Security Interest. You are giving us a security interest in the vehicle being purchased.

Additional Information. See the other side of this contract for additional information about security interest, nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.

Filing Fees. $ N/A

Vehicle and Trade-in Information

1. VEHICLE DESCRIPTION

☒ New ☐ Used VIN 1J4FA24107L[redacted]

2007 JEEP WRANGLER
Year *Make* *Model*

2. PRIMARY INTENDED USE

☐ Personal ☐ Commercial ☐ Agricultural ☐ N/A

If no box is checked, or if Personal box is checked, you agree to use the vehicle for personal, family, or household purposes.

3. TRADE-IN DESCRIPTION

1999 FORD RANGER
Year *Make* *Model*

Financing

4. ITEMIZATION OF AMOUNT FINANCED

a. Cash Price

(1) Vehicle (including

Summary of Insurance and Other Coverages (cont'd.)

6. OPTIONAL CREDIT INSURANCE AND OTHER OPTIONAL INSURANCE OR COVERAGE.

CREDIT LIFE, CREDIT DISABILITY, GUARANTEED AUTOMOTIVE PROTECTION COVERAGE AND OTHER OPTIONAL INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

Optional Insurance/Coverage

Credit life and credit disability insurance end on the original due date of the last payment due under this contract.

☐ Credit Life $ N/A *Premium*

N/A *Insurer* N/A *Insured(s)*

N/A *Buyer's Signature* N/A *Co-Buyer's Signature*

☐ Credit Disability $ N/A *Premium*

N/A *Insurer* N/A *Insured(s)*

N/A *Buyer's Signature* N/A *Co-Buyer's Signature*

1999 FORD RANGER
Year Make Model

Financing

4. ITEMIZATION OF AMOUNT FINANCED

a. **Cash Price**
- (i) Vehicle (including accessories, delivery, installation charges, if any) ...$ 22695.50
- (ii) Sales Tax ...$ 1262.63
- (iii) Service Contract (optional) ...$ N/A
- (iv) DOCUMENTATION S ...$ 250.00
- (v) Cash Price ...$ 24208.13

b. **Downpayment**
- (i) Cash Downpayment ...$ 5000.00
- (ii) Manufacturer's Rebate ...$ N/A
- (iii) Gross Allowance on Trade-In $ 3500.00
- (iv) Pay-off on Trade-In $ N/A
- (v) Net Allowance on Trade-In ...$ 3500.00
- (vi) Downpayment ...$ 8500.00
  If less than $0, disclose on Line c(i) and enter $0 for the Downpayment.

c. **Unpaid Balance of Cash Price** ...$ 15708.13
- (i) Unpaid Trade-In Lien Amount to be Financed ...$ N/A
  Paid to: N/A

d. **Other Charges Including Amounts Paid to Others on Your Behalf ***
- (i) Paid to Public Officials for:*
  - (a) Other Taxes ...$ N/A
  - (b) License Fees ...$ N/A
  - (c) Certificate of Title Fees ...$ 5.00
  - (d) Registration Fees ...$ N/A
- (ii) Paid to: *N/A For: N/A ...$ N/A
- (iii) Paid to: *N/A For: N/A ...$ N/A
- (iv) Paid to: *N/A For: N/A ...$ N/A
- (v) Paid to: *N/A For: N/A ...$ N/A
- (vi) Paid to: *N/A For: N/A ...$ N/A
- (vii) Paid to Insurance Companies for:*
  - (a) Optional Credit Life ...$ N/A
  - (b) Optional Credit Accident & Health ...$ N/A
  - (c) Optional N/A ...$ N/A
  - (d) Optional N/A ...$ N/A
- (viii) Subtotal ...$ 5.00

e. **Amount Financed** ...$ 15713.13

Seller may be retaining a portion of these amounts.

Summary of Insurance and Other Coverages

5. REQUIRED VEHICLE INSURANCE

YOU ARE REQUIRED TO HAVE PHYSICAL DAMAGE INSURANCE. LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT. YOU MAY OBTAIN VEHICLE INSURANCE FROM

Buyer's Signature Co-Buyer's Signature

☐ Credit Disability $ N/A Premium

N/A Insurer — N/A Insured(s)

N/A Buyer's Signature — N/A Co-Buyer's Signature

☐ Type N/A

$ N/A Premium/Cost — N/A Term

N/A Insurer/Provider — N/A Insured(s)/Beneficiary

N/A Buyer's Signature — N/A Co-Buyer's Signature

☐ Type N/A

$ N/A Premium/Cost — N/A Term

N/A Insurer/Provider — N/A Insured(s)/Beneficiary

N/A Buyer's Signature — N/A Co-Buyer's Signature

Signatures

NOTICE TO THE BUYER(S)

DO NOT SIGN THIS CONTRACT BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACES. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

BUYER ACKNOWLEDGES RECEIPT OF A TRUE AND COMPLETELY FILLED IN COPY OF THIS RETAIL INSTALLMENT CONTRACT. IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT, INCLUDING THE IMPORTANT ARBITRATION DISCLOSURES AND PRIVACY POLICY ON THE BACK OF THIS CONTRACT.

X [redacted] Co-Buyer Signs

The Annual Percentage Rate may be negotiated with the Seller. The Seller may assign this contract and retain its rights to receive a part of the Finance Charge.

SELLER

By signing below, the Seller accepts this contract and assigns it to DC Fin Svcs Amer LLC **("Assignee") subject to the terms and conditions of the Retail Installment Contract and Lease Program Agreement between Seller and DaimlerChrysler Financial Services Americas LLC. Seller further warrants and represents that Buyer is purchasing the vehicle for Buyer's or Co-Buyer's use.**

XKINGS JEEP Seller Signs — By

BUS MANAGER Title

INSURANCE VERIFICATION

Seller (or Dealer) has verified that the insurance coverage described in Section 11 is in force on the date of this contrac [redacted]

WICKS INS CO Insurance company — Policy No. — Insurance coverage verified Employee of Seller/Dealer please initial

CATHY SIMPSON Insurance agent — 513-868-9000 Phone number

319 N 2ND ST

DAIMLERCHRYSLER

SAFETY RECALL G40 – REPROGRAM ELECTRONIC BRAKE CONTROL M

Dear [redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler LLC has decided that a defect, which relates to motor vehicle safety, exists in some 2006 and 2007 model year Jeep® Grand Cherokee and Commander vehicles and 2007 model year Jeep® Wrangler and Dodge Nitro vehicles.

The problem is... **The software programmed into the Electronic Brake Control (EBC) module on your vehicle (VIN: 1J4FA24107L179925) may allow a momentary delay in braking when coasting up a hill during certain conditions. This could increase the vehicle's stopping distance and cause a crash without warning.**

What your dealer will do... **Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the EBC module. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply **contact your dealer** right away to schedule a service appointment. **Remember to bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

(Oct 2007)

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler P.O.

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

POSTAGE WILL BE PAID BY ADDRESSEE
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT, MI
BUSINESS REPLY MAIL

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

DaimlerChrysler Corp
ODULE

J33744698

UNIT# FREELOF

2 4 5 3 7 8

INVOICE

KINGS DODGE, INC.
4486 Kingsw[illegible]ater Drive
CINCINNATI, OHIO 45249
(513) 68[illegible]-3000

[redacted]
HAMILTON, OH [redacted]
HOME: [redacted]

PAGE 1

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		8544/8544	T081

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
24APR07 DD			WAIT 24OCT07			CASH	24OCT07

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)
24OCT07	24OCT07	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES NOT EJECTING CD			
08 ELECTRICAL			
56 I30 0.00			
8544 62 ORDERED RADIO			(N/C)
**********			
B CUST STATES CHECK FOR WATER LEAKING CHECK IF CUST DOING SOMTHING WRONG			
23 CUSTOMER STATES CHECK BODY SYSTEM			
56 I30 0.00			
8544 LATCHING WILL GO OVER WITH CUSTOMER			(N/C)
**********			
C CUST STATES CHECK PLASTIC LATCH KEEPS COMING OFF			
23303806 Window, Rear - Replace Retainer, Tailgate Bar-Right and left-One or both (C)			
56 W40 0.20			
1 55395761AD RETAINER TAILGATE BAR			(N/C)
8544 REPLACED RETAINER CLIP FOR REAR LATCH AREA CAUSE OF PORRING OFF			(N/C)
**********			

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INTITAL: _____

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:
MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

J33744698

2 4 9 3 1 8

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

UNIT# FREELOF

[redacted]

HAMILTON, OH [redacted]
HOME: [redacted]

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		10503/10503	T763

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			WAIT 07DEC07			CASH	07DEC07

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327 ENG:EGT_3.8L_V6_SMPI_Engine TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans (More...)
07DEC07	07DEC07	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.							
CAUSE: MAINT							
1 CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.							
56IFREE 0.40							(N/C)
1 4105409AC FILTER-ENGINE OIL							(N/C)
5 68026603AA 5W20 OIL							(N/C)
1 WASHER SOLVENT							(N/C)
10503 MAINT CHANGED OIL AND FILTER							
**********							
B CUST STATES FACTORY RECALLS							
CAUSE: RECALLG40							
18C40182 RECALL G40							
56 W40 0.30							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							
10503 RECALLG40 UPDATED ABS PER RECALL							
**********							
C CUST STATES C/D WILL GET STUCK INSIDE C/D PLAYER. S.O.P							
CAUSE: NOT EJECTING CD'S							
08600270 Radio/NAV - Test and replace Replace with exchange unit (B)							
56 W40 0.30							(N/C)
10503 NOT EJECTING CD'S REPLACED RADIO							
**********							
D CUST STATES THERES LEAKING COMING FROM THE TOP, CHECK AND ADVISE							

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

J33744698

UNIT# FREELOF

249318

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]
HAMILTON OH
HOME: [redacted]

PAGE 2

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		10503/10503	T763

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			WAIT 07DEC07			CASH	07DEC07

DATE OF REPAIR	DATE REPAIRS COMPLETED
07DEC07	07DEC07

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: WILL NEED VEHICLE DROPPED OFF							
9996	STANDARD						
	56	I30		0.00			
10503 WILL NEED VEHICLE DROPPED OFF							(N/C)

****

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL:

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

J33744698

252489

INVOICE

KINGS DODGE, INC.

4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

UNIT# FREELOF

[redacted]

HAMILTON, OH [redacted]
HOME [redacted]

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		12794/12794	T476

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 16JAN08			CASH	16JAN08

DATE OF REPAIR	DATE REPAIRS COMPLETED
16JAN08	16JAN08

OPTIONS: STK:2499250 DLR:23327
ENG:EGT_3.8L_V6_SMPI_Engine
TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES ABS LIGHT COMES ON ALONG WITH SKID MARK LIGHT, AT TIMES WHEN STOPPING THERES ALOT OF AIR IN THE PEDAL, CHECK AND ADVISE						
	9996 STANDARD						(N/C)
		49	I30	0.00			
	12794 CODE = C100A LF WHEEL SPEED SENSOR CIRCUIT. TRACE TO SENSOR. ORDER NEW SENSOR.						
	**********						
B	CUST STATES SATALITE RADIO WILL NOT WORK						
	CAUSE: SAT RADIO INOP.						
	9996 STANDARD						(N/C)
		71	I30	0.00			
	12794 SAT RADIO INOP. CALLED SIRIUS FOUND THAT SUE WAS CANCLED REINSTATED SIRIUS RADIO UNTIL JAN 09						
	**********						
C	CUST STATES THERES A LEAK ON DRIVERS SIDE						
	CAUSE: WATER LEAK						
	23332000 REINSTALLED WEATHERSTRIP ON DRIVERS DOOR						(N/C)
		71	W40	0.30			
	FC: PART#: COUNT:						
	CLAIM TYPE: W						
	AUTH CODE:						
	12794 WATER LEAK WATER TEST FOUND WATER COMING IN TOP OF DOOR REINSTALLED WEATERSTRIP DRIVERS DOOR RETEST NO LEAKS FOUND						
	**********						
D	CUST STATES AIR BAG LIGHT FOR PASSENGER SIDE KEEPS COMING ON						
	CAUSE:						
	9996 STANDARD						(N/C)
		49	W40	0.30			
	FC: PART#: COUNT:						
	CLAIM TYPE: W						
	AUTH CODE:						

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

UNIT# FREELOF J33744698

252489

INVOICE

Dodge / Dodge Trucks

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]
HAMILTON OH
HOME [redacted]

PAGE 2

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		12794/12794	T476

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 16JAN08			CASH	16JAN08

DATE OF REPAIR	DATE REPAIRS COMPLETED
16JAN08	16JAN08

OPTIONS: STK:2499250 DLR:23327
ENG:EGT_3.8L_V6_SMPI_Engine
TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
12794	RECLASSIFY PASSENGER SEAT WITH STAR SCAN AND WEIGHTS						
	**********						
E	CUST STATES TURN SIGNAL WILL NOT SHUT OFF AT TIMES, WHEN TURNING OFF IT GOES TO THE OTHER SIDE..BACK AND FORTH						
9996	STANDARD						
	49 I30 0.00						
12794	ORDER NEW SWITCH						(N/C)
	**********						
F	CUST STATES WINDSHIELD WIPER WHEN PUTTING ON HIGH SETTING HAS A DELAY BEFORE IT STARTS GOING FASTER						
9996	STANDARD						
	49 I30 0.00						
12794	NORMAL, NO PROBLEM FOUND						(N/C)
	**********						

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL:

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

J33744698

UNIT# FREELOF

[redacted]

HAMILTON, OH

HOME: [redacted]

253758

INVOICE

PAGE 1

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 681-3000

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		13376/13376	T262

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 31JAN08			CASH	31JAN08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)
31JAN08	31JAN08	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.							
	CAUSE: LOF							
	1 CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.							
	491FREE 0.40							
	1 4105409AC FILTER-ENGINE OIL							(N/C)
	6 68026604AA 5W30 OIL							(N/C)
	1 WASHER SOLVENT							(N/C)
	13376 LOF LOF DONE							(N/C)
	**********							
B	CUST STATES AIR BAG LIGHT IS ON. S.O.P HERE							
	CAUSE: SERV							
	08191508 Sensor, Wheel Speed - Replace, 4x4-Front-Right (A)							
	49 W40 0.40							
	1 68003281AA SENSOR-ANTI LOCK BRAKES							(N/C)
	13376 ESC LIGHT ON, CODE = C100A LF WHEEL SPEED SENSOR. INSPECT SYSTEM. FOUND LF WHEEL SPEED SENSOR RUBBED THROUGH AT TIRE/SHOCK AREA. REPLACE SENSOR AND ROUTE PROPERLY. CLEAR CODES AND RETEST.							(N/C)
	**********							
C	CUST STATES TURN SIGNAL WILL NOT TURN OFF AT TIMES. S.O.P HERE							
	CAUSE: SERV							
	08808702 Switch, multifunction - Test and replace Left stalk (B)							
	49 W40 0.30							
	1 5183947AC SWITCH-MULTIFUNCTION							(N/C)
	FC: PART#: COUNT:							N/C)
	CLAIM TYPE: W							
	AUTH CODE:							

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

J33744698

UNIT# FREELOF

2 5 3 7 5 8

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]
HAMILTON, OH [redacted]
HOME: [redacted]

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		13376/13376	T262

IN SERVICE DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 31JAN08			CASH	31JAN08

DATE OF REPAIR	DATE REPAIRS COMPLETED
31JAN08	31JAN08

OPTIONS: STK:2499250 DLR:23327
ENG:EGT_3.8L_V6_SMPI_Engine
TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
13376	REPLACE TURN SIGNAL/MULTIFUNCTION SWITCH. TURN SIGNALS STAY ON AT TIMES						

****

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL:

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

J33744698

UNIT# FREELOF

[redacted]

HAMILTON OH

HOME [redacted]

2 5 4 2 5 7

INVOICE

PAGE 1

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		13615/13615	T494

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 07FEB08			CASH	08FEB08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)
07FEB08	08FEB08	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES CHECK FOR WATER LEAK ON BOTH PASS AND DRIVERS SIDE CHECK FOR LEAK IN BACK

CAUSE: ADJUSTMENTS

23513596 TSB 23-002-08

71 W40 0.90

1 68026937AA SEAL KIT-REMOVABLE TOP (N/C)

13615 ADJUSTMENTS INSTALLED WEATHERSTRIP KIT FOR LEAFT AND PASS SIDES ADJUSTED BOTH DRIVERS AND PASS DOORS CAUSE OF WATERLEAKING INSIDE VEHICLE...DRIED CARPET AND SEATS RETESTED NO OTHER LEAKS FOUND (N/C)

****

B RENTAL

CAUSE: SERV

95400041 Loaner Car Loaner Car (C)

199 WDRC 0.00 (N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

****

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL: _____

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION		TOTALS
LABOR AMOUNT		0.00
PARTS AMOUNT		0.00
GAS, OIL, LUBE		0.00
SUBLET AMOUNT		0.00
MISC. CHARGES		0.00
TOTAL CHARGES		0.00
LESS INSURANCE		0.00
SALES TAX		0.00
PLEASE PAY THIS AMOUNT		0.00

CUSTOMER COPY

683-3000

Feb. 11, 2008 - Talked w/ Chris Randall @ Jeep

Talked to him about seat cover damage & getting replacements - he said to make sure the leak problem is fixed first & then call, talk to him & remind his of our conversation & replacements shouldn't be a problem.

J33744698

UNIT# FREELOF

259426

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]

HAMILTON, OH [redacted]
HOME: [redacted]

PAGE 1

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		16224/16224	T430

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 10APR08			CASH	12APR08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327 ENG:EGT_3.8L_V6_SMPI_Engine TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans (More...)
10APR08	12APR08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES CHECK FOR WATERLEAK MORE I NBACK CUST WILL SHOW WHERE COMING IN			
CAUSE: SEAM AT 2ND BOW COMING APART			
23050101 Top, soft/hard/folding - Replace Folding top-Cover (A)			
59 W40 1.00			(N/C)
1 1TS86SX9AC TOP			(N/C)
16224 SEAM AT 2ND BOW COMING APART REPLACED TOP DUE TO SEAM AT 2ND BOW COMING APART AND LEAKING WATER. COULD SEE LIGHT AT STICHING BEFORE CANVAS REPLACEMENT.			
**********			
B CUST STATES CHECK CLICKING IN STEERING WHEEL WHEN DRIVING STRAIGHT ABOUT 60MPH			
2 CUSTOMER STATES CHECK SUSPENSION			
59 I30 0.00			(N/C)
16224			
**********			
C RENTAL			
CAUSE: SERV			
9996 STANDARD			
59 W40 0.00			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE:			
AUTH CODE:			
16224			
**********			
D CUSTOMER STATES ROTATE TIRES			
CAUSE: ROTATE			
22 CUSTOMER STATES ROTATE TIRES			
59 CP 0.30	18.00		18.00
16224 ROTATE 0.30 ROTATE			
**********			
E** CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE			

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

J33744698

UNIT# FREELOF

259426

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]

HAMILTON, OH [redacted]
HOME [redacted]

41 - 43664

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		16224/16224	T430

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 10APR08			CASH	12APR08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)
10APR08	12APR08	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	PRESSURE AND 16 POINT INSPECTION.							
CAUSE: LOF								
	1 CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.							
	591FREE			0.40				(N/C)
	1 4105409AC FILTER-ENGINE OIL							(N/C)
	6 68026603AA 5W20 OIL							(N/C)
	1 WASHER SOLVENT							(N/C)
16224 LOF LOF								
	**********							
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER								0.90

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL: _____

APR 12 2008
By MC

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	18.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.90
TOTAL CHARGES	18.90
LESS INSURANCE	0.00
SALES TAX	1.23
PLEASE PAY THIS AMOUNT	**20.13**

CUSTOMER COPY

J33744698

UNIT# FREELOF

[redacted]

HAMILTON, OH

HOME [redacted]

259751

INVOICE

PAGE 1

41 - 43664

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

SERVICE ADVISOR: 62 JOSHUA A REGENSBURG

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107[redacted]		16248/16248	T318

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 14APR08			CASH	15APR08

DATE OF REPAIR	DATE REPAIRS COMPLETED
14APR08	15APR08

OPTIONS: STK:2499250 DLR:23327
ENG:EGT_3.8L_V6_SMPI_Engine
TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES CHECK GLASS BUSTED OUT						
	CAUSE: BROKEN						
	23 CUSTOMER STATES CHECK BODY SYSTEM						
		71	I30	0.00			
	1 55395248AB GLASS-FRONT DOOR						(N/C)
	16248 BROKEN REMOVED PASSIDE DOOR PANEL REPLACED WINDOW GLASS						(N/C)
	REINSTALLED ALL TEST OK						

****

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL: _____

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: J33744698
UNIT# FREELOF

[redacted]

TRENTON OH [redacted]
HOME: [redacted] ONT:N/A
BUS: [redacted] ELL:

270867

INVOICE

PAGE 1

41 - 43664

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-[redacted]000

SERVICE ADVISOR: 67 CHANEL ELAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		22299/22299	T150

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			WAIT 20AUG08			CASH	20AUG08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)
20AUG08	20AUG08	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
1	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
	114	IFREE		0.40			(N/C)
	1	4105409AC	FILTER-ENGINE OIL				(N/C)
	5	68026603AA	5W20 OIL				(N/C)
	1	WASHER	SOLVENT				(N/C)
22299	OIL CHANGE LUBE AND FILTER						
	**********						
B	CUST STATES REPLACE FRONT WIPERS						
9016	CUSTOMER STATES 16 POINT INSPECTION						
	114	I30		0.00			(N/C)
22299	NO DONE AT THIS TIME						
	**********						

DIFFERENTIAL SERVICE, TIRE ROTATION

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL: _____

1787032 3 Referred

1787032

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: J33744698
UNIT# FREELOF

279636

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]

TRENTON, OH[redacted]
HOME: [redacted] NT:N/A
BUS: [redacted] LL:

41 - 43664

SERVICE ADVISOR: 40 ROBERT L MARDIS

COLOR	PLATE	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue 07		JEEP WRANGLER	1J4FA24107L[redacted]		29575/29575	T991

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 10DEC08			CASH	10DEC08

DATE OF REPAIR	DATE REPAIRS COMPLETED
10DEC08	10DEC08

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.							
	1	CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
			59	IFREE	0.40			
	1	4105409AC	FILTER-ENGINE OIL					(N/C)
	6	68026603AA	5W20 OIL					(N/C)
	1	WASHER SOLVENT						(N/C)
29575	LOF	LOF. NEEDS FUEL INDUCTION AND DIFF SERVICES						(N/C)
		**********						
B	ROTATE TIRES. CUSTOMER STATES ROTATE TIRES							
	ROTATE	ROTATE TIRES. CUSTOMER STATES ROTATE TIRES.						
			59	CP	0.30			
29575	ROTATE	0.30 ROTATE					18.95	18.95
		**********						
C	CUST STATES NEEDS NEW WIPERS							
	9016	REPLACED WIPERS						
			59	CP	0.00			
	2	68002390AA	BLADE-FRONT WIPER			19.51	0.00 19.51	0.00 39.02
29575	WIPERS	REPLACED WIPERS						
		**********						
D	CUSTOMER STATES CHECK FOR ALL DASH LIGHTS INTERMITTENTLY COME ON WHILE DRIVING AND GO RIGHT BACK OFF							
CAUSE:	.							
	08802503	Switch, Ignition - Test and replace Ignition switch assembly-Tilt Column mounted (B)						
			59	W40	0.30			
29575	REPLACED IGNITION SWITCH PER SHOP FORMANS ADVICE							(N/C)
		**********						
E	CUSTOMER STATES CHECK TURNSIGNAL OPERATION WONT GO TO MIDDLE AND SHUT OFF							

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:
MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: J33744698
UNIT# FREELOF

[redacted]

TRENTON, OH
HOME [redacted] T:N/A
BUS: [redacted] L:

279636

INVOICE

PAGE 2

41 - 43664

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

SERVICE ADVISOR: 40 ROBERT L MARDIS

CO	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		29575/29575	T991

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 10DEC08			CASH	10DEC08

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: STK:2499250 DLR:23327
10DEC08	10DEC08	ENG:EGT_3.8L_V6_SMPI_Engine
		TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans (More...)

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
CAUSE:			
08808702 Switch, multifunction - Test and replace			
Left stalk (B)			
59 W40 0.30			
1 68041485AB SWITCH-MULTIFUNCTION			(N/C)
1 4685719AG SWITCH			(N/C)
29575 MULTI FUNCTION SWITCH REPLACED MULTI FUNCTION SWITCH DUE TO ERRATIC CANCELING.			(N/C)
**********			
F CUSTOMER STATES WHEN FILLING FUEL WONT SHUT OFF			
9996 ORDERED FUEL TANK			
59 I30 0.00			
29575 FUEL TANK ORDERED FUEL TANK DUE TO VENT RESTRICTED			(N/C)
**********			
G CUSTOMER STATES REPLACE WIPERS			
9016 CUSTOMER STATES 16 POINT INSPECTION			
59 CP 0.00			
29575 WIPERS REPLACED WIPERS	0.00	0.00	
**********			
H CUSTOMER STATES PAS SIDE REAR ZIPPER INOP AT TOP			
9996 STANDARD			
59 I30 0.00			
29575 REAR WIPER NOT DAMAGED REPOSITIONED BOTH SIDE WINDOWS, CLEANED AND LUBED ALL ZIPPERS. THIS CONDITION IS NORMALL AS SOFT TOP FABRIC WILL SHRINK WITH AGE ANS COLDER TEMPS.			(N/C)
**********			
I CUSTOMER STATES TOUCH UP PAINT (TUBE)			
9996 ORDERD TOUCH UP PAINT			
59 I30 0.00			
29575 ORDERED TOUCH UP PAINT			(N/C)
**********			
J CUSTOMER STATES CHECK FOR LEAK DRIVERS SIDE FRONT			
9996 STANDARD			
59 I30 0.00			(N/C)

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:
MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: J33744698
UNIT# FREELOF

279636

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]

TRENTON, KOH [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

41 - 43664

SERVICE ADVISOR: 40 ROBERT L MARDIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		29575/29575	T991

IN SERVICE DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 10DEC08			CASH	10DEC08

DATE OF REPAIR	DATE REPAIRS COMPLETED
10DEC08	10DEC08

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
29575	FOUD		DOOR SEAL PULLED OUT OF PLACE DOOR SEAL WAS PULLED OUT OF TRACK ON DOOR. REPOSITIONED DOOR SEAL PROPERLY FOR FRONT DRIVER DOOR.				
			**********				
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							0.95

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL: [redacted]

RECEIVED
DEC 10 2008
BY

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:
MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	18.95
PARTS AMOUNT	39.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.95
TOTAL CHARGES	58.92
LESS INSURANCE	0.00
SALES TAX	3.83
PLEASE PAY THIS AMOUNT	62.75

CUSTOMER COPY

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

CUSTOMER #: J33744698
UNIT# FREELOF

285830
INVOICE

[redacted]
TRENTON, OH [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

41 - 43664

SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		33680/33680	T985

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 03MAR09			CASH	03MAR09

DATE OF REPAIR	DATE REPAIRS COMPLETED
03MAR09	03MAR09

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A STANDARD WHEN YOU FILL IT WILL OVERFLOW							
	9996 STANDARD						
		66	I30	0.00			(N/C)
33680 ORDERED TANK AGAIN							
**********							
B STANDARD PEDAL FEELS LIGHT ON PEDAL							
	9996 STANDARD						
		66	I30	0.00			(N/C)
33680 ALL FEELS OK AT THIS TIME							
**********							
C STANDARD WHEN YOU USE LEFT SIGNAL SOMETIMES IT WONT CANCEL AND FLIPS TO RIGHT							
CAUSE; F							
	19852502 Clockspring / Steering Angle Sensor - Replace (B)						
		66	W40	0.50			(N/C)
	1 68003216AG CLKSPRING-STEERING COLUMN						(N/C)
	95400041 Loaner Car Loaner Car (C)						
		66	W40	0.00			(N/C)
SUBL ENTERPRISE							
			W40				(N/C)
33680 CLOCK SPRING TEST DROVE AND COULD NOT DUPLICATE. FOUND RELATED CASE K30275312, REPLACED CLOCK SPRING AND RETESTED OK.							
**********							
D** CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION							
	1 CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
		66	IFREE	0.40			(N/C)
	1 4105409AC FILTER-ENGINE OIL						(N/C)
	6 68026603AA 5W20 OIL						(N/C)
	1 WASHER SOLVENT						(N/C)
33680 LOF 0.40 LOF							

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: J33744698
UNIT# FREELOF

285830

INVOICE

Dodge
Dodge trucks

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]
TRENTON, OH
HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 2

41 - 43664

SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		33680/33680	T985

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 03MAR09			CASH	03MAR09

DATE OF REPAIR	DATE REPAIRS COMPLETED
03MAR09	03MAR09

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL:

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:
MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

CUSTOM ? #: J33744698
UNIT# REELOF

286404

INVOICE

[redacted]
TRENTON, OH
HOME [redacted] T:N/A
BUS: [redacted] L:

PAGE 1

41 - 43664

SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		33988/33988	T622

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 10MAR09			CASH	10MAR09

DATE OF REPAIR	DATE REPAIRS COMPLETED
10MAR09	10MAR09

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUST STATES WHEN FILLING THE TANK IT WILL OVERFLOW...S.O.P HERE							
CAUSE: F							
14600101 Tank, fuel - Replace All other engines							
(B)							
	70	W40		1.00			(N/C)
1 52059718AH TANK							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							
SUBL FUEL		CP			31.85	31.85	
33988 INSTALLED SOP GAS TANK FOR FUEL SPILLING OUT WHEN FILLING							
**********							
B CUST STATES THERES A WATER LEAK COMING IN FROM THE TOP MIDDLE AREA AND DRIPPING DOWN ON THE RADIO							
9016 CUSTOMER STATES 16 POINT INSPECTION							
	70	CP	0.00		0.00	0.00	
33988 ORDERD HEADER SEAL FOR TOP OF WINDSHIELD HEADER							
**********							
C CUST STATES CHECK ALIGNMENT, STEERING SEEMS LOOSE							
9016 CUSTOMER STATES 16 POINT INSPECTION							
	70	I30	0.00				(N/C)
33988 TEST DROVE AND INSPECTED FRT END NO PROBLEMS FOUND AT THIS TIME , STEERING FEELS NORMAL FOR THIS VEHICLE							
**********							

MAR 10 2009
BY

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:
MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: J33744698
UNIT# FREELOF

[redacted]
TRENTON, OH [redacted]
HOME [redacted]
BUS: [redacted] CONT:N/A
CELL:

286404

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

PAGE 2

41 - 43664

SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		33988/33988	T622

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
24APR07 DD			17:00 10MAR09			CASH	10MAR09

DATE OF REPAIR	DATE REPAIRS COMPLETED
10MAR09	10MAR09

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL:

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:
MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	31.85
MISC. CHARGES	0.00
TOTAL CHARGES	31.85
LESS INSURANCE	0.00
SALES TAX	2.07
PLEASE PAY THIS AMOUNT	33.92

CUSTOMER COPY

CUSTOMER #: J33744698
UNIT# FREELOF

289741

INVOICE

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

[redacted]
TRENTON, OH
HOME: [redacted] CONT:N/A
BUS: CELL:

PAGE 1

41 - 43664

SERVICE ADVISOR: 77 JERRY OLIVER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107L[redacted]		35970/35970	T607

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			WAIT 22APR09			CASH	22APR09

DATE OF REPAIR	DATE REPAIRS COMPLETED
22APR09	22APR09

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST SEAL IS LEAKING BETWEEN RAIL AND TOP-SOP
CAUSE: F

23513510 Weatherstrip, header - Replace Folding top (C)
70 W40 0.30
1 55397454AB W/STRIP-WINDSHIELD HEADER (N/C)
FC: PART#: COUNT: (N/C)
CLAIM TYPE: W
AUTH CODE:

35970 REPLACED UPPER HEADER SEAL , DUE TO WATER INTRUSION ABOVE THE RADIO , SOFT TOP

****

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL:

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR. 7:30 A.M. - 6:30 P.M.
FRIDAY 7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

CUSTOMER #: J33744698
UNIT# REELOF

[redacted]

TRENTON, OH [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

293518

INVOICE

Dodge
Dodge Trucks

KINGS DODGE, INC.
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000

PAGE 1

41 - 43664

SERVICE ADVISOR: 43 MARVIN MARTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
PJR Rescue	07	JEEP WRANGLER	1J4FA24107I[redacted]		38867/38867	T056

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			WAIT 09JUN09			CASH	09JUN09

DATE OF REPAIR	DATE REPAIRS COMPLETED
09JUN09	09JUN09

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.							
1	CUSTOMER STATES LUBE OIL AND FILTER CHANGE, TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.						
	50IFREE			0.40			(N/C)
1	4105409AC	FILTER-ENGINE OIL					(N/C)
6	68026603AA	5W20 OIL					(N/C)
1	WASHER SOLVENT						(N/C)
38867 LOF SERVICED CUSTOMER DECLINED MAINT							
**********							
B CUST STATES THAT WEATHER STRIP ON THE DRIVER SIDE COMING OFF-STICKS WHEN OPENING THE DOOR							
23	CUSTOMER STATES CHECK BODY SYSTEM						
	50	CP		0.50	43.00	43.00	
38867 WEATHER STRIP CUSTOMER DECLINED WEATHER STRIP							
**********							
C CUST STATES THAT RIGHT TURN SIGNAL BLINKS FAST							
08	ELECTRICAL						
	50	CP		0.30	21.98	21.98	
1	10003157	BULB			3.02	3.02	3.02
38867 BULB REPLACED RIGHT BRAKE LIGHT BULB							
**********							
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							3.25

RECEIVED JUN 9 2009 By

I have received an explanation of the work performed.
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.
CUSTOMER SIGN OR INITIAL: _____

Thank you for bringing your vehicle to Kings Dodge for service.

SERVICE HOURS:

MON. - THUR.	7:30 A.M. - 6:30 P.M.
FRIDAY	7:30 A.M. - 6:00 P.M.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	64.98
PARTS AMOUNT	3.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.25
TOTAL CHARGES	71.25
LESS INSURANCE	0.00
SALES TAX	4.63
PLEASE PAY THIS AMOUNT	75.88

CUSTOMER COPY

CUSTOMER #:J33744698

293518

WORKORDER

PAGE 1

CHRYSLER Jeep DODGE

KINGS CHRYSLER JEEP DODGE
4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000 · PARTS (513) 683-5424
www.cincyautos.com

[redacted]
TRENTON, OH [redacted]

HOME: [redacted] NT:N/A
BUS: [redacted] LL:

SERVICE ADVISOR: 43 MARTIN, MARVIN

CO	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PJR Rescue	07 JEEP WRANGLER	1J4FA24107L[redacted]		38867/	T056

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR07 DD			** WAITER **			CASH	

DATE OF REPAIR	DATE REPAIRS COMPLETED
09JUN2009 09:58	

OPTIONS: STK:2499250 DLR:23327
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans (More...)

LINE	OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	1		FREE CUSTOMER STATES LUBE OIL AND FILTER CHANGE. TOP FLUIDS, CHECK TIRE PRESSURE AND 16 POINT INSPECTION.
# B	23		CUST STATES THAT WEATHER STRIP ON THE DRIVER SIDE-COMING OFF-STICKS WHEN OPENING THE DOOR
# C	08	CP	CUST STATES THAT RIGHT TURN SIGNAL BLINKS FAST

****

Preliminary Estimate : $65.00

****

I acknowledge the accuracy of the description(s) of the concern(s) experienced as stated on this RO

ESTIMATE

UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE.

_____ WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ I DO NOT REQUEST AN ESTIMATE

REPLACED PARTS WILL BE RETURNED UNLESS SPECIFIED OTHERWISE.

☐ DISCARD

INITIAL

ORIGINAL ESTIMATE	CUSTOMERS ACCEPTANCE	AUTHORIZED ADDITIONS	
$	SIGNATURE	$	DATE TIME BY

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE ☐ DISCOVER ☐ VISA ☐ CASH ☐ MC ☐ AMX

DISCLAIMER OF WARRANTIES - Any warranties on the products sold hereby are made by the manufacturers of those products. This dealership hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and this dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said product. Buyer shall not be entitled to recover from this dealership any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair, or service.

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

AUTH. BY _____

#124328

K. Cody

ALEX SIMANOVSKY & ASSOCIATES, LLC

CONSUMER PROTECTION ATTORNEYS

MICHAEL L. COHEN, ESQ.
LICENSED IN FLORIDA ONLY

1803 S. AUSTRALIAN AVENUE, SUITE A
SUITE A, BIG OAK PROF. BLDG.
WEST PALM BEACH, FLORIDA 33409
(561) 640-3537 Facsimile: (877) 570-5413
Email: mike@lemonlawinfo.com

Chrysler Group LLC
Office of the General Counsel
JUN 25 2010
By Mail/Reg. Agent/
Sec. of State/Proc. Server

June 18, 2010

Chrysler Group, LLC
CIMS 485-13-32
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RECEIVED
JUN 25 2010
MILLER, CANFIELD, PADDOCK AND STONE, PLC

RE: [redacted]. Chrysler Group, LLC
NOTICE OF CONSUMER WARRANTY LAW VIOLATION

Our Client:	[redacted]
Vehicle:	08 Jeep Wrangler
VIN:	1J4FZ24138L[redacted]
Date of purchase:	10/01/07
Our File No.:	FL10-10132

To Whom It May Concern:

Please be advised that this office represents the above-named individual regarding claims pursuant to the federal Magnuson-Moss Warranty Act and the Uniform Commercial Code ("U.C.C.") with regard to the above-listed vehicle. Please direct all future contacts and correspondence to the office listed above.

There were numerous non-conformities with my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. There were also numerous violations of both federal and state law in connection with the delivery and/or repair of the aforementioned vehicle. The primary non-conformities and violations include, but are not limited to:

1. **Engine;**
2. **Electrical;**
3. **Check engine light;**
4. **Noise;**
5. **Body/trim;**

6. **Stalling;**

7. **Brakes;**

8. **Transmission;**

9. **Aribag light;**

10. **Water leak;**

11. **Fuel system;**

12. **Driveability;**

13. **Excessive repair attempts.**

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Because of the inordinate amount of repairs my client has justifiably lost confidence in the vehicle.

My client's repair history clearly shows there was a breach of the written warranty and/or implied warranties of merchantability and fitness for a particular purpose, *see* U.C.C. §§ 2-314 and 2-315, based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty.

Therefore, you are hereby notified that my client is revoking acceptance of the vehicle, pursuant to the provisions of U.C.C. § 2-608. Our client has directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for all damages and attorneys' fees.

Please be advised that under U.C.C. § 2-711(3) my client has a security interest in the car for return of the total purchase price, plus expenses in handling and inspecting the car. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my client demands return of the purchase price before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Consumer Fraud remedies.

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, we demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of $100.00 plus any loss caused my client by your failure.

HAVING BEEN FORMALLY NOTIFIED OF OUR REPRESENTATION, YOU ARE INSTRUCTED NOT TO CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES. DIRECT ALL INQUIRIES TO THIS OFFICE. IF YOU FAIL TO ACT IN CONFORMITY WITH THIS DIRECTIVE, INJUNCTIVE RELIEF WILL

BE SOUGHT AGAINST YOU. IN ADDITION, YOU ARE HEREBY NOTIFIED OF OUR ATTORNEYS' LIEN.

To avoid any further litigation, my client merely requests a refund for the defective product and will waive any incidental and consequential damages at this point. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more needless effort and expense spent on our part and on the part of your attorneys. Time, money and effort would be saved by both sides with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, a complaint will be filed.

Sincerely,

Mike Cohen

Mike Cohen, Esq.
Attorney at Law

CC: [redacted]

38407 84213

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL
HOME [redacted]

PAGE 1

MV#31972

SERVICE ADVISOR: 5797 JEFFERY R SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	JEEP WRANGLER	1J4FZ24138I[redacted]		3609/3609	T531

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01OCT07 IS			WAIT 07JAN08		78.00	CASH	07JAN08

R.O. OPENED	READY
09:56 07JAN08	11:23 07JAN08

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CHECK BRAKES SQUEAK AT TIMES
CAUSE: NO PROBLEM FOUND
05 BRAKE SYS
2729 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

NO PROBLEM FOUND
****

B CHECK ENGINE QUITS,WHEN IN GEAR AND IDLING,ENGINE SURGES RPMS GO UP AND DOWN
CAUSE: NO PROBLEM FOUND
18 DRIVEABILITY
2729 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

NO CODES,NO TSB'S,NO UP DATES,NO PROBLEM FOUND
****

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X8120

38407 84213

INVOICE

CHRYSLER Plymouth Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON FL
HOME: [redacted]

PAGE 1

MV#

SERVICE ADVISOR: 5797 JEFFERY R SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		3609/3609	T

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 IS			WAIT 07JAN08		78.00	CASH	07JAN08

R.O. OPENED	READY
09:56 07JAN08	11:23 07JAN08

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CHECK BRAKES SQUEAK AT TIMES
CAUSE: NO PROBLEM FOUND
05 BRAKE SYS
2729 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

NO PROBLEM FOUND
****

B CHECK ENGINE QUITS, WHEN IN GEAR AND IDLING, ENGINE SURGES RPMS GO UP AND DOWN
CAUSE: NO PROBLEM FOUND
18 DRIVEABILITY
2729 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

NO CODES, NO TSB'S, NO UP DATES, NO PROBLEM FOUND
****

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE (DATE)

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XS12C

38407 84213 *INVOICE*

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL
HOME [redacted]

PAGE 2

MV#

SERVICE ADVISOR: 5797 JEFFERY R SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		3609/3609	T

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 IS			WAIT 07JAN08		78.00	CASH	07JAN08

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
		ENG:EGT 3.8L V6 SMPI Engine

38407 84214 *INVOICE*

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL
HOME [redacted]

PAGE 1

MV#31972

SERVICE ADVISOR: 5797 JEFFERY R SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		3609/3609	T531

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 IS			WAIT 07JAN08		78.00	CASH	07JAN08

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
		ENG:EGT 3.8L V6 SMPI Engine
08:57 07JAN08	11:32 07JAN08	TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE OIL AND FILTER, RESET SERVICE LIGHT			
CAUSE: PERFORMED SERVICE			
26CNA LOF LUBE OIL AND FILTER, RESET SERVICE LIGHT			
5982 WJMA			(N/C)
3 4761872AC *OIL			(N/C)
PC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B WJMA FILTER			
26WF WJMA FILTER			
5982 INP			(N/C)
1 5281090 FILTER-ENGINE OIL			(N/C)
3 4761872AC *OIL			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00

****
****
PLEASE FILL OUT CHRYSLER SURVEY POSITIVE
****
IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT
**********(352)732-7577**********

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Copyright 2003 ADP, Inc. SERVICE INVOICE 64 X64C

CUSTOMER #: 38407

93048

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] ONT:N/A
BUS: [redacted] ELL:

PAGE 1

MV#31972

SERVICE ADVISOR: 5797 JEFFERY R SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		10432/10432	T16

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			WAIT 30JUN08		79.50	CASH	30JUN08

R.O. OPENED	READY
11:44 30JUN08	15:20 30JUN08

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	LUBE OIL AND FILTER, RESET SERVICE LIGHT							
	26CNA-LOF LUBE OIL AND FILTER, RESET SERVICE LIGHT							
		706	CNA				14.95	14.95
	2	4761872AC	*OIL			5.40	3.33	6.66
	1	4761872AC	*OIL			5.40	3.34	3.34
PARTS:	10.00	LABOR:	14.95	OTHER:	0.00	TOTAL LINE A:		24.95

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	WJMA FILTER							
	26WF WJMA FILTER							
		706	INP					(N/C)
	1	4105409AC	FILTER-ENGINE OIL					(N/C)
	3	4761872AC	*OIL					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00

****

****
PLEASE FILL OUT CHRYSLER SURVEY POSITIVE
****
IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT
**********(352)732-7577**********

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	10.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	24.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	24.95

Copyright 2000 ADP, Inc. SERVICE INVOICE Rl XSI3C

CUSTOMER COPY

CUSTOMER #: 38407

93666

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]

DUNNELLON, FL [redacted]
HOME [redacted] T:N/A
BUS: [redacted] L:

PAGE 1

MV#31972

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		10958/10958	T837

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DL			17:30 14JUL08		79.50	CASH	14JUL08

R.O. OPENED	READY
10:18 14JUL08	11:46 14JUL08

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	BRAKES: MAKING NOISE WHEN APPLIED							
CAUSE: MAKING NOISE								
	05 MAKING NOISE							
		706	WC					(N/C)
	1	68003796AA	PAD KIT-REAR DISC BRAKE					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE PADS AND MACHINE ROTORS

****

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

****

IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT

**********(352)732-7577**********

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Copyright 2000 ADP, Inc. SERVICE INVOICE 02 3S2.0C

CUSTOMER COPY

CUSTOMER #: 38407

103207

INVOICE

PAGE 1

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 5797 JEFFERY R SMITH

MV#

COLOR	YR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	T
WHITE	08	JEEP WRANGLER	1J4FZ24138[redacted]		18970/18970	T4(

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			WAIT 13FEB09		79.50	CASH	13FEB09

P.O. OPENED	READY
10:09 13FEB09	13:12 13FEB09

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK RIGHT SIDE DOOR MIRROR BROKE OFF			
CAUSE: ORDERED MIRROR			
23 BODY MECH/INT			
706 WC			(N/C)
PC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
ORDERED MIRROR			
**********			
B CHECK RATTLE NOISE IN REAR WHILE DRIVING AT 40-45 MPH			
CAUSE: NO PROBLEM FOUND			
23 BODY MECH/INT			
706 WC			(N/C)
PC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
NO PROBLEM FOUND			
**********			
C CHECK WATER LEAKS IN WHEN IT RAINS AT FRONT FREEDOM TOP SEAMS AND ALSO ON RIGHT SIDE DOOR AREA AND PUDDLES ON RIGHT SIDE FLOOR BOARD			
CAUSE: DEFORMED WEATHER STRIPS			
23 BODY MECH/INT			
706 WC			(N/C)

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. SERVICE INVOICE (R) 30280

CUSTOMER COPY

CUSTOMER #: 38407

103207

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL
HOME [redacted] NT:N/A
BUS: [redacted] L:

PAGE 2

SERVICE ADVISOR: 5797 JEFFERY R SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		18970/18970

OPN DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV
01OCT07 DD			WAIT 13FEB09		79.50	CASH	13FEB

R.O OPENED	READY	OPTIONS
10:09 13FEB09	13:12 13FEB09	STK:80134 DLR:68680 ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TC
1	55393274AL						(T
1	55397454AD						(N
2	6036678AA						(N

W/STRIP-DOOR TO BODY
W/STRIP-WINDSHIELD HEADER
RIVET-WINDSHIELD HEADER
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0

REPLACED HEADER STRIP AND RIGHT SIDE DOOR WEATHER STRIP
****
****
PLEASE FILL OUT CHRYSLER SURVEY POSITIVE
****
*IF YOU HAVE ANY QUESTIONS PLEASE CALL US A
**********(352)732-7577**********

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOT
LABOR AMOUNT	0
PARTS AMOUNT	0
GAS, OIL, LUBE	0
SUBLET AMOUNT	0
MISC. CHARGES	0
TOTAL CHARGES	0
LESS INSURANCE	0
SALES TAX	0
PLEASE PAY THIS AMOUNT	0

CUSTOMER SIGNATURE (DATE)

Copyright 2008 ADP, Inc.

CUSTOMER COPY

CUSTOMER #: 38407

103480

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] CONT:N/A
BUS [redacted] CELL:

PAGE 1

MV#3

SERVICE ADVISOR: 5021 BRIAN D BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		19319/19319	T99

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N	RATE	PAYMENT	INV. DATE
01OCT07 DD			WAIT 19FEB09		79.50	CASH	19FEB09

R.O. OPENED	READY
15:54 19FEB09	16:12 19FEB09

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	RIGHT SIDE MIRROR ASSB. SEPERATION							
CAUSE: RIGHT SIDE OUTER MIRROR FELL OFF								
	23	BODY MECH/INT						
		706	WC					
	1	55078024AD	MIRROR-OUTSIDE MANUAL					(N/C)
								(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE RIGHT SIDE OUTER MIRROR

****

****

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

****

IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT

**********(352)732-7577**********

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Copyright 2000 ADP, Inc. SERVICE INVOICE (R) 3532C

CUSTOMER COPY

CUSTOMER #: 38407

called Apr 12 Wed

106832

INVOICE

PAGE 1

CHRYSLER Plymouth Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

MV#3

SERVICE ADVISOR: 8102 JAMES GARVIN

CO.	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		22666/22666	T68

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DL			17:30 06MAY09		79.50	CASH	06MAY09

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
13:50 06MAY09	16:10 06MAY09	ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST REPORTS AIR BAG LIGHT ON			
CAUSE: DIAG FOUND OPEN IN DRIVERS SQUIB RT FRONT			
08 ELECTRICAL/GAUGES			
706 WC			
1 68003216AC CLKSPRING-STEERING COLUMN			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			(N/C) 0.00
REPLACE CLOCKSPRING			
**********			
B RAIN WATER LEAK TOP OF RADIO AREA			
CAUSE: FREEDOM TOP SEAL LEAKING			
24 AIR COND/HEATER			
706 WC			
1 55397095AH SEAL-TARGA TOP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			(N/C) 0.00
REPLACE SEAL			
**********			
**********			
PLEASE FILL OUT CHRYSLER SURVEY POSITIVE			
**********			
IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT			
**********(352)732-7577**********			
THANK YOU FOR YOUR BUSINESS			

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE (DATE)

Copyright 2000 ADP, Inc. InfiniCE INVOICE AE XSUBC

CUSTOMER COPY

CUSTOMER #: 38407

108186

INVOICE

PAGE 1

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] ONT:N/A
BUS: CELL:

MV#3

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		24311/24311	T86

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DL			17:30 08JUN09		79.50	CASH	08JUN09

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
10:34 08JUN09	14:06 08JUN09	ENG:EGT_3.8L_V6_SMPI_Engine TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUST REPORTS IN RAIN , WATER LEAK RT FRONT SEAT AREA ,ALSO DASH HAS WTER SWASHING AROUND IN DASH
CAUSE: NPF
23 WATER TEST NO PROBLEM FOUND
706 WC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

****

B ON 1ST START METAL TO METAL NOISE ENGINE AREA MORE SO ON COLD STARTS
CAUSE: LETSIT NPF
09 ENGINE REPAIR
706 WC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00

****

C HORN INOP AFTER WE DID CLOCKSPRING
CAUSE: NPF
08 ELECTRICAL/GAUGES
706 WC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

****

D CK ENGINE LIGHT ON
CAUSE: NPF
18 DRIVEABILITY
706 WC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00

****

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. Service Invoice #2 X9020

CUSTOMER COPY

CUSTOMER #: 38407

108186

INVOICE

PAGE 2

Phillips
CHRYSLER Plymouth
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

MV#3

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		24311/24311	T86

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			17:30 08JUN09		79.50	CASH	08JUN09

R.O. OPENED	READY
10:34 08JUN09	14:06 08JUN09

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
					**********			
					PLEASE FILL OUT CHRYSLER SURVEY POSITIVE			
					**********			
					IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT			
					**********(352)732-7577**********			
					THANK YOU FOR YOUR BUSINESS			

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI20

CUSTOMER COPY

CUSTOMER #: 38407

114322

INVOICE

PAGE 1

CHRYSLER Plymouth
Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 5797 JEFFERY R SMITH

MV#:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		29285/29285	T69

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			17:30 13OCT09		79.50	CASH	13OCT09

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
09:39 13OCT09	15:40 13OCT09	ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CHECK WHEN REFUELING GAS DOES NOT SHUT OFF KEEPS OVER FLOWING SOP PARTS ARE HERE CAUSE: FUEL RESRICTOR IN FUEL TANK BAD							
	23		BODY MECH/INT				
			949 WO				
	1		52059718AH TANK				(N/C)
	FC:		PART#:	COUNT:			(N/C)
	CLAIM TYPE: W						
	AUTH CODE:						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVED AND REPLACED FUEL TANK ASSY,CLEARED CODES ALL GOOD AT THIS TIME

****
PLEASE FILL OUT CHRYSLER SURVEY POSITIVE
****
IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT
**********(352) 732-7577**********

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE (DATE)

Copyright 2000 ADP, Inc. SERVICE INVOICE A2 XSHC

CUSTOMER COPY

CUSTOMER #: 38407

118113

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 5021 BRIAN D BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	MV#
WHITE	08	JEEP WRANGLER	1J4FZ[redacted]	[redacted]	32517/32517	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DD			WAIT 02JAN10		89.00	CASH	04JAN10

R.O. OPENED	READY	OPTIONS:
13:03 02JAN10	14:47 04JAN10	STK:80134 DLR:68680 ENG:EGT_3.8L_V6_SMPI_Engine TRN:DGV 4-Spd Automatic VLP 42RLE Trans

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A RATTLE IN RIGHT AND LEFT FRONT END
CAUSE: FENDER WELL FLARES LOOSE
23 BODY MECH/INT
706 WC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

PARTS ORDERED

****

B RIGHT AND LEFT FRONT WHEEL FLARES LOOSE
CAUSE: SEE JOB A
23 BODY MECH/INT
2729 WC
EC: PART#: COUNT: (N/C)
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C RAIN WATER LEAK AT TOP CENTER FRONT DROP: RADIO DASH
CAUSE: WATER TESTED /HEADER SEAL LEAKING
23 BODY MECH/INT
706 WC
1 55397058AF SEAL-HARD TOP FRONT (N/C)
EC: PART#: COUNT: (N/C)
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. SERVICE INVOICE 8.2 XSI2C

CUSTOMER COPY

CUSTOMER #: 38407

118113

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 5021 BRIAN D BROWN

MV#

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
WHITE	08	JEEP WRANGLER	1J4FZ[redacted]38[redacted]		32517/32517	T21

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01OCT07 DD			WAIT 02JAN10		89.00	CASH	04JAN10

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
13:03 02JAN10	14:47 04JAN10	ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	REPLACE HEADE SEAL AND WATER LEAK TEST PA				S D PER TECH			
	**********				**********			
	D WATER LEAK RIGHT FRONT DOOR AT REAR TOP				O RIGHT FRONT CORNER			
	CAUSE: WATER TESTED TOP TO REAR SEAL LEAK							
	23 BODY MECH/INT							
		706	WC					
1	55397095AH			SEAL-TARGA TOP				(N/C)
								(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

REPLACE TOP TO REAR SEAL AND WATER TEST TEC I STATES PASSED NO LEAKS
****

****

PLEASE F L OUT CHRYSLER SURVEY POSITIVE
****

IF YOU A E ANY QUESTIONS PLEASE CALL US AT
**********(352)732-7577**********

THANK YO OR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding s als & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This c arge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE (DATE)

Copyright 2008 ADP, Inc. SERVICE INVOICE 02 X9d0c

CUSTOMER COPY

CUSTOMER #: 38407

118825

INVOICE

PAGE 1

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		33213/33213	T3

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			17:30 18JAN10		89.00	CASH	18JAN10

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
07:50 18JAN10	11:00 18JAN10	ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A RT FRONT SPLASH GUARD LOOSE SOP IN								
CAUSE: HOLD DOWN SCREWS COME OUT								
	23 BODY MECH/INT							
		706	WC					(N/C)
	2 6509405AA RETAINER							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00								
INSTALL SCREWS								
**********								
B RATTLE FRONT END 2ND TIME IN								
CAUSE: ORDERED LINKS								
	19 STEERING							
		706	WC					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
**********								
**********								
PLEASE FILL OUT CHRYSLER SURVEY POSITIVE								
**********								
IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT								
**********(352)732-7577**********								
THANK YOU FOR YOUR BUSINESS								

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE (DATE)

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XB3C

CUSTOMER COPY

CUSTOMER #: 38407

119528

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		33911/33911	T9

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			17:30 01FEB10		89.00	CASH	01FEB10

R.O. OPENED	READY
12:38 01FEB10	15:27 01FEB10

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A RATTLE IN FRONT END AS YOU DRIVE SOP IN								
CAUSE: DIAG FOUND SWAYBAR LINKS NMAKINGNOISE								
	19 STEERING							
		706	WC					
	2	52059975AC	LINK-STABILIZER BAR					(N/C)
								(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE SWAYBAR LINKS

****

****

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

****

IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT

**********(352)732-7577**********

THANK YOU FOR YOUR BUSINESS

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Copyright 2000 ADP, Inc. SERVICE INVOICE (02.20)(C)

CUSTOMER COPY

CUSTOMER #:38407 119528

WORKORDER

PAGE 2

[redacted]

DUNNELLON, FL [redacted]

HOME [redacted] N/A

BUS [redacted]

Chrysler Plymouth **Phillips**

3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

SERVICE ADVISOR: 8102 GARVEN, JAMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		33911/	33911

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO [redacted]	RATE	PAYMENT	INV DATE
01OCT07 DD			17:30 01FEB10		89.00	CASH	

R.O. OPENED	READY
01FEB2010 12:38	

OPTIONS STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd Automatic VLP 42RLE Trans

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
#	A	19	MC	RATTLE IN FRONT END AS YOU DRIVE SOP IN

TEST DRIVE

HEARD NOISE ON Rough Roads

DRAG and found BAD Sway bar links

Replaced Front Sway Bar Links

TEST Drive

Front 149.96

R 139.96

DICG $ 390.00

Towed CH2, 120.00

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages in connection with such purchase. The undersigned purchaser further agrees that such parts and/or systems to perform

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R. O. NO. 119528	TIME	LOC.
		EMP. NO. OPER. NO. 706		

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

PRELIMINARY ESTIMATE $

AUTHORIZED BY X

REVISED	DATE	TIME	BY

FEB 1 14.78

FEB 1 13.95

ESTIMATE (3)

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPR OF THE ABOVE REVISED ESTIMATES:

X

CUSTOMER SIGNATURE

PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW AND SIGN: I UNDERSTAND

A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NO WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS $ 5.00. YOU W

CUSTOMER #: 38407

121004

INVOICE

PAGE 1

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL:

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		35251/35251

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			17:30 02MAR10		89.00	CASH	02MAR10

R.O. OPENED	READY
09:02 02MAR10	15:39 02MAR10

OPTIONS: STK:80134 DLR:68680
ENG:EGT 3.8L V6 SMPI Engine
TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	WATER LEAK TOP CK ALL SOP IN							
CAUSE: SEALS LEAKING								
	23 BODY MECH/INT							
		3888	WC					
	1 55397042AE SEAL-LIFTGLASS LOWER TO B							(N/C)
	1 55395244AF STRIP-LIFTGATE GLASS							(N/C)
	1 55395661AF W/STRIP SWING GATE TO BOD							(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE UPPER HATCH SEAL LOWER HATCH SEAL LOWER GLASS HATCH SEALADJUST DOOR IN

****

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT

**********(352)732-7577**********

THANK YOU FOR YOUR BUSINESS

Both Stripped Under seal
Rattle from front seat
Called back to set
Blacked needed back
not from engine
Job 12 had sensor
still on

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE (DATE)

Copyright 2000 ADP, Inc. SERVICE INVOICE AP XBI3C

CUSTOMER COPY

CUSTOMER #: 38407

121005

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

MV#31972

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	JEEP WRANGLER	1J4FZ24138[redacted]		35251/35251	

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01OCT07 DD			17:30 02MAR10		89.00	CASH	03MAR10

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
09:03 02MAR10	16:14 03MAR10	ENG:EGT 3.8L V6 SMPI Engine TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	RECALL	030	TRANS TEMP				

50 CAMPAIGNS
2868 WC

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

****

PLEASE FILL OUT CHRYSLER SURVEY POSITIVE

IF YOU HAVE ANY QUESTIONS PLEASE CALL US AT

THANK YOU FOR YOUR BUSINESS!

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

CUSTOMER SIGNATURE (DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Copyright 2000 ADP, Inc. SERVICE INVOICE 09.10.00

CUSTOMER COPY

CUSTOMER #: 38407

121707

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

PAGE 1

MV#3

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		35967/35967	T39

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01OCT07 DD			17:30 15MAR10		89.00	CASH	15MAR10

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
10:22 15MAR10	12:39 15MAR10	ENG:EGT 3.8L V6 SMPI Engine
		TRN:DGV 4-Spd. Automatic VLP 42RLE Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST REPORTS WATER LEAK RAIN , TOP OF WINDSHIELD CENTER AREA ALSO RT DOOR BACKSIDE AND LEFT DOOR FRONT AREA FLOOR WET
CAUSE: PO
23 ORDERED DOOR SEALS
3888 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B CK ENGINE LIGHT COMING ON AND OFF CUST REPLACE GAS CAP STILL COMING ON
CAUSE: ORDERED DETECTOR
18 DRIVEABILITY
3888 WC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE (DATE)

Copyright 2000 ADP, Inc. SERVICE INVOICE 42 XS4C

CUSTOMER COPY

CUSTOMER #: 38407

121865

INVOICE

Phillips
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]

DUNNELLON, FL [redacted]

PAGE 1

HOME: [redacted] CONT:N/A

BUS: [redacted] CELL:

SERVICE ADVISOR: 8102 JAMES GARVIN

MV#3

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
WHITE	08	JEEP WRANGLER	1J4FZ24138I[redacted]		35829/35829	T50

DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01OCT07 DD			WAIT 17MAR10		89.00	CASH	17MAR10

R.O. OPENED	READY	OPTIONS: STK:80134 DLR:68680
15:07 17MAR10	17:13 17MAR10	ENG:EGT_3.8L_V6_SMPI_Engine TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A WATER LEAK BOTH FRONT DOORS			
CAUSE: DOOR SEALS LEAKING LEFT AND RIGHT			
23 BODY MECH/INT			
3888 WC			(N/C)
1 55395274AO W/STRIP-DOOR TO BODY			(N/C)
1 55395275AO W/STRIP-DOOR TO BODY			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
REPLACE BOTH DOOR SEALS			
**********			
B CK ENGINE LIGHT ON			
CAUSE: LDP LEAKING			
18 DRIVEABILITY			
3888 WC			(N/C)
1 48916B5AA DETECTOR-EVAPORATIVE SYST			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
REPLACE LEAK DETECTION PUMP			
**********			
C CHECK GAS TANK NECK IS LOOSE			
CAUSE: CK TIGHTEN OK			
23 BODY MECH/INT			
3888 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D CHECK IDLES ROUGH AT IDLE IN GEAR			
CAUSE: NPF			
18 DRIVEABILITY			
3888 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
**********			

12 months/12,000 miles warranty on Mopar parts excluding seals & gaskets. See dealer for details.

All parts new unless otherwise indicated.

Shop supplies and Hazardous waste disposal charges. This charge represents costs and profits to the motor vehicle repair facility for such items as miscellaneous shop supplies and/or waste disposal s.559.904(4)

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE (DATE)

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

CUSTOMER #: 38407

122228

INVOICE

PAGE 1

CHRYSLER Plymouth Phillips Jee
3440 S. Pine Avenue
Ocala, Florida 34471
(352) 732-7577

[redacted]
DUNNELLON, FL [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

MV#3

SERVICE ADVISOR: 8102 JAMES GARVIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	T
WHITE	08	JEEP WRANGLER	1J4FZ24138L[redacted]		35887/35887	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT07 DD			17:30 24MAR10		89.00	CASH	24MAR10

R.O. OPENED	READY
14:42 24MAR10	15:41 24MAR10

OPTIONS: STK:80134 DLR:68680
ENG:EGT_3.8L_V6_SMPI_Engine
TRN:DGV_4-Spd._Automatic_VLP_42RLE_Trans

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CK ENGINE LIGHT ON						
	CAUSE: DIAG MISSING O RING						
	18 DRIVEABILITY						
		3888	WC				(N/C)
	1 52129436AA SEAL-VAPOR CANISTER						(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSTALL ORING TEST DRIVE OK

****
****

CHRYSLER

Rec 4/19/10

CUSTOMER SATISFACTION NOTIFICATION J34
STEERING DAMPER

Dear [redacted]

At Chrysler Group LLC, you can be assured that we are constantly looking for opportunities to ensure quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2007 through 2010 model year Jeep® Wrangler vehicles equipped with right hand steering.**

Recommended Service:	**The steering damper on your vehicle** (VIN: **1J4FZ24138L[redacted] may degrade resulting in a loss of system dampening.**
What your dealer will do:	**Chrysler will service your vehicle free of charge (parts and labor).** To do this, your dealer will replace the steering damper and mounting bracket. The work will take about ½ hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.
What you should do:	Simply **contact your Chrysler, Jeep, or Dodge dealer,** at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available in your service can be completed in a timely manner. Although not required, it is recommended to bring this letter with you to your dealer when you bring your vehicle in for this service.
If you need help:	Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 3 weeks.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at www.jeep.com/ownersreg.

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): J24

Sincerely,
Customer Service / Field Operations
Chrysler Group, LLC
Notification Code J34

RAM DODGE CHRYSLER Jeep MOPAR

Chrysler, Jeep, Dodge, Ram and Mopar are registered trademarks of Chrysler Group LLC.

[redacted] one if wan. ers name ded.

STATE OF FLORIDA
DEPARTMENT OF HIGHWAY SAFETY AND MOTOR VEHICLES
DIVISION OF MOTOR VEHICLES
Neil Kirkman Building - Tallahassee, FL 32399-0620

NOTIFICATION OF TRANSFER OF REGISTRATION LICENSE PLATE

In compliance with section 320.0609(2), Florida Statutes, I hereby certify that the following motor vehicle has been sold, traded, transferred or otherwise disposed of:

Year 2005 Make Jeep Type [redacted] Weight or Length _____

Identification Number 1J4F449S65P[redacted] Color _____

As the registered owner of Florida License Plate No. CZ33Y Decal No. _____

which expires on MAY (Mo.) / 28 (Day) /2008 (Yr.) I authorize the following dealer:

PHILLIPS CHRY JEEP, INC.
(Dealer)

3440 SOUTH PINE AVE. OCALA, FL 34471
(Dealer Address)

to properly transfer my license plate to the replacement vehicle described below.

Year 2008 Make JEEP Type WRANGLER Weight or Length _____

Identification Number 1J4FZ24138[redacted] Color WHITE

[redacted]
Print Owner(s) Name

[redacted]
Signature of Owner(s)

[redacted] DUNNELLON FL [redacted]
(Owner Address)

DEALER'S CERTIFICATE

As a motor vehicle dealer licensed in Florida, I hereby certify that the above Notification of Transfer of Registration License Plate correctly describes the transaction involving the transfer of motor vehicle and this License Plate No. [redacted]. This license plate has been removed from the original vehicle and assigned and attached to the replacement vehicle in compliance with section 320.0609(2), Florida Statutes. I also certify that on behalf of my customer I will process the necessary documents through a local county license plate agency to obtain the transfer registration certificate, which will be delivered to my customer within 30 days as stated in section 320.0605, Florida Statutes.

Under penalties of perjury, I declare that I have read the foregoing document and that the facts stated in it are true.

Dealer PHILLIPS CHRY JEEP, INC. Authorized Agent PHILLIPS CHRYSLER JEEP

Dealer License No. VF10022231 Date of Sale 10/01/2007

HSMV 83033 (Rev. 8/97)S

FLORIDA VEHICLE REGISTRATION

CO/AGY 14 / 2 T# 584270177
B# 231233

PAGE 06

PLATE [redacted] DECAL 07779388 Expires **Midnight Fri 5/28/2010**

YR/MK	2008/JEEP	BODY	JP	COLOR	WHI		
VIN	1J4FZ24138[redacted]			TITLE	[redacted]		
Plate Type	CWR	NET WT	3815				
DL/FEID	[redacted]						
Date Issued	6/1/2009	Plate Issued	6/23/2006				

Reg. Tax	60.10	Class Code	1
Init. Reg.		Tax Months	12
County Fee	3.00	Back Tax Mos	
Mail Fee		Credit Class	
Sales Tax		Credit Months	
Voluntary Fees			
Grand Total	63.10		

[redacted]
DUNNELLON, FL [redacted]

IMPORTANT INFORMATION

1. The Florida license plate must remain with the registrant upon sale of vehicle.
2. The registration must be delivered to a Tax Collector or Tag Agent for transfer to replacement vehicle.
3. The registration must be surrendered when requesting a change of address.
4. Registration renewals are the responsibility of the registrant and shall occur during the 30-day period prior to the expiration date shown on this registration. Renewal notices are provided as a courtesy and are not required for renewal purposes.

STEVE / CINDY

CWR - CONSERVE WILDLIFE

04/20/2010 14:45 3524654117

(1)

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☐ **I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ **The vehicle has been out of service at least 15 days to repair one or more substantial defects.**

☒ **3 or more repair attempts have been made to repair the same substantial defect or condition.**

Description of continuing defect(s) or condition(s) The removable T-tops on this jeep continues to leak. The jeep has been serviced 5 times for the same problem. This leaking problem is making it impossible to deliver the US Mail in rain. (NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Jeep Model Wrangler Year 2008

VIN 1J4FJ22141L131841 [redacted] Date of Delivery 10/1/07

Name and City/State of selling dealer or leasing company (if applicable) Phillips Jeep Chrysler 3440 S. Pine Ave. Ocala FL 34471

Name and City/State of authorized service agent(s) attempting previous repairs: Same as above

Consumer [redacted]

Address [redacted]

Dunnellon FL [redacted]

Home phone [redacted]

Work phone [redacted]

Signature [redacted]

Date Mailed 02/20/10 (1/98

February 09
May 09
June 09

CHRYSLER [redacted]

Phillips

Jeep. [redacted]

3440 S. Pine Avenue Ocala, Florida 34471 (352) 732-757[redacted]

ORDER NO. _____

NAME [redacted]

ADDR[redacted]

CITY/STATE Dunnellon, FL

ZI[redacted]

YEAR	MAKE	MODEL	TECH
2008	Jeep	JK	Mike J.

VEHICLE ID NUMBER 38[redacted] PRODUCTION DATE / / ENGINE

ORDER DATE 3/5/10 [redacted]

QTY	PART NUMBER	DESCRIPTION
1	55395274AO	M. door w/s
1	55395275AO	L " "
(1)	4895685AB	Intercooler

1ST NOTIFICATION DATE	BY:	2ND NOTIFICATION DATE:	BY:	DATE CARD MAILED

WHITE - CUSTOMER COPY CANARY - ORIGINATING DEPT. COPY PINK - PARTS MO
GOLD - ARRIVAL NOTICE TAG - CUSTOMER NOTIFICATION

CHRYSLER Phillips Jeep
3440 S. Pine Avenue Ocala, Florida 34471 (352) 732-757

ORDER NO. [redacted]

NAME [redacted]

ADDR [redacted]

CITY/STATE Dunnellon Fl.

ZIP [redacted]

YEAR	MAKE	MODEL	TRIM	
08	Jeep	Wrangler	Chris	J

VEHICLE ID NUMBER: 8L [redacted] PRODUCTION DATE: / / ENGINE:

ORDER DATE: 1-18 [redacted]

QTY	PART NUMBER	DESCRIPTION
2	52059975AC	Links

1ST NOTIFICATION DATE	BY:	2ND NOTIFICATION DATE	BY:	DATE CARD MAILED

WHITE - CUSTOMER COPY CANARY - ORIGINATING DEPT. COPY PINK - PARTS MOI
GOLD - ARRIVAL NOTICE TAG - CUSTOMER NOTIFICATION

CHRYSLER [redacted]

Phillips

Jeep [redacted]

3440 S. Pine Avenue Ocala, Florida 34471 (352) 732-7577

ORDER NO. _____

NAME [redacted]

ADDRESS

CITY/STATE Dunnellon, FL

ZIP [redacted]

YEAR 00	MAKE Jeep	MODEL Wrangler	TRIM Ch. S	
VEHICLE ID NUMBER 38L [redacted]			PRODUCTION DATE / /	ENGINE
ORDER DATE [redacted]			103207	

QTY	PART NUMBER	DESCRIPTION	N
1	55078024-AD	R. Side M	

1ST NOTIFICATION DATE	BY:	2ND NOTIFICATION DATE:	BY:	DATE CARD MAILED

WHITE - CUSTOMER COPY CANARY - ORIGINATING DEPT. COPY PINK - PARTS MO
GOLD - ARRIVAL NOTICE TAG - CUSTOMER NOTIFICATION

Phillips CHRYSLER Jeep.
PHILLIPS CHRYSLER JEEP, INC.
3440 South Pine Avenue,
Ocala, Florida 34471
(352) 732-7577

DATE 10/01/07

RETAIL BUYER'S ORDER

[redacted]	DOB 05/28/55	CO-CUSTOMER	DOB
[redacted]		ADDRESS	
CITY DUNNELLON	STATE FL [redacted]	CITY	STATE ZIP
DL #	E-MAIL	DL #	E-MAIL
HOME PHONE [redacted]	WORK PHONE	COUNTY MARION	HOME PHONE WORK PHONE COUNTY
STOCK # 80134	YEAR 2008 XXX	EXECUTIVE 11	MILEAGE COLOR SALESPERSON 1 HELFER,MARK RODERICK
VIN 1J4FZ24138[redacted]	MAKE JEEP	MODEL WRANGLER	BODY SALESPERSON 2

NEW /DEMO AND EXECUTIVE VEHICLE DISCLOSURE

This new, demonstrator or executive Vehicle is sold AS-IS and WITH ALL FAULTS. **Dealer hereby expressly disclaims all warranties**, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the Vehicle. The only warranties applying to this Vehicle are those offered by the Manufacturer. The Manufacturer's warranty is not affected by Dealer's disclaimer of warranties. The Customer hereby acknowledges that Dealer has made available "warranty Pre-Sale Information" as disclosed in the Warranty Binders pursuant to the Magnuson-Moss Warranty Act.

Customer: _____ Customer: _____

USED VEHICLE DISCLOSURE

This used Vehicle has been previously driven by others and Dealer has not made any representation regarding the Vehicle's history. Customer acknowledges that no representation has been made by any agent of Dealer: (i) regarding the history, condition, prior repair or maintenance, safety system or suitability of the Vehicle; or (ii) that it has or has not ever sustained damages prior to this Order, nor does Dealer have the obligation to make any such disclosure. Customer understands that s/he may retain a third-party to provide information regarding the Vehicle's history and that Dealer encourages Customer to do so. Customer may also make arrangements to have the Vehicle inspected by a person of Customer's own choosing. Customer further acknowledges that Customer has test driven this Vehicle and it meets Customer's satisfaction or Customer has been offered an opportunity to do so, and has declined. Except as otherwise set forth on the window form (Buyer's Guide), this Vehicle is sold "AS IS and WITH ALL FAULTS," without any warranty and **Dealer hereby expressly disclaims all warranties**, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of the Vehicle. The information you see on the window form for this Vehicle is part of this contract/order. Information on the window form overrides any contrary provisions in the contract/order of sale. The Manufacturer warranty, if any, has been fully explained. If the Vehicle is designated as a certified vehicle, that indicates that it has qualified for a limited extension of the Manufacturer's original warranty as set forth on the Buyer's Guide. The certified designation does not alter or modify any of the above disclaimers and waivers, nor does it create a Dealer warranty. It also does not mean that the Vehicle, like all used vehicles, will not suffer mechanical breakdowns, nor need maintenance due to wear and tear.

The Vehicle was previously a _____ (enter short-term rental, taxicab, police vehicle, manufacturer buy-back, rebuilt, glider kit, replica or flood vehicle)

Customer: _____ Customer _____

THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER.

Customer: _____ Customer _____

GUIA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

TRADE-IN 1

☐ Private Trade ☐ Lease Walk Away

Year Make Model Color

VIN Mileage

1st Lien to: Amount N/A Good Thru

2nd Lien to: Amount Good Thru

Authorized by:

TRADE-IN 2

☐ Private Trade ☐ Lease Walk Away

Year Make Model Color

VIN Mileage

1st Lien to: Amount Good Thru

2nd Lien to: Amount Good Thru

Authorized by:

Unless specifically identified by Customer in writing and signed by the parties, Customer represents and warrants the following regarding the Trade-In: (i) it was not involved in an accident; (ii) has not incurred any body or major engine repair(s); and (iii) it was not previously a police vehicle, a taxicab, a short-term lease (for less than 12 months), also referred to as a rental vehicle, a flood damaged, frame damaged, salvaged or a rebuilt vehicle. Subject to the terms and conditions of this Order, Customer authorizes Dealer to immediately sell the Trade-In whether or not the Financing Approvals have been obtained. Customer agrees that in the event any inquiry reveals any undisclosed lien on the Trade-In, and/or the actual pay-off for the disclosed lien on the Trade-In exceeds the Customer's statement of pay-off, Customer will cause such previously unknown lien(s) and/or the understated amount of the disclosed lien(s) to be satisfied within 72 hours of Dealer's notice to Customer in writing. If the vehicle(s) listed is a Lease Walk Away, Customer understands that Dealer's agreement to take possession of it is for convenience only and Dealer assumes no responsibility for its condition or any other obligation of Customer with respect to that lease, such as remaining payments, excess miles or damage to vehicle, unless otherwise indicated in writing and signed by Dealer.

Custome[redacted] Customer: _____

ARBITRATION AND LIMITATION ACKNOWLEDGEMENTS

The parties agree to submit all claims to binding arbitration as set forth in paragraph H on the reverse side. Customer has read and understands paragraph H. In a dispute between the parties, Customer shall not be entitled to recover from Dealer any special damages, consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages, including, but not limited to vehicle rental charges. This Order is not evidence of any cash payment. Cash payments are evidenced by a separate receipt document. The Deposit will serve to hold the Vehicle from sale to another for 24 hours from this date:

Custom[redacted] Customer: _____

PURCHASE INFORMATION

Cash Price of Vehicle	22277.00
Accessories	
Dealer Fee	$499.50
Subtotal	22800.50
Less Pre-owned Allowance &/or Discount	N/A
Net Difference	22800.50
Pre-delivery Service Fee	
Electronic Registration Filing Fee	
These charges represent costs and profit to the dealer for items such as inspecting, cleaning, and adjusting vehicles and preparing documents related to the sale.	N/A
Lead Acid Battery Fee	1.50 $5.00
Florida New Tire Fee ($1.00 per tire)	
Subtotal	22807.00
Sales Tax ___%	1393.42
Lemon Law – Warranty Enforcement Act (New cars only)	2.00
Florida Title, Registration and License Fees (New Trans ___)	36.35
Third-party Private Tag Agency Fee	N/A
Trade Pay-off / Balance on Prior Lease	N/A
Subtotal	24238.77
Motor Vehicle Service Contract (extended warranty)	N/A
Vehicle Maintenance Agreement	N/A
	N/A
Sales Tax on Other Benefits	N/A
GRAND TOTAL	24238.77
Rebate	N/A
Cash (Receipt # _____)	10000.00
Total Cash Down	
BALANCE DUE ON DELIVERY	14238.77

FINANCING NEGOTIATION / APPROVAL

Customer may secure financing through Dealer or a financing entity of Customer's choosing and Customer may be able to obtain more favorable financing from third parties. The retail installment sales contract ("RISC") to be entered between Dealer and Customer, unless otherwise indicated in writing by Dealer, shall be immediately assigned by Dealer to a bank / finance company (at face value or greater) which shall then be the creditor to whom Customer shall be obligated under the RISC. Customer also understands that: (i) the annual percentage rate (APR) for the installment sale of an automobile may be negotiated, and (ii) Dealer may receive some portion of the finance charge or receive other compensation for providing the financing and selling other products and services. Dealer may terminate this Order if Dealer cannot obtain credit approval for Customer or if Dealer is unable to sell the RISC to a financial institution on terms of no less than face value (these acts shall be collectively referred to as "Financing Approvals"). Dealer's right of termination cannot be waived unless in writing. Financing Approvals are not typically obtained at the time of the Vehicle's delivery and are beyond Dealer's control. *Should Customer take delivery of the Vehicle prior to Dealer's obtaining the Financing Approvals, Customer understands and acknowledges that pending the Financing Approvals, delivery of the Vehicle to Customer serves as a convenience to Customer only and Customer does not have, nor will acquire, any rights or interests in the Vehicle by such delivery except Dealer's permission to use it, which permission can be revoked, requiring the Vehicle's immediate return to Dealer in the same condition as it existed when delivered to Customer.* Additionally, the obtaining of the Financing Approvals is a condition precedent to the enforcement and validity of the RISC, which, at Dealer's option, shall be deemed null and void if such condition precedent is not met.

Customer: _____ Customer: _____

DO NOT SI[redacted]DERSTOOD ALL OF THE TERMS AND CONDITIONS CONTAINED ON THE FRONT AND REVERSE OF THIS ORDER. BY SIGNING BELOW, YOU ACKNOWLEDGE THAT [redacted]NG, THIS REPRESENTS THE ENTIRE ORDER AND THAT YOU HAVE NOT RELIED ON ANY ORAL REPRESENTATION, PROMISE OR AGREEMENT NOT CONTAINED EXCEPT AS OTHERWISE AGR[redacted] THIS ORDER IS NOT BINDING UNTIL EXECUTED BY DEALER'S MANAGER. CUSTOMER REPRESENTS AND WARRANTS THAT ALL INFORMATION PROVIDED TO DEALER IN CONNECTION WITH THIS WRITTEN ORDER. THIS ORDER IS NOT BINDING UNTIL EXECUTED BY DEALER'S MANAGER. CUSTOMER REPRESENTS AND WARRANTS THAT ALL INFORMATION PROVIDED TO DEALER IN CONNECTION WITH [redacted] AND ACCURATE. CUSTOMER HAS READ, UNDERSTANDS AND ACCEPTS ALL PROVISIONS OF THIS ORDER AND THE WARRANTY STATEMENT.

[redacted] _____ _____ _____ _____

Customer's Signature Co-Customer's Signature Manager Date FADA-DO-ARJ

ATLANTA POSTAL CREDIT UNION
3900 Crown Road • Atlanta, GA 30380-0001
(404) 768-4126 • (800) 849-8431
E-mail: info@apcu.com • Web site: www.apcu.com

MEMBER'S COPY

LOANLINER
Open-End Voucher and Security Agreement

BORROWER INFORMATION

[redacted] ACCOUNT NUMBER [redacted]

AMOUNT REQUESTED $ 14,238.77 DATE 10/01/07

PLEASE CHECK ONE:
☐ DEPOSIT CHECK IN ACCOUNT NUMBER
☒ MAIL THE CHECK
☐ PICK UP THE CHECK

CITY Durnellon STATE FL [redacted]

BORROWER 2 NAME ACCOUNT NUMBER

BORROWER 2 ADDRESS (IF DIFFERENT THAN BORROWER 1) SOCIAL SECURITY NUMBER

REPAYMENT METHOD: FROM ACCOUNT
☒ AUTOMATIC TRANSFER
☐ CASH PAYMENT

REPAYMENT TERMS

DAILY PERIODIC RATE	ANNUAL PERCENTAGE RATE	INTEREST RATE IS:	NEW SUB ACCT#	LINE OF CREDIT LIMIT	REMAINING LIMIT
0.021232%	7.750 %	☒ FIXED ☐ VARIABLE	[redacted]	$ 0.00	$ 0.00

AMOUNT APPROVED		OTHER CHARGES		AMOUNT ADVANCED		PREVIOUS BALANCE		NEW BALANCE
$ 14,238.77	+ $	0.00	= $	14,238.77	+ $	0.00	= $	14,238.77

CURRENT PAYMENT	DATE DUE	PAYMENT AFTER ADVANCE	DATE DUE	PMT. FREQUENCY
$		$ 147.00	11/02/07	Bi-weekly

PAY OFF EXISTING LOAN(S) LN # LN # LN # LN #

SECURITY OFFERED

CONSUMERS' CLAIMS AND DEFENSES ☐ **IF CHECKED, SEE REVERSE SIDE FOR NOTICE**

THE ADVANCE IS SECURED BY YOUR SHARES, ALL PROPERTY SECURING OTHER PLAN ADVANCES AND LOANS RECEIVED IN THE PAST OR IN THE FUTURE, AND THE FOLLOWING PROPERTY:

PROPERTY/MODEL	YEAR	I.D. NUMBER	VALUE	KEY NUMBER
JEEP WRANGLER	2008	1J4FZ24138I [redacted]	$	
			$	
			$	
			$	

PLEDGE OF SHARES AND/OR DEPOSITS $ ACCOUNT NUMBER PLEDGE OF SHARES AND/OR DEPOSITS $ ACCOUNT NUMBER

SUBSEQUENT ELECTION FOR VOLUNTARY PAYMENT PROTECTION

You can now voluntarily elect to become insured with the coverage(s) shown below. In order for coverage to become effective you must meet all insurance eligibility requirements stated in the Credit Insurance Application/Schedule. **NOTE: The insurance you're applying for contains certain terms and exclusions; Refer to your certificate for coverage details.** If you need a copy of the Insurance Certificate, just ask. You authorize us to add the charges for the insurance to your outstanding balance each month. Coverage election applies to the entire balance on this subaccount. Insurance rates are subject to change.

YOU ELECT THE FOLLOWING:	COST PER $100 OF YOUR MONTHLY LOAN BALANCE	NAME OF INSURED(S)
☒ Single Credit Disability	$ 0.290	[redacted]
☒ Single Credit Life	$ 0.070	
☐ Joint Credit Life	$ 0.105	

SPECIAL INSTRUCTIONS -- Read before signing below.

1. Payments are due on your account as described above, you are responsible for the payments even if your payroll deduction is slow in starting or increasing or if you draw money out of your share account that was to be used for your loan payment.
2. If you have used a vehicle or other real property as security on your loan, you must provide the credit union with proof the collateral is adequately insured. Please see the enclosed insurance documents.
3. Please verify your election of credit insurance was based on your discussion with your loan officer at the time the advance was requested. If the election of insurance is incorrect or you wish to change the election, please make the proper election and return this voucher to the credit union.

SIGNATURES

By signing below, by endorsing the proceeds check or by using the amount advanced and deposited into your share/share draft account you agree:
1. To make and be bound by the terms of this Security Agreement including the cross collateral clause;
2. The Credit Union will rely on the information above and your credit report to make a credit decision;
3. To make payments as disclosed above in accordance with the terms of your Plan.

X (SEAL) BORROWER 1 SIGNATURE DATE

X (SEAL) BORROWER 2 SIGNATURE DATE

X (SEAL) SIGNATURE ☐ OWNER OF COLLATERAL (Other than a Borrower) DATE

X (SEAL) SIGNATURE ☐ OWNER OF COLLATERAL (Other than a Borrower) DATE

© CUNA MUTUAL GROUP, 1980, 82, 84, 86, 89, 98, 99, 2000, ALL RIGHTS RESERVED

KGAV31 (LASER)

CALIFORNIA OFFICES
NORTH – San Francisco
CENTRAL – Los Angeles
SOUTH – San Diego

CONNECTICUT OFFICE
Hartford

FLORIDA OFFICES
NORTH – Jacksonville - *Satellite Office*
CENTRAL – Tampa
SOUTH – Miami - *Satellite Office*

INDIANA OFFICE
Indianapolis

MARYLAND OFFICE
Baltimore

MASSACHUSETTS OFFICE
Boston

KAHN & ASSOCIATES
L.L.C.

1-888-LEMONS-1
(1-888-536-6671)
Fax 1-888-868-6671
www.kahnandassociates.com

CORPORATE HEADQUARTERS
55 Public Square, Suite 650
Cleveland, OH 44113
P (216) 621-6101
F (216) 621-6006

PLEASE REMIT ALL CORRESPONDENCE TO CORPORATE HEADQUARTERS

MICHIGAN OFFICE
Detroit

MISSOURI OFFICE
St. Louis

NEW JERSEY OFFICE
Kenneth C. Ho, Esq.*
Newark
**Licensed in New Jersey*

NORTH CAROLINA OFFICE
Raleigh

PENNSYLVANIA OFFICES
EAST – Philadelphia
WEST – Pittsburgh

TENNESSEE OFFICE
Nashville

VIRGINIA OFFICE
Richmond

2/3 11/89141 Pilot KBR

February 7, 2008

RECEIVED

FEB 13 2008

OFFICE OF THE GENERAL COUNSEL
DAIMLERCHRYSLER CORPORATION

VIA FIRST CLASS U.S. MAIL

Chrysler, LLC
Warranty Litigation
Office of General Counsel
1000 Chrysler Drive, CIMS 485-13-32
Auburn Hills, MI 48326-2766

Re:	**Settlement Demand**
Our Client:	[redacted]
Vehicle:	**2006 Jeep Wrangler**
Date of Purch/Lease:	**June 24, 2007**
VIN:	**1J4FA44S96P**[redacted]
Current Mileage:	**29,503**
Our File No:	**080159LL /** [redacted] **V. CHRYSLER**

Dear Sir or Madam:

Please be advised that this office has been retained by Ms. [redacted] regarding the above-referenced vehicle which was obtained from Executive Dodge, Inc (406 South Orchard Street, Wallingford, Connecticut 06492). Since that time, our client's vehicle has undergone repeated repair attempts for a number of defects and nonconformities. As a result, our client has been forced to seek full relief pursuant to state and federal consumer product warranty laws.

The vehicle's primary defects and nonconformities include, but are not limited to, the following:

1. Fuel Efficiency;
2. Fuel System;
3. Seats; and
4. Any and all additional complaints actually made, whether contained on company invoices or otherwise.

These nonconformities substantially impair the use, value and safety of the subject vehicle as defined under the Connecticut Lemon Law, the Magnuson-Moss Warranty Act and the ConnecticutUniform

1000 16213 m

Commercial Code. Because the "purchase of a new car is a major investment [which is] rationalized by the peace of mind that flows from its dependability and safety...," these defects have understandably caused our client to lose all faith and confidence in the vehicle's integrity. Zabriskie Chevrolet, Inc. v. [redacted], 240 A.2d 195 (N.J. Super. Ct. 1968).

Therefore, you (and the authorized dealer) are hereby notified that Ms. [redacted] is revoking acceptance of the vehicle effective immediately. Our client has directed us to demand the return of any and all funds paid towards this vehicle, to rescind the contracts, and to seek compensation for any incidental and consequential damages, including attorney's fees. Please inform this office of the procedure whereby our client may return the vehicle and recoup these expenses. DO NOT CONTACT OUR CLIENT UNDER ANY CIRCUMSTANCES AND DIRECT ALL INQUIRIES TO THIS LAW OFFICE.[1]

Please contact this office as soon as possible to discuss resolving this matter. Enclosed please find the purchase documents, all the repair orders in our client's possession and any other documents pertinent to this claim. We would like to be able to reach an amicable agreement within forty (40) days of this letter. However, if this is not possible, we have been directed by our client to commence formal legal proceedings.

Sincerely,

Thomas McLaughlin
Attorney for Barbara Corley

Encls.
cc: [redacted] w/out encls.)

[1]Until this matter is resolved, Ms. [redacted] reserves the right to make appointments to have current and future defects repaired by any authorized dealer of the consumer's choice, especially while the vehicle remains under warranty.

1190402

ROBERT M. SILVERMAN[+*-]
CRAIG THOR KIMMEL[+^]

[+] Member, PA Bar
[*] Member, NJ Bar
[x] Member, DE Bar
[-] Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
[♦] Member, OH Bar
[@] Member, DC Bar
[¢] Member, AZ Bar
[£] Member, CO Bar
[¥] Member, VT Bar
[§] Member, MI Bar
[°] Member, RI Bar

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERRITT[+*]
ROBERT A. RAPKIN[*]
HY DAVID RUBENSTEIN[@#]
BARRY R. WINDERMAN[*]
MELISSA K. FIALA[*]
IRA P. SMADES[*]
DAVID L. LIEBERMAN[x+*]
ANGELA K. TROCCOLI[^]
FRED DAVIS[**]
RONALD ROWLAND[*@]
CHRISTOPHER R. HOLLIDAY[°¥¢]
AMY L. BENNECOFF[*]
MICHAEL J. SOSKA[*]
CHRISTINA GILL ROSEMAN[*§]
RICHARD A. SCHOLER[*]

Of Counsel:
RONNA LUCAS[♦]

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

MARYLAND OFFICE, 500 Redland Court, Suite 105, Owings Mills, MD 21117, P (410) 998-1119, F (410) 998-9997

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

MASSACHUSETTS OFFICE, 45 Pond St, Suite 202, Norwell, MA 02061, P (781) 982-9112, F (781) 982-9114

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

March 11, 2008

Chrysler LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RECEIVED
Warranty Litigation
MAR 17 2008
Office of the General Counsel
Chrysler LLC

RE: PRE-LIT PROGRAM
[redacted]/. CHRYSLER LLC
VEHICLE TYPE: JEEP WRANGLER
VIN 1J4GA59188L[redacted]

To Whom It May Concern:

As you know, this office represents the above-captioned individual for problems encountered with 2008 Jeep Wrangler. I am attaching the client's contracts and repair slips. As you can see, my client has returned to the dealership for problems with the water leak, fuel tank, transmission, and stereo system.

Please let me know if Chrysler LLC is interested in attempting early resolution in this matter. I will refrain from filing suit in this matter for 30 days while you evaluate my client's claim. If I do not hear from you within the next 30 days, suit will be prepared and filed.

I look forward to hearing from you.

Very truly yours,

Robert A. Rapkin

RAR\JP

DA

3000 16539 M

FORM 103259-0304 **SIMPLE INTEREST**

PENNSYLVANIA
MOTOR VEHICLE INSTALLMENT SALE CONTRACT, Dated DECEMBER 10th, 2007

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	**FINANCE CHARGE** The dollar amount the credit will cost you.	**Amount Financed** The amount of credit provided to you or on your behalf.	**Total of Payments** The amount you will have paid after you have made all scheduled payments.	**Total Sale Price** The total cost of your purchase on credit, including your downpayment of $ 0.00 .
5.79 %	$ 5333.11	$ 34607.69	$ 39940.80	$ 39940.80

Your Payment Schedule will be:

No. of Payments	Amount of Payments	When Payments Are Due
60	$ 665.68	Monthly, beginning 01/09/2008
	$ N/A	

Security: You are giving a security interest in the motor vehicle being purchased.

Prepayment: If you pay off early, you will not have to pay a penalty.

Filing Fees: $ N/A

Late Charge: If a payment is late, you will be charged 2% of the portion of the payment which is late for each month, or part of a month greater than 10 days, that it remains unpaid.

See below and any other Contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date and prepayment refunds and penalties. e means estimate

In this Contract we are the **SELLER.** MONROEVILLE CHRYSLER LLC (Name) 3721 WILLIAM PENN HWY MONROEVILLE PA 15146-2190 (Address) (Zip Code)

IF YOU DO NOT MEET YOUR CONTRACT OBLIGATIONS, YOU MAY LOSE THE MOTOR VEHICLE AND PROPERTY THAT YOU BOUGHT WITH THIS CONTRACT, AND/OR MONEY ON DEPOSIT WITH THE ASSIGNEE.

You are the **BUYER(S).** [redacted] (Name(s)) PITTSBURGH PA [redacted] (Address(es)) (Zip Code(s))

This Contract is between Seller and Buyer. All disclosures have been made by Seller. Seller intends to assign this Contract to the Assignee.

If there is more than one Buyer, each promises, separately and together, to pay all sums due us and to perform all agreements in this Contract.

TRADE-IN:
You have traded in the following vehicle: (Year and Make) (Description)

If a balance is still owing on the vehicle you have traded in, the Seller will pay off this amount on your behalf. You warrant and represent to us that any trade-in is free from lien, claim, encumbrance or security interest, except as shown above in the Itemization of Amount Financed as the "Lien Payoff."

PROPERTY INSURANCE: You may choose the person through whom insurance is obtained against loss or damage to the Vehicle and against liability arising out of use or ownership of the Vehicle. In this Contract, you are promising to insure the Vehicle and keep it insured.

CREDIT INSURANCE IS NOT REQUIRED: Credit Life Insurance and Credit Disability Insurance are not required to obtain credit, and will not be provided unless you sign below and agree to pay the additional cost(s). Please read the NOTICE OF PROPOSED CREDIT INSURANCE on the reverse side. Your insurance certificate or policy will tell you the MAXIMUM amount of insurance available. All insurance purchased will be for the term of the credit. We may receive financial benefit from your purchase of credit insurance.

By signing, you select Single Credit Life Insurance, which costs $ N/A What is your age? Years

Signature of Buyer to be insured for Single Credit Life Insurance

By signing, you select Single Credit Accident & Health Insurance, which costs $ N/A What is your age? Years

Signature of Buyer to be insured for Single Credit Accident & Health Insurance

By signing, you both select Joint Credit Life Insurance, which costs $ N/A What are your ages?

1. _____

2. _____

Signatures of both Buyers to be insured for Joint Credit Life Insurance

By signing, you both select Joint Credit Accident & Health Insurance, which costs $ N/A What are your ages? Percentage to be insured

1. _____ N/A %

2. _____ N/A %

Signatures of both Buyers to be insured for Joint Credit Accident & Health Insurance

Insurer:

PURCHASE OF THE VEHICLE AND TERMS: You agree to purchase, under the terms of this Contract, including the terms in the boxes above, the following motor vehicle and its extra equipment, which is called the "Vehicle" in this Contract.

N/U	Year and Make	Series	Body Style	No. Cyl.	Truck Ton Capacity	Serial Number
NEW		SW				1J4GA591?8R[redacted]

Itemization of Amount Financed

Cash Price (including sales tax of $ 2253.79)	$ 34425.39
Cash Downpayment	$ N/A
Trade-in Value of Trade-in	$ N/A
Lien Payoff to	$ N/A
Unpaid Cash Price Balance	$ 34425.39
Document Preparation Fee	$ 53.00
Amount Paid to Others on Your Behalf (We may retain a portion of amounts marked *.)	
To Public Officials for: License, Tags and Registration	$ 98.90
Lien Fee	$ 5.00
To Credit Insurance Company	$ N/A *
To N/A	$ N/A *
For N/A	
To N/A	$ N/A *

PURCHASE OF THE VEHICLE AND TERMS: You agree to purchase, under the terms of this Contract, including the terms in the boxes above, the following motor vehicle and its extra equipment, which is called the "Vehicle" in this Contract.

N/U	Year and Make	Series	Body Style	No. Cyl.	Truck Ton Capacity	Serial Number
NEW	2008 JEEP	SW	WRANGLER			1J4GA591881[redacted]

Equipped with: ___ A.T. ___ P.S. ___ AM-FM Stereo ___ 5 Spd. Other ___ ___ A.C. ___ P.W. ___ AM-FM Tape ___ Vinyl Top

ASSIGNEE: We may assign this Contract and Security Agreement to a sales finance company which is the "Assignee." If the Assignee assigns the Contract to a subsequent assignee, the term also refers to such subsequent assignee. After the assignment, all rights and benefits of the Seller in this Contract and in the Security Agreement shall belong to and be enforceable by the Assignee. The Assignee will notify you when and if Seller makes an assignment.

PNC BANK, NATIONAL ASSOCIATION

CO-SIGNER: Any person signing the Co-Signer's Agreement below promises separately and together with all Co-Signer(s) and Buyer(s), to pay all sums due and to perform all agreements in this Contract. **Co-Signer will not be an Owner of the Vehicle.**

CO-OWNER: Any Co-Owner signing below gives us a security interest in the Vehicle and agrees separately and together with all Co-Owner(s) and Buyer(s), to perform all agreements in the Security Agreement and all other parts of this Contract except the "Promise to Pay" section.

PROMISE TO PAY: You agree to pay us the Total Sale Price for the Vehicle by making the Cash Downpayment, assigning the trade-in, if shown above, and paying us the Amount Financed plus interest. You promise to make payments in accordance with the Payment Schedule. You promise to make payments on or before the same day of each month as the first payment due date. You agree to pay all other amounts which may become due under the terms of this Contract. You agree to pay the Seller or Assignee costs of suit. You also agree to pay reasonable attorneys' fees if Seller or Assignee hires an attorney to collect amounts due under this Contract or to protect or get possession of the Vehicle. You agree to make payments at the place or to send payments to the address which the Assignee most recently specifies in the written notice to you.

$	N/A
For	N/A
To	N/A
$	N/A *
For	N/A
To	N/A
$	N/A *
For	N/A
To	N/A
$	N/A *
For	N/A
To	N/A
$	N/A *
For	N/A
To	MONROEVILLE CHRYSL
$	25.40 *
For	ONLINE FEE
Amount Financed	
$	34607.69

SECURITY AGREEMENT: To secure the payment of all sums due and the performance of all required obligations under this Contract, you give a security interest in the Vehicle, in all parts (called "accessions") attached to the Vehicle at any later time, and in any proceeds of the Vehicle, including insurance proceeds. The Assignee may set-off any amounts due and unpaid under this Contract against any of your money on deposit with Assignee. This includes any money which is now or may in the future be deposited with Assignee by you. Assignee may do this without any prior notice to you.

ADDITIONAL TERMS AND CONDITIONS: THIS CONTRACT CONTINUES ON THE REVERSE SIDE. YOU ARE OBLIGATED TO ALL THE TERMS OF THE CONTRACT WHICH APPEAR ON THE FRONT AND REVERSE SIDES.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this Contract and retain its right to receive a part of the Finance Charge.

By signing below, we agree to sell the Vehicle to you under the terms of this Contract.

SELLER MONROEVILLE CHRYSLER LLC

By _____ 12/10/2007 Date

NOTICE TO BUYER—DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS.

BUYER [redacted] (SEAL) 12/10/200[illegible] Date

BUYER _____ (SEAL) _____ Date

CO-SIGNER: YOU SHOULD READ THE NOTICE TO CO-SIGNER, WHICH HAS BEEN GIVEN TO YOU ON A SEPARATE DOCUMENT, BEFORE SIGNING THE CO-SIGNER'S AGREEMENT.
CO-SIGNER'S AGREEMENT: You, the person (or persons) signing below as "Co-Signer," promise to pay to us all sums due on this Contract and to perform all agreements in this Contract. You intend to be legally bound by all the terms of this Contract, separately and together, with the Buyer. You are making this promise to induce us to make this Contract with the Buyer, even though we will use the proceeds only for the Buyer's benefit. You agree to pay even though we may not have made any prior demand for payment on the Buyer or exercised our security interest. You also acknowledge receiving a completed copy of this Contract.

Co-Signer's Signature _____ (SEAL) Address _____ Date _____

Co-Signer's Signature _____ (SEAL) Address _____ Date _____

CO-OWNER'S SECURITY AGREEMENT: You, the person signing below as "Co-Owner," together with the Buyer or otherwise being all of the Owners of the Vehicle, give us a Security Interest i the Vehicle identified above. You agree to be bound by the terms of the Security Agreement and all other parts of this Contract except the "Promise To Pay" section. You are giving us th security interest to induce us to make this Contract with the Buyer, and to secure the payment by the Buyer of all sums due on this Contract. You will not be responsible for any deficienc which might be due after repossession and sale of the Vehicle.

Co-Owner's Signature _____ (SEAL) Address _____ Date _____

BUYER, CO-SIGNER AND CO-OWNER, AS APPLICABLE, ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS CONTRACT

[redacted] _____ _____ _____

BUYER CO-SIGNER CO-SIGNER OR CO-OWNER

ASSIGNMENT: The Seller assigns this Contract to the Assignee, in accordance with the terms stated on the reverse side. The assignment is [ ] without recourse [ ] with full recourse; [ ] with repurchase. If no box is checked it is without recourse.

Seller MONROEVILLE CHRYSLER LLC By X _____ (SEAL) Title _____ Date 12/10/2007

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

PA
103259-0304

BUYER/CO-SIGNER COPY

DEAL # 52985
CUST # N/A

MONROEVILLE CHRYSLER-JEEP

3721 WILLIAM PENN HIGHWAY • MONROEVILLE, PA 15146
PHONE# 412-856-1422 FAX# 412-856-3029
www.monroevillechryslerjeep.com

BUYER'S ORDER

XX PLEASE ENTER MY ORDER FOR THE FOLLOWING XX
☐ NEW or ☐ USED ☐ DEMO ☐ CAR ☐ TRUCK PRIOR USE:

DATE: 12/10/2007

YR.	MAKE	MODEL	TYPE
2008	JEEP	WRANGLER	SW

COLOR	TRIM	MILEAGE
RED ROCK CRYSTA		7

VIN: 1J4GA591881 [redacted]

STOCK NO	SALESMAN	TO BE DELIVERED ON OR ABOUT
W08240	JOSE COLLAZO	12/10/2007

N [redacted]
S [redacted]
CITY PITTSBURGH STATE PA [redacted]
PHO RES [redacted]
EMAIL
AGE 34 DATE OF BIRTH 09/29/1973

DESCRIPTION OF TRADE IN

YR.	MAKE	MODEL	TYPE

COLOR	TRIM	MILEAGE

VIN

TITLE NO.	PLATE NO.	EXP. DATE

OWNER | LOAN #

LIENHOLDER | PHONE

ADDRESS | SPOKE WITH

AMOUNT | GOOD TILL | VERIFIED BY

COLLISION COVERAGE

NAME OF AGENT: M. STRAUB AGCY INC | PHONE: (570)693-5575
ADDRESS: 887 WYOMING AVE WYOMING PA 18644
POLICY NUMBER: 0 01 249505 05/29 | COLLISION DEDUCTIBLE: N/A
INSURANCE CO: ARC STATE INS CO | SPOKE WITH
EFFECTIVE DATE: 05/29/2007 | EXP. DATE: 05/29/2008 | VERIFIED BY

WARRANTY INFORMATION

☑ FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. **The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose,** and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

☐ USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☑ AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER [redacted] ANY DEFECT THAT PRESENTLY EXIST

PURCHASER'S SIGNATURE X [redacted]

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHICULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACION DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICION EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

PURCHASER'S SIGNATURE X _____
Purchaser hereby acknowledges to the above clause.

PRICE OF VEHICLE	32197.00
LESS REBATES	N/A
SUB TOTAL	32197.00
EXTENDED WARRANTY TYPE	
MONTHS MILES	
Cash Price of Vehicle & Accessories	32197.00
Sales Tax	2253.79
REGISTRATION 36.00 TITLE 22.50 TRANSFER N/A ENCUMBRANCE 5.00	63.50
N/A Documentary Fee	53.00
Messenger Fee	N/A
OLDR 15.45 OLDF 9.95	25.40
($1.00 Per Tire) Tire Tax	5.00
OTHER CHARGES: TEMPORARY PLATE ISSUED	10.00
Total Price	34607.69
TOTAL CREDIT: Trade-In	N/A
*Payoff Amount Is Subject To Verification: Less Payoff *	N/A
Net Trade In	N/A
Receipt # Deposit	N/A
Due on Delivery	N/A
Net Trade + Deposit + Due on Delivery = Total Down Payment	N/A
Unpaid Balance of Total Price	34607.69

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract,

POLICY NUMBER: 0 01 249505 05/29 | COLLISION: N/A

INSURANCE CO: ATE FARM INS CO | SPOKE WITH:

EFFECTIVE DATE: 11/29/2007 | EXP. DATE: 05/29/2008 | VERIFIED BY:

WARRANTY INFORMATION

☑ FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/items. **The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose,** and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

☐ USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☐ AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXI[redacted]

PURCHASER'S SIGNATURE X [redacted]

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

PURCHASER'S SIGNATURE X _____ Purchaser hereby acknowledges to the above clause.

EXTENDED WARRANTY TYPE _____

MONTHS _____ MILES _____

Cash Price of Vehicle & Accessories	32197.00
Sales Tax	2253.79
REGISTRATION 35.00 TITLE 22.50 TRANSFER N/A ENCUMBRANCE 5.00	63.50
N/A Documentary Fee	53.00
Messenger Fee	N/A
OLDR 15.45 OLDF 9.95	25.40
($1.00 Per Tire) Tire Tax	5.00
OTHER CHARGES — TEMPORARY PLATE ISSUED	10.00
Total Price	34607.69
Trade-In	N/A
TOTAL CREDIT — *Payoff Amount Is Subject To Verification — Less Payoff *	N/A
Net Trade In	N/A
Receipt # — Deposit	N/A
Due on Delivery	N/A
Net Trade + Deposit + Due on Delivery = Total Down Payment	N/A
Unpaid Balance of Total Price	34607.69

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.

This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.

☐ **BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.**

BUYER HAS REA[redacted] PAGES OF THIS AGREEMENT AND AGREES TO ALL TERMS AND CONDITIONS IN THIS AGREEMENT.

BUYER SIGNS X [redacted] **DATE** 12/10/2007

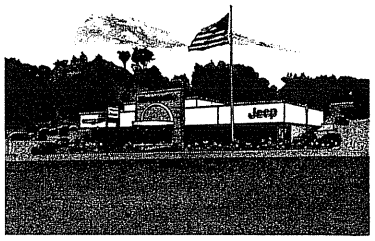
MANAGER'S AP[redacted] (Must Be Accepted By An Authorized Representative of the Dealer) **DATE** _____

CO-BUYER SIGNS X _____

©2003 The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055 THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

Monroeville Chrysler-Jeep

3721 William Penn Highway
Monroeville, PA 15146-2190
(412) 856-1422
Fax: (412) 856-3024
www.monroevillechryslerjeep.com



0101IJPCS247702

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
47319	RONALD S HARNISH 1799	434	12/20/07	JPCS247702
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 104	COLOR RED ROCK CR	STOCK NO. WU8240
	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/SW		DELIVERY DATE 12/10/07	DELIVERY MILES 7
PITTSBURGH, PA [redacted]	VEHICLE I.D. NO. 1J4GA59188L [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
RESIDENCE PHONE [redacted]	F.T.E. NO. 1799	COMMENTS	R.O. DATE 12/20/07	REPRINT# 1
BUSINESS PHONE			MO: 105	

[WEO-OIL FILTER] NONE [WEO-INSP] NONE
[WEO-EM] NONE

LABOR

J# 1 03CHZ26 RADIO/TAPE/CD UNIT UNITS: 0.80 TECH(S):8835		INTERNAL
INSTALL MY GIG RADIO		
INSTALLED AND TESTED MY GIG RADIO SYSTEM.		
J# 2 05CHZ11 INTERIOR WATER LEAKS UNITS: 0.30 TECH(S):8835		WARRANTY
WATER IS COMING IN AT THE CENTER OF THE WINDSHIELD		
PERFORMED WATER LEAK TESTS AND REPAIRED LEAK AT THE		
ROOF PANELS. RECHECK - OK		
J# 3 90CHZ9016 16 POINT INSPECTION UNITS: TECH(S):8835		0.00
PERFORM 16 POINT VEHICLE INSPECTION FREE OF CHARGE.		
SERVICE INCLUDES :		
INSPECT TIRE CONDITION AND SET PRESSURE.		
INSPECT ALL FLUID LEVELS AND CONDITION.		
INSPECT AIR FILTER, INSPECT ALL BELTS AND HOSES.		
INSPECT WINDSHIELD WIPERS AND ALL EXTERIOR LIGHTS.		
ALL INSPECTED CONDITIONS MEET FACTORY SPECS.		
J# 4+05CHZ BODY TRIM UNITS: TECH(S):8835		INTERNAL
AS PER WE OWE - CUSTOMER REQUESTS SOFT TOP		
TOTAL - LABOR		0.00

PARTS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1 1	82211473-AB	RADIO AM/F 1087050		INTERNAL
JOB # 4 1	82209748-AB	TOP KIT SO 1089002		INTERNAL
		TOTAL - PARTS		0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

CUSTOMER SIGNATURE

FIVE STAR

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAY
9:00 A.M. TO 5:00 P.M.

Visit our highly praised Collision Center.
County Line Collision.
The areas Best Kept Secret!
Dial Direct (724) 327-8212
Insurance Approved
All Insurance Estimates Accepted

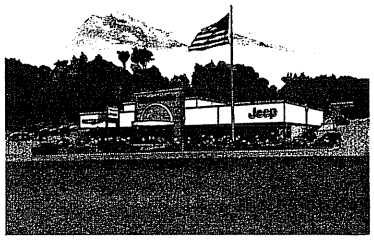
AAA Approved Auto Repair
ASE
I-CAR CERTIFIED

03:00pm

Reynolds and Reynolds ERALZRINVE CC228238 Q (10/06)

Monroeville Chrysler-Jeep

3721 William Penn Highway
Monroeville, PA 15146-2190
(412) 856-1422
Fax: (412) 856-3024
www.monroevillechryslerjeep.com



0101IJPCS248521

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
47319	RONALD S HARNISH 1799	019	01/11/08	IPCS248521
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 1083	COLOR RED ROCK CR	STOCK NO. WU8240
	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/SW		DELIVERY DATE 12/10/07	DELIVERY MILES 7
PITTSBURGH, PA [redacted]	VEHICLE I.D. NO. 1J4GA59188L[redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F. I. E. NO.	R. O. NO. 1799	R. O. DATE 01/11/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	MO: 1089	

[WEO-OIL FILTER] NONE [WEO-INSP] NONE
[WEO-EM] NONE

LABOR

J# 1 05CHZ11 INTERIOR WATER LEAKS UNITS: 4.00 TECH(S):8835 — WARRANTY
CUSTOMER STATES THAT THERE IS A WATER LEAK AT THE TOP CENTER NEAR THE WINDSHIELD WHEN IT RAINS. CHECK AND ADVISE.
PERFORMED WATER LEAK TESTS AND FOUND LEAK AT THE HEADER SEAL
REPAIRED LEAK AT THE HEADER SEAL. RECHECK - OK

J# 2 12CHZ FUEL SYSTEM UNITS: TECH(S):8835 — WARRANTY
CUSTOMER STATES THAT WHEN THE FUEL TANK IS FILLED GAS COMES BACK OUT WHEN IT IS COMPLETELY FILLED. CHECK AND ADVISE.
CHECKED AND FOUND FAILURE IN THE FUEL TANK.
PLACED PARTS ON SPECIAL ORDER.

J# 3 09CHZ TRANSMISSION UNITS: TECH(S):8835 — WARRANTY
CUSTOMER STATES THAT WHILE ACCELERATING UP HILLS AT 65 MPH THE TRANSMISSION SEEMS TO DELAY AND THE RPMS RACE AND THEN IT SEEMS TO LEARCH SLIGHTLY WHEN SHIFTING. CHECK AND ADVISE.
ROADTEST VEHICLE AND PERFORMED TRANSMISSION DIAGNOSTIC TESTS
VEHICLE PASSES ALL TESTS. CONDITION DESCRIBED BY CUSTOMER COULD NOT BE DUPLICATED.

J# 4 90CHZ9016 16 POINT INSPECTION UNITS: TECH(S):8835 — 0.00
PERFORM 16 POINT VEHICLE INSPECTION FREE OF CHARGE.
SERVICE INCLUDES:
INSPECT TIRE CONDITION AND SET PRESSURE.
INSPECT ALL FLUID LEVELS AND CONDITION.
INSPECT AIR FILTER, INSPECT ALL BELTS AND HOSES.
INSPECT WINDSHIELD WIPERS AND ALL EXTERIOR LIGHTS.
ALL INSPECTED CONDITIONS MEET FACTORY SPECS.

J# 5+90CHZ MISCELLANEOUS UNITS: TECH(S):8835 — 0.00
CUSTOMER AUTHORIZED FILLING GAS TANK.

TOTAL - LABOR 0.00

SUBLET---PO#---VEND INV#-INV DATE-DESCRIPTION
JOB # 5 091766 01/11/08 FUEL 27.48
TOTAL - SUBLET 27.48

FIVE STAR

Reynolds and Reynolds ERALZRINVE CC228238 Q (10/06)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAY
9:00 A.M. TO 5:00 P.M.

Visit our highly praised Collision Center.
County Line Collision.
The areas Best Kept Secret!
Dial Direct (724) 327-8212
Insurance Approved
All insurance Estimates Accepted

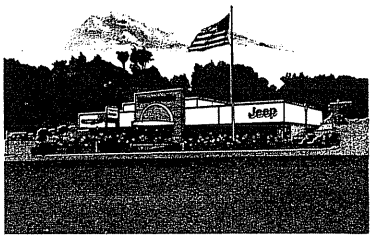
AAA Approved Auto Repair
ASE
I-CAR CERTIFIED

 [CONTINUED ON NEXT PAGE]

04:07pm

Monroeville Chrysler-Jeep

3721 William Penn Highway
Monroeville, PA 15146-2190
(412) 856-1422
Fax: (412) 856-3024
www.monroevillechryslerjeep.com



0101IJPCS248521

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
47319	RONALD S HARNISH 1799	019	01/11/08	IPCS248521
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 1083	COLOR RED ROCK CR	STOCK NO. WU8240
	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/SW		DELIVERY DATE 12/10/07	DELIVERY MILES 7
PITTSBURGH, PA [redacted]	VEHICLE I.D. NO. 1J4GA59188L[redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	R.O. NO. 1799	R.O. DATE 01/11/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	MO: 1089	

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	27.48
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	27.48

CUSTOMER SIGNATURE

PAID
JAN 11 2008
Per...

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAY
9:00 A.M. TO 5:00 P.M.

FIVE STAR

Visit our highly praised
Collision Center.
County Line Collision.
The areas Best Kept Secret!

Dial Direct (724) 327-8212

Insurance Approved
All insurance Estimates Accepted

AAA Approved Auto Repair
ASE
I-CAR CERTIFIED

CUSTOMER COPY

[END OF INVOICE]

04:07pm

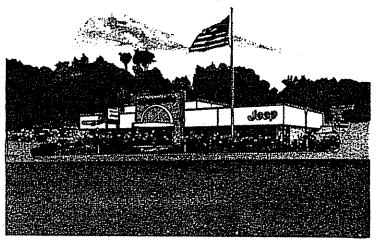
Reynolds and Reynolds ERALZRINVE CC226238 Q (10/06)

CHRYSLER

Jeep

Monroeville Chrysler-Jeep

3721 William Penn Highway
Monroeville, PA 15146-2190
(412) 856-1422
Fax: (412) 856-3024
www.monroevillechryslerjeep.com



0101IJPCS249159

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
47319	RONALD S HARNISH 1799	224	01/25/08	JPCS249159
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 1266	COLOR RED ROCK CR	STOCK NO. WU8240
	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/SW		DELIVERY DATE 12/10/07	DELIVERY MILES 7
PITTSBURGH, PA [redacted]	VEHICLE I.D. NO. 1J4GA59188L [redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO. [redacted]	O. NO. 1799	R. O. DATE 01/25/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		

MO: 1269

[WEO-OIL FILTER] NONE [WEO-INSP] NONE
[WEO-EM] NONE

LABOR

J# 1 12CHZ99 MISC. FUEL SYSTEM UNITS: 1.00 TECH(S):8835 WARRANTY
CUSTOMER STATES THAT FUEL COMES BACK OUT OF THE TANK WHEN FILLING. (S/O FUEL TANK)
PERFORMED DIAGNOSTIC TESTS AND FOUND FAILURE IN THE FUEL TANK. REPLACED FUEL TANK. RECHECK - OK

J# 2 90CHZ9016 16 POINT INSPECTION UNITS: TECH(S):8835 0.00
PERFORM 16 POINT VEHICLE INSPECTION FREE OF CHARGE.
SERVICE INCLUDES :
INSPECT TIRE CONDITION AND SET PRESSURE.
INSPECT ALL FLUID LEVELS AND CONDITION.
INSPECT AIR FILTER, INSPECT ALL BELTS AND HOSES.
INSPECT WINDSHIELD WIPERS AND ALL EXTERIOR LIGHTS.
ALL INSPECTED CONDITIONS MEET FACTORY SPECS.

J# 3+12CHZ FUEL SYSTEM UNITS: TECH(S):8835 0.00
CUSTOMER AUTHORIZED FILLING FUEL TANK TO VERIFY REPAIR FROM JOB 1

TOTAL - LABOR 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52059729-AF	TANK FUEL 14086001		WARRANTY
			TOTAL - PARTS		0.00

G.O.G. & SUPPLIES

JOB # 3	1.0	FUEL FILL UP	@ 43.380	/UNIT	43.38
			TOTAL - GOG		43.38

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	43.38
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.03
TOTAL INVOICE $	46.41

PAID
JAN 25 2008
Per

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAY
9:00 A.M. TO 5:00 P.M.

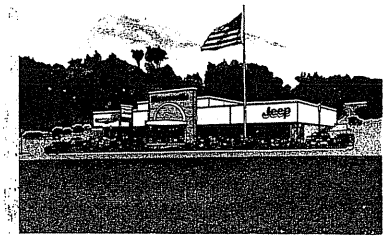
Visit our highly praised Collision Center.
County Line Collision.
The areas Best Kept Secret!
Dial Direct (724) 327-8212
Insurance Approved
All insurance Estimates Accepted

AAA Approved Auto Repair
ASE
I-CAR CERTIFIED

Reynolds and Reynolds ERALZRINVE CC228238 Q (10/06)

Monroeville Chrysler-Jeep

3721 William Penn Highway
Monroeville, PA 15146-2190
(412) 856-1422
Fax: (412) 856-3024
www.monroevillechryslerjeep.com



0101IJPCS249672

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
47319	RONALD S HARNISH 1799	985	02/06/08	IPCS249672
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 1485	COLOR RED ROCK CR	STOCK NO. WU8240
	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/SW		DELIVERY DATE 12/10/07	DELIVERY MILES 7
PITTSBURGH, PA [redacted]	VEHICLE I.D. NO. 1J4GA59188L[redacted]		SELLING DEALER NO. 10	PRODUCTION DATE
	F. I. E. NO.	S. NO. 1799	R. O. DATE 02/06/08	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS MO: 1487		

[WEO-OIL FILTER] NONE [WEO-INSP] NONE
[WEO-EM] NONE

LABOR

J# 1 05CHZ11 INTERIOR WATER LEAKS UNITS: 0.70 TECH(S):8835 WARRANTY
CUSTOMER STATES THAT THERE IS A STREAM OF RUSTY WATER COMING FROM THE PASSENGER FRONT A-PILLAR WHEN IT RAINS. CHECK AND ADVISE. CHECK AND ADVISE.
PERFORMED WATER LEAK TESTS. FOUND AND REPLACED FAULTY HEADER SEAL ABOVE THE WINDSHIELD. RECHECK - OK

J# 2 03CHZ BODY ELECTRICAL UNITS: 0.30 TECH(S):8835 WARRANTY
CUSTOMER STATES THAT THERE IS A POPPING NOISE FROM THE SPEAKERS ON CERTAIN SONGS. THIS IS REALLY EVIDENT ON TRACK 13 IN THE HARD DRIVE. CHECK AND ADVISE.
PERFORMED DIAGNOSTIC TESTS ON THE RADIO. PERFORMED FLASH UPDATE PROCEDURES TO THE RADIO AMPLIFIER MODULE TO ENHANCE CUSTOMER SATISFACTION. RECHECK - OK

J# 3 90CHZ9016 16 POINT INSPECTION UNITS: TECH(S):8835 0.00
PERFORM 16 POINT VEHICLE INSPECTION FREE OF CHARGE.
SERVICE INCLUDES :
INSPECT TIRE CONDITION AND SET PRESSURE.
INSPECT ALL FLUID LEVELS AND CONDITION.
INSPECT AIR FILTER. INSPECT ALL BELTS AND HOSES.
INSPECT WINDSHIELD WIPERS AND ALL EXTERIOR LIGHTS.
ALL INSPECTED CONDITIONS MEET FACTORY SPECS.

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	55397454-AA	W/STRIP WI 23063033	WARRANTY
JOB # 1	2	6036678-AA	RIVET WIND 18050043	WARRANTY

TOTAL - PARTS 0.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	0.00

FIVE STAR

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MONDAY - FRIDAY
7:00 A.M. TO MIDNIGHT
SATURDAY
9:00 A.M. TO 5:00 P.M.

Visit our highly praised Collision Center.
County Line Collision.
The areas Best Kept Secret!
Dial Direct (724) 327-8212
Insurance Approved
All insurance Estimates Accepted

AAA Approved Auto Repair · ASE · I-CAR CERTIFIED

Reynolds and Reynolds ERALZRINVE CC228238 Q (10/06)

1213584 KBR

DANIEL GOLDSMITH RUGGIERO[1]
CHRISTOPHER M. LOVASZ[2]
STEVEN S. TOTH[2]
RONALD J. BOLZ[3]
TRAVIS L. SHACKELFORD[4]
CARL SCHWARTZ[5]

1 - LICENSED IN MA, RI, CT, NY, NJ & ME
2 - LICENSED ONLY IN MI & WI
3 - LICENSED ONLY IN MI, IL, IN, OH & WI
4- LICENSED IN MI & CT
5- LICENSED IN NY, NH & MI

www.LemonAuto.com

CONSUMER LEGAL SERVICES, PC
BOLZ, LOVASZ, TOTH & SCHWARTZ, PLLC
12 HARDING STREET, SUITE 110
LAKEVILLE, MA 02347
(508) 947-5454
FAX: (508) 947-5497

BOLZ, LOVASZ, TOTH & RUGGIERO, PLLC
1001 AVENUE OF AMERICAS
11th FLOOR
NEW YORK, NY 10018
(212) 813-8380
FAX: (508) 947-5497

BOLZ, LOVASZ, TOTH & RUGGIERO, PC
89 HEADQUARTERS PLAZA NORTH
14th FLOOR, #1456
MORRISTOWN, NJ 07960
(973) 455-1629
FAX: (508) 947-5497

PLEASE SEND ALL CORRESPONDENCE TO OUR MASSACHUSETTS OFFICE

May 20, 2010

5/25

Chrysler Group LLC
Warranty Litigation
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Mastria Automotive Group
Buick Pontiac GMC Cadillac
1525 New State Highway
Raynham, MA 02767

RE: [redacted]
2007 Jeep Wrangler
VIN: 1J4GA39177L[redacted]
Demand for Relief pursuant to the Massachusetts Consumer Protection Act

Dear Sir/Madam:

Please be advised that our office represents [redacted] regarding the above-referenced matter. This letter is to notify you that Mr. and Mrs. [redacted], pursuant to the Massachusetts Uniform Commercial Code, which covers breach of express and implied warranties, revocation of acceptance, cancellation of the sale, return of the vehicle and other rights and remedies, the Massachusetts Consumer Protection Act, the Federal Magnuson-Moss Warranty Act, the Massachusetts Lemon Law and other rights and remedies, does hereby revoke acceptance of the 2007 Jeep Wrangler. Furthermore, let this letter serve as notice that the 2007 Jeep Wrangler has been subject to repair at least 4 times and has been out of service for at least 21 days for nonconformities that continue to exist.

MA

Chrysler Group LLC's inability to repair this vehicle after 4 attempts and having the vehicle out of service for at least 21 days constitutes a breach of its warranty, an unfair and deceptive trade practice in violation of the Massachusetts Consumer Protection Act, the Federal Magnuson-Moss Warranty Act and other rights and remedies.

Furthermore, Mastria Automotive Group's inability to repair this vehicle and/or misrepresentations made regarding the warranty and the vehicle purchased constitute a breach of its warranty, an unfair and deceptive trade practice in violation of the Massachusetts Consumer Protection Act, the Federal Magnuson-Moss Warranty Act, the Massachusetts Lemon Law and other rights and remedies.

Chrysler Group LLC
Office of the General Counsel

MAY 24 2010

By Mail/Reg. Agent/
Sec. of State/Proc. Server

10000 21126 J

For the foregoing reasons, Mr. and Mrs. [redacted] respectfully requests that Chrysler Group LLC and/or Mastria Automotive Group repurchase the 2007 Jeep Wrangler and pay their attorney's fees and costs. If you fail to respond within thirty (30) days of receipt of this letter with a reasonable offer of settlement, you may be liable for treble damages and reasonable attorney's fees and costs. Please be advised that if you do not allow return of the vehicle, Mr. and Mrs. [redacted] will be forced to continue to use the vehicle to mitigate their damages. However, if you wish for Mr. and Mrs. [redacted] to discontinue use of the vehicle and thereby increase their damages, please advise me in writing immediately. If I do not hear otherwise, I will assume that you authorized their continued use of the vehicle to minimize their damages.

Thank you for your attention to this matter.

Very truly yours,

Daniel Goldsmith Ruggiero

DGR/ng
Enclosures

Vehicle Disclosure Statement

Stock # 77886

Mastria Automotive Group

MASTRIA
BUICK • PONTIAC • GMC
XX CADILLAC
1525 New State Highway
Raynham, MA 02767

Saturn Of Raynham
1545 New State Highway
Raynham, MA 02767

Mastria Nissan
1353 New State Highway
Raynham, MA 02767

Mastria Subaru
1255 New State Hwy (Rt. 44)
Raynham, MA 02767

SOLD TO: [redacted]

ADDRESS: [redacted]

CARVER MA [redacted]

SALESMAN: RODERICK, DELL

DATE: 01/08/2010

MAKE	MODEL	NEW / USED	VIN	YEAR	DEAL #	CUSTOMER #
JEEP	WRANGLER	USED	1J4GA391771[redacted]	2007	1087	10095

MILEAGE: 25983 COLOR: GREEN

SELLING PRICE:		$ 25200.00
TRADE ALLOWANCE:		$ N/A
REBATES: (IF APPLICABLE)		$ N/A
	(-)	$ 25200.00
SALES TAX: 1575.00	SUBTOTAL:	$ 26775.00
TITLE:		$ 75.00
REGISTRATION:		$ 25.00
INSPECTION STICKER:		$ N/A
VSI PREMIUM (IF APPLICABLE):		$ N/A
DOCUMENTATION FEE:		$ 289.00
PAYOFF (TRADE):		$ N/A
TRADE VIN#: N/A	MAKE: N/A	$ N/A
EXTENDED SERVICE PLAN:		$ N/A
OPTIONAL EQUIPMENT TAXED:		$ N/A
		$ N/A
OPTIONAL EQUIPMENT NON-TAXED:		$ N/A
		$ N/A
GAP COVERAGE:		$ N/A
A&H LIFE AND DISABILITY:		$ N/A
	TOTAL:	$ N/A
DEPOSIT:		$ 27164.00
CASH DUE ON DELIVERY		$ N/A
TOTAL AMOUNT FINANCED:		$ 1500.00
PAYMENT 570.78 Term 72 @ per month		$ 25664.00
FINANCE CHARGE: 16.99 Interest Rate		$ 41096.16
TOTAL PAYMENTS		$ 15432.16
	*Total Sale Price:	$ 41096.16
LIENHOLDER: AMERICREDIT FINANCIAL SERVICES		$ 42596.16

* Total Sale Price includes: total of payments, down payment, deposit, rebates, trade equity (trade minus payoff) N/A

Purchaser's Signature: [redacted] X [redacted]

Dealer Representative: [redacted]

MASTRIA BUICK
PONTIAC GMC TRUCK CADILLAC CO. Inc.

1525 New State Highway
Raynham, MA 02767
(508) 880-7000 Fax (508) 880-3190

DATE	INVOICE NO.	STOCK NO.
01/08/2010	35422	77886

SALESMAN NUMBER 324SP

SOLD TO [redacted]

ADDRESS CARVER, MA [redacted]
(H) [redacted] (W)

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2007	JEEP	WRANGLER	USED	1J4GA39177L [redacted]

SALESMAN RODERICK,DELL KEY NOS.

MILEAGE _____ INSURANCE COVERAGE INCLUDES

FIRE & THEFT ☐ PUBLIC LIABILITY - AMT.

COLLISION - AMT. DEDUCTIBLE ☐ PROPERTY DAMAGE - AMT.

OPTIONAL EQUIPMENT AND ACCESSORIES

GROUP	DESCRIPTION	PRICE

PAYOFF TO:

TITLE TO THIS VEHICLE DOES NOT PASS UNTIL CHECK IS CANCELLED

AMERICREDIT FINANCIAL SERVICES
PO BOX 182673
ARLINGTON TX 76096

USED CAR TRADED

YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.

BODY COLOR

TRADE IN MILEAGE

PRICE OF CAR

CENTURY	
REGAL	
LESABRE	
PARK AVE.	
RENDEZVOUS	
PONTIAC	
GMC	
USED CARS - RETAIL	25200
- WHOLESALE	
USED TRUCKS - RETAIL	
-WHLSE.	
SALES TAX	1575
LICENSE AND TITLE	75
DOC FEE	289
TOTAL CASH PRICE	27139
FINANCING	15432
INSURANCE	
TOTAL TIME PRICE	42596

SETTLEMENT

DEPOSIT	
CASH ON DELIVERY	1500
USED CAR ALLOWANCE	
PAYMENTS MONTHS DOLLARS	
72 5 PER MONTH	096.16
TOTAL	25639

Always Bring Your Car Here For Factory Authorized Service

N/A
N/A

The Reynolds and Reynolds Company
CTM-131-CUST CA602138 Q (2/09)

RIPTION	PRICE

CUSTOMER #: 4792749

41345

INVOICE

PAGE 1

CHRYSLER Jeep DODGE

CENTRAL
Chrysler Jeep Dodge
191 New State Highway
Raynham, MA 02767
Telephone: (508) 823-0101
Toll Free: (800) 427-0666
Internet: central.us

[redacted]
CARVER, MA [redacted]
HOME: [redacted] CONT: N/A
Dealer Code: CELL [redacted] SERVICE ADVISOR: 6120 BRUCE WILEY
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	07	JEEP WRANGLER	1J4GA39177L[redacted]		26121/26121	T3364

IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
01JAN07 DD			17:00 12JAN10		95.00	CASH	12JAN10

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS:
17:35 11JAN10	15:59 12JAN10	DLR:44796 ENG:3.8_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHECK OVER VEHICLE - JUST BOUGHT - VISUAL AND TEST DRIVE			
CAUSE: CHECKED VEHICLE OVER			
MISC CHECK VEHICLE OVER			
6129 CPC		95.00	95.00
PARTS: 0.00 LABOR: 95.00 OTHER: 0.00 TOTAL LINE A:			95.00
,,,,TIRES 1/2 WORN // FRONT BRAKES NEW // REAR BRAKES INNER PADS 15%			
,,,,LIFE LEFT // BALL JOINTS NEW			
**********			
B C/S SQUEEKING NOISE FROM CLUTCH AREA WHEN CLUCH RELEASED			
CAUSE: CLUTCH PEDAL HARD TO DEPRESS - POSSIBLE WORN CLUTCH			
MISC MISC			
6129 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C C/S WHISTLING NOISE IN HVAC,2ND FAN SETTING AND VENT OR FLOOR SETTING			
VOK VEHICLE OPERATES AS DESIGNED AND IS			
CONSISTANT WITH OTHER VEHICLES FOR THIS			
YEAR, MAKE AND MODEL			
6129 CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			

PAID JAN 13 2010

THANK YOU FOR BRINGING YOUR VEHICLE TO CENTRAL CHRYSLER JEEP DODGE

COMPLETE BODYSHOP AND PAINT FACILITY.
CALL CENTRAL COLLISION CENTER (508) 824-1535

DISPOSAL OF HAZARDOUS WASTE
The State of Massachusetts requires that all hazardous waste (Oil, Solvents, Anti-Freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

DISCLAIMER OF WARRANTIES
All warranties on these parts are the manufacturer's. The Seller CENTRAL CHRYSLER JEEP DODGE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and CENTRAL CHRYSLER JEEP DODGE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, CENTRAL CHRYSLER JEEP DODGE in no way affects the terms of the manufacturer's warranty. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	95.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. ENVIRONMENTAL	0.00
TOTAL CHARGES	95.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	**95.00**

CUSTOMER COPY

MASTRIA

BUICK, PONTIAC, GMC TRUCK, CADILLAC CO., INC.

1525 New State Highway · Raynham, MA 02767
Service Direct: (508) 802-9250 · Toll Free: (800) 409-0130
Main: (508) 880-7000 · Fax: (508) 880-3190
www.mastria.com

CUSTOMER #: 0095

43517

INVOICE

PAGE 1

[redacted]
CARVER, MA [redacted]
HOME
BUS: [redacted]

SERVICE ADVISOR: 122 PAUL MEDEIROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	07	JEEP WRANGLER	1J4GA39177L[redacted]		28482/28482	T716

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
08JAN10 DD			17:00 22MAR10		0.00	CASH	24MAR10

R.O. OPENED	READY	OPTIONS:
18:43 22MAR10	16:04 24MAR10	STK:77886 DLR:MASTRIA ENG:3.8_Liter TRN:STD

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A C/S CLUTCH MAKING NOISE
DIAG DIAGNOSE CLUTCH NOISE
611 IUP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
VERIFIED CUSTOMER CONCERN. FOUND TSB TO INSTALL CLUTCH KIT. WILL CONTACT JEEP ON WARRANTY ISSUE.

****

B CHECK STEERING DAMPER SHAKES BADLY
DIAG DIAGNOSE STEERING WOBBLE
611 IUP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
FOUND VEHICLE NEEDS STEERING DAMPENER. WILL CONTACT JEEP ON WARRANTY ISSUE.

****

C C/S WASHERS INOP
INFO DIAGNOSE WASHER PUMP
611 IUP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
VEHICLE NEEDS WASHER PUMP REPLACED. WILL CONTACT JEEP ON WARRANTY ISSUE.

****

D C/S FUEL SPILLING WHEN FILLING
INFO CHECK FOR FUEL SPILLAGE
611 IUP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
FOUND VEHICLE NEEDS FILLER NECK REPLACED. WILL CONTACT JEEP ON WARRANTY ISSUE.

****

E RENTAL CAR# 17
CAR RENTAL CAR
999 IUP (N/C)
CAR RENTAL CAR #17 DAYS 3 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X_____
CUSTOMER SIGNATURE

24 HOUR ROADSIDE ASSISTANCE
1-888-820-9030

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

"WE SERVICE ALL MAKES AND MODELS"

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

CUSTOMER COPY

MASTRIA

BUICK, PONTIAC, GMC TRUCK, CADILLAC CO., INC.

1525 New State Highway · Raynham, MA 02767
Service Direct: (508) 802-9250 · Toll Free: (800) 409-0130
Main: (508) 880-7000 · Fax: (508) 880-3190
www.mastria.com

CUSTOMER #: 10095

43517

INVOICE

[redacted]

CARVER, MA [redacted]

PAGE 2

HOME: [redacted]

BUS:

SERVICE ADVISOR: 122 PAUL MEDEIROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	07	JEEP WRANGLER	1J4GA39177L[redacted]		28482/28482	T716

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
08JAN10 DD			17:00 22MAR10		0.00	CASH	24MAR10

R.O. OPENED	READY	OPTIONS:
18:43 22MAR10	16:04 24MAR10	STK:77886 DLR:MASTRIA ENG:3.8_Liter TRN:STD

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
F** ADD FUEL TO CUSTOMER VEH								
	CPFUEL				ADD FUEL TO CUSTOMER VEH			
		999		CG			0.00	0.00
SUBL RO# 43517 PO#2889								
				CG			28.01	28.01

PARTS: 0.00 LABOR: 0.00 OTHER: 28.01 TOTAL LINE F: 28.01

****

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X_____
CUSTOMER SIGNATURE

24 HOUR ROADSIDE ASSISTANCE
1-888-820-9030

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	28.01
MISC. CHARGES	0.00
TOTAL CHARGES	28.01
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	28.01

"WE SERVICE ALL MAKES AND MODELS"

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

MASTRIA

BUICK, PONTIAC, GMC TRUCK, CADILLAC CO., INC.

1525 New State Highway · Raynham, MA 02767
Service Direct: (508) 802-9250 · Toll Free: (800) 409-0130
Main: (508) 880-7000 · Fax: (508) 880-3190
www.mastria.com

R #: 10095 | 43517 | *INVOICE* | PAGE 1

[redacted]
CARVER, MA [redacted]
HOME: [redacted]
BUS: [redacted]

SERVICE ADVISOR: 122 PAUL MEDEIROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	07	JEEP WRANGLER	1J4GA39177L[redacted]		28482/28482	T716

DEL. DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08JAN10 DD			17:00 22MAR10		0.00	CASH	24MAR10

R.O. OPENED	READY	OPTIONS:
18:43 22MAR10	16:04 24MAR10	STK:77886 DLR:MASTRIA ENG:3.8_Liter TRN:STD

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S				CLUTCH MAKING NOISE			
	DIAG				DIAGNOSE CLUTCH NOISE			
		611	IUP					(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00 TOTAL LINE A:			0.00
VERIFIED CUSTOMER CONCERN. FOUND TSB TO INSTALL CLUTCH KIT. WILL CONTACT JEEP ON WARRANTY ISSUE.								
**********								
B	CHECK				STEERING DAMPER SHAKES BADLY			
	DIAG				DIAGNOSE STEERING WOBBLE			
		611	IUP					(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00 TOTAL LINE B:			0.00
FOUND VEHICLE NEEDS STEERING DAMPENER. WILL CONTACT JEEP ON WARRANTY ISSUE.								
**********								
C	C/S				WASHERS INOP			
	INFO				DIAGNOSE WASHER PUMP			
		611	IUP					(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00 TOTAL LINE C:			0.00
VEHICLE NEEDS WASHER PUMP REPLACED. WILL CONTACT JEEP ON WARRANTY ISSUE.								
**********								
D	C/S				FUEL SPILLING WHEN FILLING			
	INFO				CHECK FOR FUEL SPILLAGE			
		611	IUP					(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00 TOTAL LINE D:			0.00
FOUND VEHICLE NEEDS FILLER NECK REPLACED. WILL CONTACT JEEP ON WARRANTY ISSUE.								
**********								
E	RENTAL				CAR# 17			
	CAR				RENTAL CAR			
		999	IUP					(N/C)
	CAR				RENTAL CAR #17 DAYS 3			(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER: 0.00 TOTAL LINE E:			0.00
**********								

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X _____
CUSTOMER SIGNATURE

AAA
24 HOUR ROADSIDE ASSISTANCE
1-888-820-9030

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

"WE SERVICE ALL MAKES AND MODELS"

Copyright 2000 ADP, Inc. SERVICE INVOICE Type A 6170

CUSTOMER COPY

R #: 10095

43517

INVOICE

PAGE 2

MASTRIA

BUICK, PONTIAC, GMC TRUCK, CADILLAC CO., INC.

BUICK PONTIAC GMC Cadillac

1525 New State Highway · Raynham, MA 02767
Service Direct: (508) 802-9250 · Toll Free: (800) 409-0130
Main: (508) 880-7000 · Fax: (508) 880-3190
www.mastria.com

[redacted]

VER, MA [redacted]

ME: [redacted]

US: [redacted]

SERVICE ADVISOR: 122 PAUL MEDEIROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	07	JEEP WRANGLER	1J4GA39177L[redacted]		28482/28482	T716

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08JAN10 DD			17:00 22MAR10		0.00	CASH	24MAR10

R.O. OPENED	READY	OPTIONS:
18:43 22MAR10	16:04 24MAR10	STK:77886 DLR:MASTRIA ENG:3.8_Liter TRN:STD

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
F** ADD FUEL TO CUSTOMER VEH								
	CPFUEL				ADD FUEL TO CUSTOMER VEH			
		999	CG				0.00	0.00
SUBL RO# 43517 PO#2889								
			CG				28.01	28.01

PARTS: 0.00 LABOR: 0.00 OTHER: 28.01 TOTAL LINE F: 28.01

****

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X_____
CUSTOMER SIGNATURE

AAA

24 HOUR ROADSIDE ASSISTANCE 1-888-820-9030

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	28.01
MISC. CHARGES	0.00
TOTAL CHARGES	28.01
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	28.01

"WE SERVICE ALL MAKES AND MODELS"

CUSTOMER #: 10095

43957

INVOICE

DUPLICATE 1
PAGE 1

MASTRIA
BUICK, PONTIAC, GMC TRUCK, CADILLAC CO., INC.
1525 New State Highway Raynham, MA 02767
Service Direct: (508) 802-7260 Toll Free: (800) 409-0130
Main: (508) 880-7000 Fax: (508) 880-3190
www.mastria.com

[redacted]
CARVER, MA
HOME
BUS: [redacted]

SERVICE ADVISOR: 821 WALLY SZULAK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	07	JEEP WRANGLER	1J4GA39177L[redacted]		[illegible]	[illegible]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. #	RATE	PAYMENT	INV. DATE
08JAN10 DD			17:00 01APR10		0.00	CASH	15APR10

R.O. OPENED	READY	OPTIONS:	STK: 77886 DLR: MASTRIA INC.S.S_LIGHT
16:02 01APR10	08:33 15APR10	TRN:STD	

LINE	OPCODE	TECH	TYPE	HOURS	LINE	TOTAL
A	CUSTOMER STATES SES LIGHT IS ON				0.00	0.00
	SES CUSTOMER STATES SES LIGHT IS ON				0.00	TOTAL LINE D: 0.00
		611	IUP		MMEND ROAD TEST WITH	
	1	4891780AB	CANISTER			(N/C)
	4	6036310AA	LUG NUT		**********	(N/C)
	1	4891685AA	DETECTOR		AT SPEEDS OVER 30MPH	(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00
	TEST COMPUTERS SYSTEM FAULT CODE P0455 , PERFORMED SMOKE TEST &					(N/C)
	REPLACED EVAP CANISTER & TESTED OK					(N/C)
	**********					TAL LINE E: 0.00
B	C/S CLUTCH NOISE					F WINDSHIELD &,
	DIAG	DIAGNOSIS	EMISSIONS/ELECTRICAL			
		611	IUP		**********	
	1	52104732AC	CLUTCH KIT			(N/C)
	1	53008842	BEARING			(N/C)
	1	53009181AB	BEARING			(N/C)
	4	6508305AA	NUT			(N/C)
	4	6102172AA	BOLT			(N/C)
	1	52110201AA	CLAMP			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B: 0.00
	REMOVED TRANS & REPLACED CLUTCH ASSEMBLY & REASSEMBLED & ROAD TEST					
	**********					
C	WATER LEAK RF FLOOR WET & REAR CARGO AREA . UNDER TRAY SEE WALLY					
	DIAG	DIAGNOSIS	EMISSIONS/ELECTRICAL			
		611	IUP			
	2	6506826AA	BOLT, TOP			(N/C)
	1	55397454AF	W/STRIP			(N/C)
	1	55395244AF	STRIP, L/G			(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	(N/C) TOTAL LINE C: 0.00
	WATER TEST & REPLACED LEAKING SEAL ON BACK GLASS & PASS SIDE DOOR					
	GASKET & RETEST OKREMOVED INTERIOR TO DRY CARPETS					
	**********					
D	C/S LF SEAT RATTLE					
	DIAG	DIAGNOSIS	EMISSIONS/ELECTRICAL			

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

X _____
CUSTOMER SIGNATURE

24 HOUR ROADSIDE ASSISTANCE
1-888-820-9030

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

"WE SERVICE ALL MAKES AND MODELS"

CUSTOMER COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

WL
1189141
(KBR)

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal
04/24/2008
CT Log Number [redacted]

Closed ERP to case
NDP

TO: Richard D Houtman, VP/Associate Gen Csl.
Chrysler LLC
Office Of General Counsel, 1000 Chrysler Drive
CIMS 485-14-78
Auburn Hills, MI 48326-2766

RE: **Process Served In Connecticut**

FOR: Chrysler LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltf. vs. Chrysler, LLC, Dft.
DOCUMENT(S) SERVED:	Summons, Complaint, Statement
COURT/AGENCY:	New Britain at New Britain Superior Court Judicial District, CT Case # None Specified
NATURE OF ACTION:	Product Liability Litigation - Manufacturing Defect - Violation of Connecticut Unfair Trade Practices - 2006 Jeep Wrangler, VIN No. 1J4FA44S96P[redacted]
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Hartford, CT
DATE AND HOUR OF SERVICE:	By Process Server on 04/24/2008 at 15:15
APPEARANCE OR ANSWER DUE:	05/20/2008 - summons // on or before the second day after the Return Date - file an appearance form
ATTORNEY(S) / SENDER(S):	Thomas D. McLaughlin, Esquire Kahn & Associates, L.L.C. 406 Farmington Avenue Farmington, CT 06032 888-536-6671
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 790992248003 Email Notification, Richard D Houtman sprocess@chrysler.com
SIGNED:	C T Corporation System
PER:	Gary Scappini
ADDRESS:	One Corporate Center Floor 11 Hartford, CT 06103-3220
TELEPHONE:	860-724-9044

RECEIVED
APR 29 2008
MILLER, CANFIELD, PADDOCK AND STONE, P.L.C.

CHRYSLER LLC
OFFICE OF THE GENERAL COUNSEL
APR 28 2008

BY [signature] EMAIL / REG. AGENT / SEC. OF STATE / PROC.SERVER

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

SUMMONS – CIVIL
(Except Family Actions)
JD-CV-1 Rev. 1-2000
C.G. S. § 51-346, 51-347, 5-349, 51-350, 52-45a, 52-48, 52-259, P.B. Secs 3-1 thru 3-21, 8-1

STATE OF CONNECTICUT
SUPERIOR COURT
www.jud.ct.gov

DE 15

"X" ONE OF THE FOLLOWING:
Amount, legal interest or property in demand, exclusive of interest and costs is:
☐ less than $2,500
☐ $2,500 through $14,999.99
☒ $15,000 or more
("X" if applicable)
Claiming other relief in addition to or in lieu of money or damages.

INSTRUCTIONS
1. *Type or print legibly: sign original summons and conform all copies of the summons.*
2. *Prepare or photocopy conformed summons for each defendant.*
3. *Attach the original summons to the original complain, and attach a copy of the summons to each copy of the complaint. Also, if there are more than 2 plaintiffs or 4 defendants prepare for JD-CV-2 and attach it to the original and all copies of the complaint.*
4. *After service has been made by a proper office, file original papers and officer's return with the clerk of court.*
5. *The party recognized to pay costs must appear personally before the authority taking the recognizance.*
6. *Do not use this form for actions in which an attachment, garnishment or replevy is being sought. See Practice Book Section 8-1 for other exceptions.*

TO: Any proper officer; BY AUTHORITY OF THE STATE OF CONNECTICUT, you are herby commanded to make due and legal service of this Summons and attached Complaint.

RETURN DATE *(Mo., day, yr)* *(Must be a Tuesday)*: May 20, 2008

☒ JUDICIAL DISTRICT ☐ HOUSING SESSION ☐ G.A. No. _____
AT *(Town in which writ is returnable) (C.G.S. 51-346, 51-349)*: NEW BRITAIN
CASE TYPE *(See JD-CV-1c)*: Major V Minor 06

ADDRESS OF COURT CLERK WHERE WRIT AND OTHER PAPERS SHALL BE FILED *(No, street, town and zip code) (C.G.S. 51-346, 54-350)*: 20 Franklin Square, New Britain, CT 06051
TELEPHONE NO. *(with area code)*: (860) 515-5180

PARTIES	NAME AND ADDRESS OF EACH PARTY *(No., street, town and zip code)* *NOTE: Individuals' Names: Last, First, Middle Initial*	☐ Form JD-CV-2 attached	PTY NO.
FIRST NAMED PLAINTIFF	Corley, Barbara; 90 Berlin Street, Southington, CT 06489		01
Additional Plaintiff			02
FIRST NAMED DEFENDANT	Chrysler, LLC; c/o CT Corporation System, One Corporate Center, Floor 11, Hartford, CT 06103-3220		50
Additional Defendant			51
Additional Defendant			52
Additional Defendant			53

NOTICE TO EACH DEFENDANT

1. **YOU ARE BEING SUED.**
2. This paper is a Summons in a lawsuit.
3. The Complaint attached to these papers states the claims that each Plaintiff is making against you in this lawsuit.
4. To respond to this Summons, or to be informed of further proceedings, you or your attorney must file a form called an "Appearance" with the Clerk of the above-named Court at the above Court address on or before the second day after the above Return Date.
5. If you or your attorney do not file a written "Appearance" form on time, a judgment may be entered against you by default.
6. The "Appearance" form may be obtained at the above Court address.
7. If you believe that you have insurance that may cover the claim that is being made against you in this lawsuit, you should immediately take the Summons and Complaint to your insurance representative.
8. If you have questions about the Summons and Complaint, you should consult an attorney promptly. **The Clerk of Court is not permitted to give advice on legal questions.**

DATE: 4/18/08
SIGNED *(Sign and "X" proper box)*: [signature]
☒ Comm. Of Superior Court ☐ Assistant Clerk
TYPE IN NAME OF PERSON SIGNING AT LEFT: **Thomas D. McLaughlin**

FOR THE PLAINTIFF(S) PLEASE ENTER THE APPEARANCE OF:

NAME AND ADDRESS OF ATTORNEY, LAW FIRM OR PLAINTIFF IF PRO SE: **Thomas D. McLaughlin, 406 Farmington Ave., Farmington, CT 06032**
TELEPHONE NUMBER: **(888) 536-6671**
JURIS NO. *(If atty. Or law firm)*: **426895**

NAME AND ADDRES OF PERSON RECOGNIZED TO PROSECUTE IN THE AMOUNTOF $250: **Thomas D. McLaughlin, 406 Farmington Ave., Farmington, CT 06032**
SIGNATURE OF PLAINTIFF IF PRO SE:

#PLFS.	#DEFS.	#CNTS.	SIGNED *(Official taking recognizance) (X" proper box)*
1	1	4	[signature] ☒ Comm. Of Superior Court ☐ Assistant Clerk

For Court Use Only
FILE DATE

IF THIS SUMMONS IS SIGNED BY A CLERK:
a. The signing has been done so that the plaintiff(s) will not be denied access to the court
b. It is the responsibility of the Plaintiff(s) to see that service is made in the manner provided by law.
c. The Clerk is not permitted to give an legal advice in connection with any lawsuit.
d. The Clerk signing this Summons at the request of the Plaintiff(s) is not responsible in any way for any errors or omissions in the Summons, any allegations contained in the Complaint, or the service thereof.

I hearby certify I have read and understand the above:	SIGNED *(Pro Se Plaintiff)*	DATE SIGNED	DOCKET NO.

ORIGINAL

A TRUE COPY, ATTEST:
[signature]
JOSEPH A. HOMELSON
STATE MARSHAL

MAY 20, 2008	:	**SUPERIOR COURT**
BARBARA CORLEY	:	**JUDICIAL DISTRICT OF NEW BRITAIN**
v.	:	**AT NEW BRITAIN**
CHRYSLER, LLC	:	**APRIL 14, 2008**

COMPLAINT

BACKGROUND

1. Plaintiff, Barbara Corley, is an adult individual citizen and legal resident of the State of Connecticut, residing at 90 Berlin Street, Southington, CT, 06489.
2. Defendant, Chrysler, LLC, is a business corporation qualified to do and regularly conducting business in the State of Connecticut, with its principal place of business located in Michigan, and can be served at its local residence c/o CT Corporation System, One Corporate Center, Floor 11, Hartford, CT 06103-3220.
3. On or about June 24, 2007, Plaintiff purchased a 2006 Jeep Wrangler from Executive Dodge, Inc (406 South Orchard Street, Wallingford, Connecticut, 06492), manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1J4FA44S96P743244 (hereinafter the "vehicle").
4. The vehicle was purchased or leased in the State of Connecticut and is registered in Connecticut.
5. The price of the vehicle and/or the total of payments is approximately $30,243.14.
6. The vehicle's nonconformities have been reported to the Defendant and/or its authorized dealer(s) on the following dates, among others: July 9, 2007, July 31, 2007, November 2, 2007, November 20, 2007 and January 16, 2008.

7. The vehicle nonconformities include, but are not limited to the following: Fuel Efficiency, Fuel System and Seats.

8. Plaintiff states that as a result of the ineffective repair attempts made by Defendant, through its authorized dealer(s), the vehicle cannot be utilized for the purposes intended by Plaintiff at the time of acquisition and hence, the vehicle is worthless and/or substantially impaired.

9. In consideration for the purchase of the above vehicle, Defendant issued to Plaintiff one or more written warranties on particular items.

10. Plaintiff notified the Defendant and/or its Authorized Dealer(s) on one or more occasions, and/or formally notified the Defendant by letter of Plaintiff's present intention to revoke acceptance of the vehicle and requested the return of all funds paid toward the vehicle.

COUNT I
MAGNUSON-MOSS FEDERAL TRADE COMMISSION ACT

11. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.

12. Plaintiff is a "Consumer" as defined by 15 U.S. C. §2301(3).

13. Defendant is a "Supplier" and a "Warrantor" as defined by 15 U.S.C. §2301(4) & (5).

14. The vehicle is a "Consumer Product" as defined by 15 U.S.C. §2301(1).

15. One or more of the warranties given to Plaintiff by Defendant was a "Written Warranty" as defined by 15 U.S.C. §2301(6) and/or a "Service Contract" as defined by 15 U.S.C. §2301(8).

16. Defendant, through its authorized dealer(s), has been unable, unwilling and/or has refused to conform the motor vehicle to the written warranty and/or service contract by repairing one or more nonconformities within a reasonable number of attempts or a reasonable amount of time.

17. Plaintiff states that Defendant has been afforded a reasonable opportunity to cure the vehicle's nonconformities pursuant to 15 U.S.C. §2310(e).

18. Section 15 U.S.C. §2310(d)(1) provides:

> Subject to subsections (a) 93 and (e) or this section, a consumer who is damaged by the failure of a supplier, warrantor, or service contractor to comply with any obligation under this chapter, or under a written warranty, implied warranty or service contract, may bring suit for damages and other legal and equitable relief...

19. As a direct and proximate result of Defendant's failure to comply with Defendant's express written and implied warranties and service contract, Plaintiff has and continues to suffer damages.

20. If Defendant maintains a qualified Informal Dispute Resolution Mechanism, Plaintiff has resorted to it at least forty (40) days prior to filing this Complaint and/or has pursued that process to its completion, as required by 15 U.S.C. §2310(a) and rules promulgated thereunder.

21. Pursuant to 15 U.S.C. §2310(d)(2), Plaintiff seeks all Costs, including attorney's fees and expert witness fees.

WHEREFORE, Plaintiff respectfully demands:

1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;

2. Costs, including expert witness fees and reasonable attorney's fees; and

3. For such other relief as this court deems just and proper.

COUNT II
CONNECTICUT UNIFORM COMMERCIAL CODE

22. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.

23. The defects and nonconformities exhibited by the vehicle constitute a breach of contractual and statutory obligations of Defendant, including, but not limited to, the following:

    a. Express Warranty

    b. Implied Warranty of Merchantability; and

    c. Implied Warranty of Fitness for a Particular Purpose

24. At the time of delivery of the vehicle to Plaintiff and at all times subsequent thereto, Plaintiff has justifiably relied on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

25. At the time of delivery of the vehicle and at all times subsequent thereto, Defendant was aware that Plaintiff was relying on Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

26. Plaintiff has incurred damage as a direct and proximate result of the Defendant's breach and failure to honor its express and implied warranties, obligations and representations with regard to the vehicle.

27. Plaintiff has incurred damage as a direct and proximate result of the failure of essential purpose of Defendant's express and implied warranties, obligations and representations with regard to the vehicle.

WHEREFORE, Plaintiff respectfully demands:

1. The full purchase price of the vehicle, collateral charges, finance charges, incidental and consequential damages;

2. Costs, including expert witness fees and reasonable attorney's fees; and

3. For such other relief as this court deems just and proper.

COUNT III
CONNECTICUT UNFAIR TRADE PRACTICES ACT

28. Plaintiff hereby reavers and incorporates by reference all statements and allegations previously set forth as if fully rewritten herein.

29. Section 42-110a et seq. is commonly known as, and will hereinafter be referred to as, the "Connecticut Unfair Trade Practices Act."

30. Plaintiff is a "Person," as defined by §42-110(a).

31. Defendant is a "Person" as defined by §42-110(a).

32. Plaintiff's purchase and/or servicing of the vehicle is a "Trade" or "Commerce" as defined by §42-110(a).

33. In connection with said transaction, Defendant committed unfair or deceptive acts or practices in violation of §42-110b.

Said acts and practices include, but are not limited to, the following:

34. Defendant's representation that the vehicle contained a valid warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was untrue.

35. Defendant's representation that the vehicle contained, as a remedy, an effective warranty, which would cause effective warranty repairs to be made within a reasonable time and within the warranty period, was false.

36. Defendant's representation that the vehicle was fit for ordinary purposes was untrue.

37. Defendant's representation that the vehicle was merchantable was untrue.

38. Defendant, who had a legal obligation to Plaintiff under the written warranty, breached, avoided and/or attempted to avoid its obligation to the Plaintiff.

39. Defendant exhibited a pattern of inefficiency, stalling and/or incompetence with regard to its warranty repair work.

WHEREFORE, Plaintiff respectfully demands:

1. The "full purchase price" of the vehicle, collateral charges, finance charges, incidental and consequential damages;

2. Punitive damages;

3. Costs, including expert witness fees and reasonable attorney's fees; and

4. For such other relief as this court deems just and proper.

Respectfully submitted,

THE PLAINTIFF,

BY: _____

Kahn & Associates, L.L.C. Juris No. 426895
Thomas D. McLaughlin, Esq.
Attorney for Plaintiff
406 Farmington Avenue
Farmington, CT 06032
Ph: (888) 536-6671
Fax: (888) 868-6671

Dated: April 14, 2008

Kahn & Associates, L.L.C. (Juris No. 426895)
Thomas D. McLaughlin, Esq.
55 Public Square, Suite 650
Cleveland, Ohio 44113
Ph.: (216) 621-6101
Fax: (216) 621-6006

And

Kahn & Associates, L.L.C. (Juris No. 426895)
Thomas D. McLaughlin, Esq.
406 Farmington Avenue
Farmington, CT 06032
Ph: (888) 536-6671
Fax: (888) 868-6671

****Please send copies of all items to both addresses.**

A TRUE COPY, ATTEST:

JOSEPH A. HOMELSON
STATE MARSHAL

MAY 20, 2008	:	**SUPERIOR COURT**
BARBARA CORLEY	:	**JUDICIAL DISTRICT OF NEW BRITAIN**
v.	:	**AT NEW BRITAIN**
CHRYSLER, LLC	:	**APRIL 14, 2008**

STATEMENT OF AMOUNT IN DEMAND

The amount in demand, exclusive of interest and costs, is in excess of $15,000.00.

THE PLAINTIFF,

BY: _____

Kahn & Associates, L.L.C. Juris No. 426895
Thomas D. McLaughlin, Esq.
Attorney for Plaintiff
406 Farmington Avenue
Farmington, CT 06032
Ph: (888) 536-6671
Fax: (888) 868-6671

Dated: April 14, 2008

Kahn & Associates, L.L.C. (Juris No. 426895)
Thomas D. McLaughlin, Esq.
55 Public Square, Suite 650
Cleveland, Ohio 44113
Ph.: (216) 621-6101
Fax: (216) 621-6006

And

Kahn & Associates, L.L.C. (Juris No. 426895)
Thomas D. McLaughlin, Esq.
406 Farmington Avenue
Farmington, CT 06032
Ph: (888) 536-6671
Fax: (888) 868-6671

A TRUE COPY, ATTEST:
JOSEPH A. HOMELSON
STATE MARSHAL

1185587

CT CORPORATION
A WoltersKluwer Company

Service of Process Transmittal
10/16/2007
CT Log Number 512689712

TO: Richard D Houtman, VP/Associate Gen Csl.
Chrysler LLC
Office Of General Counsel, 1000 Chrysler Drive
CIMS 485-14-07
Auburn Hills, MI 48326-2766

RE: **Process Served in Pennsylvania**

FOR: Chrysler LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltf. vs. Chrysler LLC, Dft.
DOCUMENT(S) SERVED:	Cover Sheet, Notice, Complaint, Verification, Exhibits
COURT/AGENCY:	Philadelphia County Court of Common Pleas, PA Case # 001649
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to correct and/or repair defects on a 2007 Jeep Wangler
ON WHOM PROCESS WAS SERVED:	C T Corporation System, Philadelphia, PA
DATE AND HOUR OF SERVICE:	By Process Server on 10/16/2007 at 13:15 11|5
APPEARANCE OR ANSWER DUE:	Within 20 days - Answer Complaint // June 10, 2008 at 9:30 a.m. - Arbitration Hearing
ATTORNEY(S) / SENDER(S):	Craig Thor Kimmel Kimmel & Silverman, P.C. 30 East Butler Pike Ambler, PA 19002 215.540.8888
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day , 790852204155 Email Notification, Richard D Houtman sprocess@Chrysler.com
SIGNED:	C T Corporation System
PER:	Tyeasha Weaver
ADDRESS:	1515 Market Street Suite 1210 Philadelphia, PA 19102
TELEPHONE:	215-563-7750

CHRYSLER LLC
OFFICE OF THE GENERAL COUNSEL
OCT 18 2007
BY MAIL / REG. AGENT / SEC. OF STATE / PROC. SERVER

RECEIVED
Warranty Group
OCT 22 2007
Office of the General Counsel
DaimlerChrysler Corporation

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

3080-15207A
2094-15208

OCTOBER 2007

Court of Common Pleas of Philadelphia County
Trial Division

Civil Cover Sheet

For Prothonotary Use Only (Docket Number)
001513

PLAINTIFF'S NAME	[redacted]	DEFENDANT'S NAME	Chrysler LLC
PLAINTIFF'S ADDRESS		DEFENDANT'S ADDRESS	Chrysler LLC c/o CT Corporation 1515 Market Street, Suite 1210 Philadelphia, PA 19103
PLAINTIFF'S NAME		DEFENDANT'S NAME	
PLAINTIFF'S ADDRESS		DEFENDANT'S ADDRESS	
PLAINTIFF'S NAME		DEFENDANT'S NAME	
PLAINTIFF'S ADDRESS		DEFENDANT'S ADDRESS	

TOTAL NUMBER OF PLAINTIFFS	TOTAL NO. OF DEFENDANTS	COMMENCEMENT OF ACTION
1	1	☒ Complaint ☐ Petition Action ☐ Notice of Appeal ☐ Writ of Summons ☐ Transfer From Other Jurisdictions

AMOUNT IN CONTROVERSY	COURT PROGRAMS				
☐ $50,000.00 or less	☒ Arbitration	☐ Mass Tort	☐ Commerce	☐ Settlement	
☐ More than $50,000.00	☐ Jury	☐ Savings Action	☐ Minor Court Appeal	☐ Minors	
	☐ Non-Jury	☐ Petition	☐ Statutory Appeals	☐ W/D/Survival	
	☐ Other:				

CASE TYPE AND CODE (SEE INSTRUCTIONS)

10 - Contract - Other

STATUTORY BASIS FOR CAUSE OF ACTION (SEE INSTRUCTIONS)

RELATED PENDING CASES (LIST BY CASE CAPTION AND DOCKET NUMBER)

IS CASE SUBJECT TO COORDINATION ORDER?

Yes	No
☐	☐
☐	☐
☐	☐

TO THE PROTHONOTARY:

Kindly enter my appearance on behalf of Plaintiff/Petitioner/Appellant:

Papers may be served at the address set forth below.

NAME OF PLAINTIFF'S/PETITIONER'S/APPELLANT'S ATTORNEY	ADDRESS (SEE INSTRUCTIONS)
Craig Thor Kimmel	Kimmel & Silverman, P.C. 30 East Butler Pike Ambler, PA 19002
PHONE NUMBER: (215) 540-8888 / FAX NUMBER: (215) 540-8817	
SUPREME COURT IDENTIFICATION NO.: 57100	E-MAIL ADDRESS: ckimmel@lemonlaw.com
SIGNATURE: [signature]	DATE: 10/12/07

Craig Thor Kimmel, Esquire
Identification No. 57100
Robert A. Rapkin, Esquire
Identification No. 61628
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTEST

OCT 12 2007

S. MASCUILLI

ATTORNEYS FOR PLAINTIFF

THIS IS AN ARBITRATION MATTER. ASSESSMENT OF DAMAGES HEARING IS REQUESTED.

EDWARD O'BRIEN
89 West Moyer Road
Pottstown, PA 19464

v.

CHRYSLER LLC
c/o CT Corporation
1515 Market Street
Suite 1210
Philadelphia, PA 19103

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

CIVIL ACTION

OCTOBER 2007

ARBITRATION HEARING
1880 JFK Blvd. 5th Floor
Phila., PA 19103
June 10th 2008
TIME 9:30

NOTICE TO DEFEND 001649

CODE: 1900

You have been sued in court. If you wish to defend against the claims set forth in the following pages, you must take action within twenty (20) days after this complaint and notice are served, by entering a written appearance personally or by attorney and filing in writing with the court your defenses or objections to the claims set forth against you. You are warned that if you fail to do so the case may proceed without you and a judgment may be entered against you by the court without further notice for any money claimed in the complaint or for any other claim or relief requested by the plaintiff. You may lose money or property or other rights important to you.

YOU SHOULD TAKE THIS PAPER TO YOUR LAWYER AT ONCE. IF YOU DO NOT HAVE A LAWYER OR CANNOT AFFORD ONE, GO TO OR TELEPHONE THE OFFICE SET FORTH BELOW TO FIND OUT WHERE YOU CAN GET LEGAL HELP.

PHILADELPHIA BAR ASSOCIATION
LAWYER REFERRAL & INFORMATION SERVICE
ONE READING CENTER
PHILADELPHIA, PA 19107
TELEPHONE: 215-238-1701

AVISO

Le han demandado a usted en la corte. Si usted quiere defenderse de estas de estas demandas expuestas an las paginas signientes, usted tiene veinte (20) dias de plazo al partir de ia fecha de la demanda y ia notificacion. Hace falta asentar una comparencia escrita o en persona o con un abogado y entregar a la corte en forma escrita sus defensas o sus objeciones a las demandas en contra de su persona. Sea avisado que si usted no se defiende, le corte tomara medidas y puede continuar la demanda en contra suya sin previo aviso o notificacion. Ademas, la corte puede decidir a favor del demandante y requiere que usted cumpla con todas las provisiones de esta demanda. Usted puede perder dinero o sus propiedades u ostros derechos importantes para usted.

LLEVE ESTA DEMANDA A UN ABOGADO INMEDIATAMENTE, SI NO TIENE ABOGADO O SI NO TIENE EL DINERO SUFICIENTE DE PAGAR TAL SERVICIO. VAYA EN PERSONA O LLAME POR TELEFONO A LA OFICINA CUYA DIRECCION SE ENCUENTRA ESCRITA ABAJO PARA AVERIGUAR DONDE SE PUEDE CONSEGUIR ASISTENCIA LEGAL.

SERVICIO DE REFERENCIA LEGAL
ONE READING CENTER
FILADELFIA, PA 19107
TELEFONO: 215-238-1701

THIS MATTER WILL BE HEARD BY A BOARD OF ARBITRATORS AT THE TIME, DATE AND PLACE SPECIFIED BUT, IF ONE OR MORE PARTIES IS NOT PRESENT AT THE HEARING, THE MATTER MAY BE HEARD AT THE SAME TIME AND DATE BEFORE A JUDGE OF THE COURT WITHOUT THE ABSENT PARTY OR PARTIES. THERE IS NO RIGHT TO A TRIAL DENOVO ON APPEAL FROM A DECISION ENTERED BY A JUDGE.

Craig Thor Kimmel, Esquire
Identification No. 57100
Robert A. Rapkin, Esquire
Identification No. 61628
KIMMEL & SILVERMAN, P.C.
30 East Butler Pike
Ambler, PA 19002
(215) 540-8888

ATTORNEYS FOR PLAINTIFF

THIS IS AN ARBITRATION MATTER. ASSESSMENT OF DAMAGES HEARING IS REQUESTED.

EDWARD O'BRIEN
89 West Moyer Road
Pottstown, PA 19464

v.

CHRYSLER LLC
c/o CT Corporation
1515 Market Street
Suite 1210
Philadelphia, PA 19103

COURT OF COMMON PLEAS
PHILADELPHIA COUNTY

CIVIL ACTION

COMPLAINT
CODE: 1900

1. Plaintiff, Edward O'brien, is an adult individual citizen and legal resident of the Commonwealth of Pennsylvania, 89 West Moyer Road, Pottstown, PA 19464.

2. Defendant, Chrysler LLC, is a corporation qualified to do and regularly conduct business in the Commonwealth of Pennsylvania, with its address and principal place of business located at 12000 Chrysler Drive, Highland Park, Michigan 48288-1919, and can be served at c/o CT Corporation, 1515 Market Street, Suite 1210, Philadelphia, PA 19103.

BACKGROUND

3. On or about May 11, 2007, Plaintiff purchased a new 2007 Jeep Wrangler, manufactured and warranted by Defendant, bearing the Vehicle Identification Number 1JFA54157L177363.

4. The vehicle was purchased in the Commonwealth of Pennsylvania and is registered in the Commonwealth of Pennsylvania.

5. The contract price of the vehicle, including registration charges, document fees, sales tax, finance and bank charges, but excluding other collateral charges not specified, yet defined by the

Lemon Law, totaled more than $28,485.64. A true and correct copy of the contract is attached hereto, made a part hereof, and marked Exhibit "A".

6. In consideration for the purchase of said vehicle, Defendant issued to Plaintiff several warranties, guarantees, affirmations or undertakings with respect to the material or workmanship of the vehicle and/or remedial action in the event the vehicle fails to meet the promised specifications.

7. The above-referenced warranties, guarantees, affirmations or undertakings are/were part of the basis of the bargain between Defendant and Plaintiff.

8. The parties' bargain includes an express 3-year / 36,000 mile warranty, as well as other guarantees, affirmations and undertakings as stated in Defendant's warranty materials and owner's manual.

9. However, as a result of the ineffective repair attempts made by Defendant through its authorized dealer(s), the vehicle is rendered substantially impaired, unable to be utilized for its intended purposes, and is worthless to Plaintiff.

10. During the first 12 months and/or 12,000 miles, Plaintiff complained on at least three (3) occasions about defects and or non-conformities to the following vehicle components: abnormal, defective, and dangerous water leak, power doors, and park brake. True and correct copies of all invoices in Plaintiff possession are attached hereto, made a part hereof, and marked Exhibit "B".

COUNT I
PENNSYLVANIA AUTOMOBILE LEMON LAW

11. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

12. Plaintiff is a "Purchaser" as defined by 73 P.S. §1952.

13. Defendant is a "Manufacturer" as defined by 73 P.S. §1952.

14. Bergy's Chrysler Dodge Jeep, Franconia is and/or was at the time of sale a Motor Vehicle Dealer in the business of buying, selling, and/or exchanging vehicles as defined by 73 P.S. §1952.

15. On or about May 11, 2007, Plaintiff took possession of the above mentioned vehicle and experienced nonconformities as defined by 73 P.S §1951 et seq., which substantially impair the use, value and/or safety of the vehicle.

16. The nonconformities described violate the express written warranties issued to Plaintiff by Defendant.

17. Section 1955 of the Pennsylvania Automobile Lemon Law provides:

> If a manufacturer fails to repair or correct a nonconformity after a reasonable number of attempts, the manufacturer shall, at the option of the purchaser, replace the motor vehicle... or accept return of the vehicle from the purchaser, and refund to the purchaser the full purchase price, including all collateral charges, less a reasonable allowance for the purchasers use of the vehicle, not exceeding $.10 per mile driven or 10% of the purchase price of the vehicle, whichever is less.

18. Section 1956 of the Pennsylvania Automobile Lemon Law provides a presumption of a reasonable number of repair attempts if:

> (1) The same nonconformity has been subject to repair three times by the manufacturer, its agents or authorized dealers and the nonconformity still exists; or
>
> (2) The vehicle is out-of-service by reason of any nonconformity for a cumulative total of thirty or more calendar days.

19. Plaintiff has satisfied the above definition as the vehicle has been subject to repair more than three (3) times for the same nonconformity, and the nonconformity remained uncorrected.

20. In addition, the above vehicle has or will be out-of-service by reason of the nonconformities complained of for a cumulative total of thirty (30) or more calendar days.

21. Plaintiff has delivered the nonconforming vehicle to an authorized service and repair facility of the Defendant on numerous occasions as outlined below.

22. After a reasonable number of attempts, Defendant was unable to repair the nonconformities.

23. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide or maintain itemized statements as required by 73 P.S. § 1957.

24. Plaintiff avers that such itemized statements, which were not provided as required by 73 P.S. § 1957 also include technicians' notes of diagnostic procedures and repairs, and Defendant's Technical Service Bulletins relating to this vehicle.

25. Plaintiff avers the vehicle has been subject to additional repair attempts for defects and conditions for which Defendant's warranty dealer did not provide the notification required by 73 P.S. § 1957.

26. Plaintiff has and will continue to suffer damages due to Defendant's failure to comply with the provisions of 73 P.S. §§ 1954 (repair obligations), 1955 (manufacturer's duty for refund or replacement), and 1957 (itemized statements required).

27. Pursuant to 73 P.S. § 1958, Plaintiff seeks relief for losses due to the vehicle's nonconformities, including the award of reasonable attorneys' fees and all court costs.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, attorneys' fees, and court costs.

COUNT II
MAGNUSON-MOSS (FTC) WARRANTY IMPROVEMENT ACT

28. Plaintiff may or may have resorted to Defendant's informal dispute settlement procedure, to the extent said procedure complies with 16 CFR 703.

29. Plaintiff avers that the Federal Trade Commission (FTC) has determined that no automobile manufacturer complies with 16 CFR 703. See, Fed. Reg. 15636, Vol. 62, No. 63 (Apr. 2, 1997).

30. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

31. Plaintiff is a "Consumer" as defined by 15 U.S.C. §2301(3).

32. Defendant is a "supplier", "warrantor", and a "service contractor" as defined by 15 U.S.C. § 2301 (4),(5) and (8).

33. The subject vehicle is a "consumer product" as defined by 15 U.S.C. § 2301(1).

34. By the terms of its written warranties, affirmations, promises, or service contracts, Defendant agreed to perform effective repairs at no charge for parts and/or labor.

35. The Magnuson-Moss Warranty Improvement Act requires Defendant to be bound by all warranties implied by state law. Said warranties are imposed on all transactions in the state in which the vehicle was delivered.

36. Defendant has made attempts on several occasions to comply with the terms of its express warranties; however, such repair attempts have been ineffective.

37. The Magnuson-Moss Warranty Improvement Act, 15 U.S.C. §2310(d)(2) provides:

> If a consumer finally prevails on an action brought under paragraph (1) of this subsection, he may be allowed by the court to recover as part of the judgment a sum equal to the amount of aggregate amount of costs and expenses (including attorney fees based upon actual time expended), determined by the court to have been reasonably incurred by the Plaintiff for, or in connection with the commencement and prosecution of such action, unless the court, in its discretion shall determine that such an award of attorney's fees would be inappropriate.

38. Plaintiff has afforded Defendant a reasonable number of opportunities to conform the vehicle to the aforementioned express warranties, implied warranties and contracts.

39. As a direct and proximate result of Defendant's failure to comply with the express written warranties, Plaintiff has suffered damages and, in accordance with 15 U.S.C. §2310(d)(1), Plaintiff is entitled to bring suit for such damages and other legal and equitable relief.

40. Defendant's failure is a breach of Defendant's contractual and statutory obligations constituting a violation of the Magnuson-Moss Warranty Improvement Act, including but not limited to: breach of express warranties; breach of implied warranty of merchantability; breach

of implied warranty of fitness for a particular purpose; breach of contract; and constitutes an Unfair Trade Practice.

41. Plaintiff avers that Defendant's warranty was not provided to Plaintiff until after the vehicle was delivered, making any and all limitations, disclaimers and/or alternative dispute provisions ineffective for a failure of consideration.

42. Plaintiff avers Defendant's Dispute Resolution Program was not in compliance with 16 CFR 703 for the model year of the subject vehicle.

43. Plaintiff avers that Defendant's warranty did not require Plaintiff to first resort to a Dispute Resolution Program before filing suit.

44. Plaintiff avers that upon successfully prevailing upon the Magnuson-Moss claim herein, all attorney fees are recoverable and are demanded against Defendant.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount equal to the price of the subject vehicle, plus all collateral charges, incidental and consequential damages, reasonable attorneys' fees, and all court costs.

COUNT III
PENNSYLVANIA UNFAIR TRADE PRACTICES AND CONSUMER PROTECTION LAW

45. Plaintiff hereby incorporates all facts and allegations set forth in this Complaint by reference as if fully set forth at length herein.

46. Plaintiff is a "Person" as defined by 73 P.S. §201-2(2).

47. Defendant is a "Person" as defined by 73 P.S. §201-2(2).

48. Section 201-9.2(a) of the Act authorizes a private cause of action for any person "who purchases or leases goods or services primarily for personal, family or household purposes."

49. Section 1961 of the Pennsylvania Automobile Lemon Law, provides that a violation of its provisions shall automatically constitute a violation of the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. 201-1 et seq.

50. In addition, the Pennsylvania Unfair Trade Practices and Consumer Protection Act, 73 P.S. §201-2(4), defines "unfair or deceptive acts or practices" to include the following conduct:

> (vii). Representing that goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, if they are of another;
>
> (xiv). Failing to comply with the terms of any written guarantee or warranty given to the buyer at, prior to, or after a contract for the purchase of goods or services is made;
>
> (xv). Knowingly misrepresenting that services, replacements or repairs are needed if they are not needed;
>
> (xvi). Making repairs, improvements or replacements on tangible, real or personal property of a nature or quality inferior to or below the standard of that agreed to in writing;
>
> (xvii). Engaging in any other fraudulent or deceptive conduct which creates a likelihood of confusion or of misunderstanding.

51. Plaintiff avers Defendant has violated these, as well as other provisions, of 73 P.S. §201-2 et seq.

52. Section 201-3.1 of the Act provides that the Automotive Industry Trade Practice rules and regulations adopted by the Attorney General for the enforcement of this Act shall constitute additional violations of the Act.

53. Defendant's conduct surrounding the sale and servicing of the subject vehicle falls within the aforementioned definitions of "unfair or deceptive acts or practices."

54. The Act also authorizes the Court, in its discretion, to award up to three (3) times the actual damages sustained for violations.

WHEREFORE, Plaintiff respectfully demands judgment against Defendant in an amount not in excess of Fifty Thousand Dollars ($50,000.00), together with all collateral charges, attorneys' fees, all court costs and treble damages.

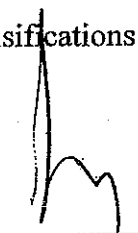
KIMMEL & SILVERMAN, P.C.

By:_____

CRAIG THOR KIMMEL, ESQUIRE
Attorney for Plaintiff
30 East Butler Pike
Ambler, Pennsylvania 19002
(215) 540-8888

VERIFICATION

Craig Thor Kimmel, states that he is the attorney for the Plaintiff herein; that he is acquainted with the facts set forth in the foregoing Complaint; that same are true and correct to the best of his knowledge, information and belief; and that this statement is made subject to the Penalties of 18 Pa. C.S.A. §4904, relating to unsworn falsifications to authorities.



CRAIG THOR KIMMEL, ESQUIRE
Attorney for Plaintiff

Bergey's

CHRYSLER Jeep | Dodge Dodge Trucks

408 HARLEYSVILLE PIKE (RT. 113)
FRANCONIA, PA 18924
215-721-3470

FIVE STAR

1201 NORTH BROAD ST.
LANSDALE, PA 19446
215-855-9061

SOLD TO: [redacted]

ADDRESS: [redacted] GILBERTSVILLE PA [redacted]

PHONE: [redacted]

DATE: 05/11/2007

STORE: 1118

SALESPERSON: ROBERT MORTON

NO. FR55449
2786

	YEAR	MAKE	NEW / USED	STOCK NUMBER	MODEL OR SERIES	SERIAL NUMBER	MILEAGE	KEY NUMBER
VEHICLE SOLD	2007	JEEP	NEW	W1499	WRANGLER	1J4FA54157L[redacted]	1	M2299
TRADE IN	1989	DODGE	USED	J7930	DAKOTA	1B7GG26X1KS[redacted]		

INSURANCE COVERAGE

Company ERIE INSURANCE EXCHANGE

Policy No. [redacted]

ENCUMBRANCE

Holder First Pa Twp Emp. Fed. Credit Union

Amount 28,485.64

OPTIONAL EQUIPMENT AND ACCESSORIES

RED ROCK CRYSTAL PEARL COAT
PREM CLOTH LOW-BK BUCKET SEATS
POWER CONVENIENCE GROUP
FLOOR MATS - FRONT
PKG SPARE TIRE COVER
4-SPEED AUTOMATIC VLP 42RLE TR
ANTI-SPIN DIFFERENTIAL AXLE
3.8-LITER V6 SMPI ENGINE
CALIFORNIA EMMISSIONS
AM/FM 6 DISC DVD MP3 RADIO
SIRIUS SATELLITE RADIO
P255/70R18 OWL ON/OFF RD TIRES
DARK KHAKI HARD TOP
18" ALUMINUM WHEELS
BORDER STATES (CALIF) EMISSION

[redacted]

SIGNATURE

Receipt of payment

PRICE AND PAYMENT INFORMATION

Selling Price	25,896.00
SOFT TOP	1,251.30
Trade-In	375.00
Sub-Total	26,772.30
Sales Tax	1,606.34
License Plate	
Doc Fees	54.35
License and Title	33.50
Online Reg. Fee	14.15
LUX/FET/PTA	5.00
Total Cash Price	28,485.64
Deposit	
Cash Due	28,485.64

ALL-STATE LEGAL® PLAINTIFF'S EXHIBIT 4

RC Detailing and Window Tinting
1001 Daisy Point Rd.
Pottstown, PA 19465
610-469-1800

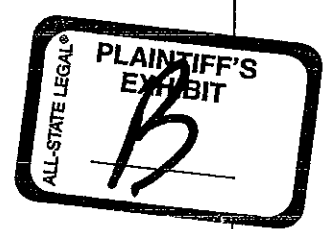
Invoice

DATE	INVOICE #
5/21/2007	10850

BILL TO
[redacted]
pottstown, pa [redacted]

STOCK NO.	TERMS
6108429065	Due on receipt

QUANTITY	DESCRIPTION	RATE	AMOUNT
1	Sunscreen two fronts 15% 07 Jeep	100.00	100.00T
	Sales Tax	6.00%	6.00



Thank you for your business.

Total $106.00

CHRYSLER Dodge Jeep

- SALES
- SERVICE
- PARTS
- RENTALS
- AUTO BODY
- 24HR TOWING

Bergey's

CHRYSLER - JEEP - DODGE

SALES • SERVICE • PARTS
430 HARLEYSVILLE PIKE
FRANCONIA, PA. 18924

BERGEY'S AUTO BODY
3RD & HAMLIN AVENUE
TELFORD, PA. 18969

FIVE STAR

SERVICE: 215-721-3480
TOLL FREE: 1-877-BERGEY
AUTO BODY: 215-723-9050

HOME PHONE NO.	MOBILE PHONE/BEEPER NO.	WORK PHONE NO.	PURCHASE ORDER NO.	DATE	INVOICE NO.
[redacted]				06/12/2007	RR330159

YEAR	MAKE	MODEL	LICENSE NO. STATE	COLOR	VEHICLE SERIAL NUMBER
2007	JEEP	WRANGLER	[redacted]	RED ROCK	1J4FA54157L[redacted]

364326 - CASH Del. date: 05/11/2007

[redacted]

GILBERTSVILLE, PA [redacted]

MILEAGE IN	SERV. ADVISOR	VEHICLE NO.
1,433	2483	W149

MILEAGE OUT	PARKING SPOT OUT	DUE DATE
1,434	C37	06/12/07

*** Repair order date: 06/11/2007

---------- Job# 1 ----------

LABOR:

Concern: CUSTOMER STATES WATER IS LEAKING IN ON BOTH SIDE DOOR AREA AT THE TOP

Correction: WATER TEST - ADJUST BOTH DOORS AND WEATHERSTRIPS

SUBLET:

ADJUST DOORS AND W/STRIPS N

TOTALS:

Please stop in at Bergeys again. NO CHAR

_____

Customer Signature

*** Please retain this invoice for your records ***

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liabi connection with the sale of this item/items.

- SALES
- SERVICE
- PARTS
- RENTALS
- AUTO BODY
- 24HR TOWING

Bergey's

CHRYSLER - JEEP - DODGE

SALES • SERVICE • PARTS
430 HARLEYSVILLE PIKE
FRANCONIA, PA. 18924

BERGEY'S AUTO BODY
3RD & HAMLIN AVENUE
TELFORD, PA. 18969

FIVE STAR

SERVICE: 215-721-3480
TOLL FREE: 1-877-BERGEY
AUTO BODY: 215-723-9050

HOME PHONE NO	MOBILE PHONE/PAGER NO	WORK PHONE NO	PURCHASE ORDER NO	DATE	INVOICE NO
[redacted]				07/02/2007	RR33149

YEAR	MAKE	MODEL	LICENSE NO / STATE	COLOR	VEHICLE SERIAL NUMBER
2007	JEEP	WRANGLER	[redacted]	RED ROCK	1J4FA54157L[redacted]

364326 - CASH Del. date: 05/11/2007

[redacted]

GILBERTSVILLE, PA [redacted]

MILEAGE IN	SERV ADVISOR	VEHICLE N
3,231	2647	W149
MILEAGE OUT	**PARKING SPOT OUT**	**DUE DATE**
3,232		07/02/0

*** Repair order date: 07/02/2007

---------- Job# 1 ----------

LABOR:
CHANGE OIL AND FILTER, CHECK WIPER OPERATION
CHECK AND FILL ALL FLUID LEVELS
INSPECT ALL BELTS AND HOSES, INSPECT AIR FILTER
CHECK TIRE CONDITION AND FILL TIRE PRESSURE
LUBRICATE STEERING AND SUSPENSION, AND
INSPECT CONDITION OF EXHAUST SYSTEM.
CUSTOMER STATES PERFORM LUBE, OIL AND FILTER 12.
*** FREE WASHER SOLVENT WITH OIL CHANGE *** 0.
CK ALL BELTS HOSES FLUIDS TIRES/PRESS& CONDITION 0.
ADJUST TIRE PRESSURE 0.

Total Labor: 12.

PARTS: Qty	Part number	Description	List price	Net	
1	CR4105409AC	FILTER	8.04	5.25	5.
5	CROIL2	SEMI SYNTHETI	2.50	1.95	9.

Total Parts: 15.

Total for Job# 1 27.

---------- Job# 2 ----------

LABOR:
Concern: 23 POINT COURTESY CHECK
Correction: CUSTOMER STATES PERFORM 23 POINT CHECK-UP 0.

Comments: SEE ATTACHED

TOTALS:

.....Total LABOR	12.
.....Total PARTS	15.
.....Sales Tax	1.
Please pay this amount:	29.

_____
Customer Signature

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liabi connection with the sale of this item/items.

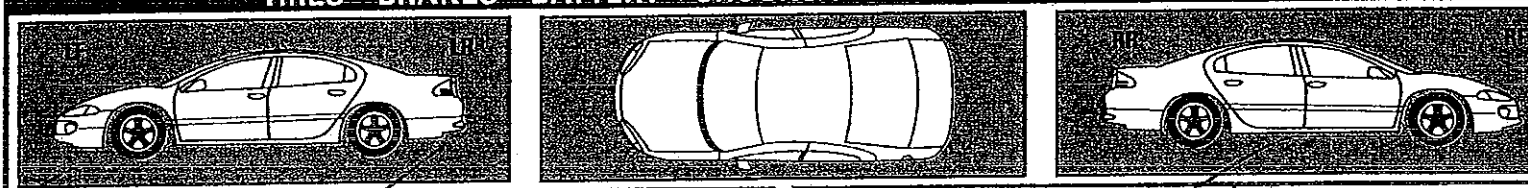
Vehicle Checkup

[redacted] | Phone 3232 | Service Advisor Dan | Vehicle Year/Model 07/Jaguar
Customer Name

VIN Number | Mileage | RO Number | Date 7/2/07

● CHECKED AND OK ◐ MAY REQUIRE FUTURE ATTENTION ● REQUIRES IMMEDIATE ATTENTION

TIRES • BRAKES • BATTERY • SHOCKS/STRUTS • SUSPENSION • LAMPS



● **LEFT FRONT TIRE** Pressure 36 lbs; Wear Pattern ____; Tread Depth 13 /32nds	● **LEFT REAR TIRE** Pressure 36 lbs; Wear Pattern ____; Tread Depth 13 /32nds	● **RIGHT REAR TIRE** Pressure 36 lbs; Wear Pattern ____; Tread Depth 13 /32nds	● **RIGHT FRONT TIRE** Pressure 36 lbs; Wear Pattern ____; Tread Depth 13 /32nds
● **FRONT BRAKES** Left Front; Right Front		● **REAR BRAKES** Left Rear; Right Rear	
● **SHOCKS/STRUTS** Front		● **SHOCKS/STRUTS** Rear	
● **CV JOINT BOOTS** Left Front; Right Front		● **SUSPENSION** Front; Rear	
● **RACK & PINION STEERING BOOTS**		● **LAMPS** Front; Rear	
● **EXHAUST SYSTEM**		● **BATTERY**	

FLUIDS	LEVEL	LEAKS?
● ENGINE OIL	Empty … Full	☐ YES ☐ NO
● COOLANT	Empty … Full	☐ YES ☐ NO
● BRAKE	Empty … Full	☐ YES ☐ NO
● POWER STEERING	Empty … Full	☐ YES ☐ NO
● TRANSMISSION	Empty … Full	☐ YES ☐ NO
● WIPER WASHER	Empty … Full	☐ YES ☐ NO
● TRANSFER CASE ☐ N/A	Empty … Full	☐ YES ☐ NO
● DIFFERENTIAL ☐ N/A	Empty … Full	☐ YES ☐ NO

BELTS • HOSES • COOLING SYSTEM • WIPERS • FILT

- ● **BELTS** Serpentine; P/S; Other
- ● **HOSES** Radiator Hoses; Heater Hoses; Power Steering Hoses
- ● **COOLING SYSTEM**
- ● **WINDSHIELD WIPERS** Wiper Blades
- ● **AIR FILTER**

NOTE: Vehicle Checkup does not include any repairs or adjustments which may be necessary or recommended.

NOTES:

Checkup Performed By: _____ Appointment Date: _____

CHRYSLER Dodge Jeep

- SALES
- SERVICE
- PARTS
- RENTALS
- AUTO BODY
- 24HR TOWING

Bergey's

CHRYSLER - JEEP - DODGE

SALES • SERVICE • PARTS
430 HARLEYSVILLE PIKE
FRANCONIA, PA. 18924

BERGEY'S AUTO BODY
3RD & HAMLIN AVENUE
TELFORD, PA. 18969

FIVE STAR

SERVICE: 215-721-3480
TOLL FREE: 1-877-BERGEY
AUTO BODY: 215-723-9050

HOME PHONE NO.	MOBILE PHONE/BEEPER NO.	WORK PHONE NO.	PURCHASE ORDER NO.	DATE	INVOICE NO.
610-327-4725				08/13/2007	RR33103

YEAR	MAKE	MODEL	LICENSE NO. - STATE	COLOR	VEHICLE SERIAL NUMBER
2007	JEEP	WRANGLER	[redacted]	RED ROCK	1J4FA541X7[redacted]

MILEAGE IN	SERV. ADVISOR	VEHICLE NO.
6,532	2168	W149
MILEAGE OUT	**PARKING SPOT OUT**	**DUE DATE**
6,532		08/13/0

364326 - CASH Del. date: 05/11/2007

[redacted]

GILBERTSVILLE, PA [redacted]

*** Repair order date: 08/13/2007

---------- Job# 1 ----------

LABOR:

Concern: CUSTOMER STATES 6000 MILE SERVICE
Correction: LUBE ZIPPER
CUSTOMER STATES PERFORM LUBE, OIL AND FILTER 12.
*** FREE WASHER SOLVENT WITH OIL CHANGE *** 0.
ADJUST TIRE PRESSURE 0.
CK ALL BELTS HOSES FLUIDS TIRES/PRESS& CONDITION 0.
CUSTOMER STATES ROTATE TIRES 15.

Total Labor: 27.

PARTS: Qty	Part number	Description	List price	Net	
1	CR4105409AC	FILTER	8.04	5.25	5.
5	CROIL2	SEMI SYNTHETI	2.50	1.95	9.
1	CR5066440AA	LUBRICANT	8.15	8.15	8.

Total Parts: 23.

Bergey's AUTOMOTIVE EXCELLENCE SINCE 1954

---------- Thank You For Your Business! ----------

TOTALS:

.....Total LABOR	27.
.....Total PARTS	23.
.....Sales Tax	2.
Total invoice:	53.
8 | 2 | GREASE/LUBE, OIL CHANGE	-3.
8 | 2 | GREASE/LUBE, OIL CHANGE	-3.
Please pay this amount:	47.

Customer Signature

Paid Visa
J. 8/13/07

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liab connection with the sale of this item/items.

CHRYSLER Dodge Jeep

- SALES
- SERVICE
- PARTS
- RENTALS
- AUTO BODY
- 24HR TOWING

Bergey's

CHRYSLER - JEEP - DODGE

SALES • SERVICE • PARTS
430 HARLEYSVILLE PIKE
FRANCONIA, PA. 18924

BERGEY'S AUTO BODY
3RD & HAMLIN AVENUE
TELFORD, PA. 18969

FIVE STAR

SERVICE: 215-721-3480
TOLL FREE: 1-877-BERGEY
AUTO BODY: 215-723-9050

HOME PHONE NO.	MOBILE PHONE/BEEPER NO.	WORK PHONE NO.	PURCHASE ORDER NO.	DATE	INVOICE NO.
610-327-4725				05/18/2007	PR32503

YEAR	MAKE	MODEL	LICENSE NO. - STATE	COLOR	VEHICLE SERIAL NUMBER
2007	JEEP	WRANGLER	[redacted]	RED ROCK	1J4FA541571[redacted]

364326 - CASH Del. date: 05/11/2007

[redacted]

GILBERTSVILLE, PA [redacted]

MILEAGE IN	SERV. ADVISOR	VEHICLE NO.
7,505	2168	W149

MILEAGE OUT	PARKING SPOT OUT	DUE DATE
7,513		08/29/0

TOTALS:

Please stop in at Bergeys again.

Customer Signature

Bergey's

AUTOMOTIVE EXCELLENCE SINCE 1934

Thank You For Your Business!

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implie including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liat connection with the sale of this item/items.

CUSTOMER COPY

CHRYSLER Dodge Jeep

- SALES
- SERVICE
- PARTS
- RENTALS
- AUTO BODY
- 24HR TOWING

Bergey's

CHRYSLER - JEEP - DODGE

SALES • SERVICE • PARTS
430 HARLEYSVILLE PIKE
FRANCONIA, PA. 18924

BERGEY'S AUTO BODY
3RD & HAMLIN AVENUE
TELFORD, PA. 18969

FIVE STAR

SERVICE: 215-721-3480
TOLL FREE: 1-877-BERGEY
AUTO BODY: 215-723-9050

HOME PHONE NO.	MOBILE PHONE/BEEPER NO.	WORK PHONE NO.	PURCHASE ORDER NO.	DATE	INVOICE NO.
610-327-4725				09/18/2007	RR33503

YEAR	MAKE	MODEL	LICENSE NO. STATE	COLOR	VEHICLE SERIAL NUMBER
2007	JEEP	WRANGLER	[redacted]	RED ROCK	1J4FA54157L[redacted]

364326 - CASH Del. date: 05/11/2007

[redacted]

GILBERTSVILLE, PA [redacted]

MILEAGE IN	SERV. ADVISOR	VEHICLE N
7,505	2168	W149

MILEAGE OUT	PARKING SPOT OUT	DUE DAT
7,513		08/29/0

*** Repair order date: 08/27/2007

---------- Job# 1 ----------

LABOR:

Concern: CUSTOMER STATES LEAKING WATER PASS AND DRIVERS SIDE BY DOOR LOCKS

Correction: CHECK FOR WATER LEAK / SOFT TOP / REPLACE DOOR WEATHER STRIPS
WATER STILL THERE
REPLACE PLASTIC DOOR / BODY FRAMES AND WINDSHEILD HEADER MOLDINGS
WATER TESTED STILL LEAKS
REPLACE SOFT TOP - MUCH TIGHTER
WATER TESTED - SEEMS TO BE OK
SENT TO DETAIL TO CLEAN VEHICLE
CUSTOMER TO DRIVE AND SEE IF OK

PARTS: Qty	Part number	Description	List price	Net	
1	CR55395275AH	W/STRIP			N
1	CR55395274AH	W/STRIP			N
1	CR5539523 7AE	RAIL			N
1	CR55395236AE	RAIL			N
1	CR5539524 0AE	W/STRIP			N
1	CR82209745	TOP KIT			N

Bergey's
Thank You For Your Business!

Total for Job# 1 0.

---------- Job# 2 ----------

LABOR: RENTAL VEHICLE N

---------- Job# 3 ----------

LABOR:

Concern: ADDED OPERATION: PARK BRAKE SLIPS WHILE PULLING UPWARDS

Comments: TEST OPERATION CAN NOT GET TO ACT UP AT THIS TIME
CUSTOMER NEEDS TO SHOW CONCERN

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implie including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liab connection with the sale of this item/items.

CHRYSLER Dodge Jeep

- SALES
- SERVICE
- PARTS
- RENTALS
- AUTO BODY
- 24HR TOWING

Bergey's

CHRYSLER - JEEP - DODGE

SALES • SERVICE • PARTS
430 HARLEYSVILLE PIKE
FRANCONIA, PA. 18924

BERGEY'S AUTO BODY
3RD & HAMLIN AVENUE
TELFORD, PA. 18969

FIVE STAR

SERVICE: 215-721-3480
TOLL FREE: 1-877-BERGEY
AUTO BODY: 215-723-9050

HOME PHONE NO	MOBILE PHONE/BEEPER NO	WORK PHONE NO	PURCHASE ORDER NO	DATE	INVOICE NO
610-327-4725				10/02/2007	RR33728

YEAR	MAKE	MODEL	LICENSE NO / STATE	COLOR	VEHICLE SERIAL NUMBER
2007	JEEP	WRANGLER	[redacted]	RED ROCK	1J4FA54157L[redacted]

364326 - CASH Del. date: 05/11/2007

[redacted]

GILBERTSVILLE, PA [redacted]

MILEAGE IN	SERV ADVISOR	VEHICLE NO
8,333	2848	W149
MILEAGE OUT	**PARKING SPOT OUT**	**DUE DATE**
8,333		10/02/0

*** Repair order date: 10/02/2007

---------- Job# 1 ----------

LABOR:

Concern: CUSTOMER STATES POWER DOOR LOCKS ARE INOP
ALL DOORS. ROLLING DOOR LOCKS ARE INOP.
SWITCHES AND KEY FOB ARE OPERATING CORRECTLY
SEEMS TO HAVE STARTED SINCE LAST REPAIR

Cause: WATER FROM LAST REPAIR IN LEFT FRONT LOCK SWITCH
FAULTY LOCK SWITCH AND TIPM MODULE.

Correction: ORDERED LEFT FRONT DOOR LOCK SWITCH AND MODULE
CUSTOMER WILL BE CONTACTED WHEN THEY ARRIVE

TOTALS:

Please stop in at Bergeys again. NO CHAR

_____
Customer Signature

*** Please retain this invoice for your records ***

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liabil connection with the sale of this item/items.

CHRYSLER Dodge Jeep

- SALES
- SERVICE
- PARTS
- RENTALS
- AUTO BODY
- 24HR TOWING

Bergey's

CHRYSLER - JEEP - DODGE

SALES • SERVICE • PARTS
430 HARLEYSVILLE PIKE
FRANCONIA, PA. 18924

BERGEY'S AUTO BODY
3RD & HAMLIN AVENUE
TELFORD, PA. 18969

FIVE STAR

SERVICE: 215-721-3480
TOLL FREE: 1-877-BERGEY
AUTO BODY: 215-723-9050

HOME PHONE NO	MOBILE PHONE/BEEPER NO	WORK PHONE NO	PURCHASE ORDER NO	DATE	INVOICE NO
610-327-4725				10/02/2007	RR33728

YEAR	MAKE	MODEL	LICENSE NO	STATE	COLOR	VEHICLE SERIAL NUMBER
2007	JEEP	WRANGLER	[redacted]		RED ROCK	1J4FA54157L[redacted]

364326 - CASH Del. date: 05/11/2007

[redacted]

GILBERTSVILLE, PA [redacted]

MILEAGE IN	SERV. ADVISOR	VEHICLE N
8,333	2848	W149
MILEAGE OUT	**PARKING SPOT OUT**	**DUE DATE**
8,333		10/02/0

*** Repair order date: 10/02/2007

---------- Job# 1 ----------

LABOR:

Concern: CUSTOMER STATES POWER DOOR LOCKS ARE INOP
ALL DOORS. ROLLING DOOR LOCKS ARE INOP.
SWITCHES AND KEY FOB ARE OPERATING CORRECTLY
SEEMS TO HAVE STARTED SINCE LAST REPAIR

Cause: WATER FROM LAST REPAIR IN LEFT FRONT LOCK SWITCH
FAULTY LOCK SWITCH AND TIPM MODULE.

Correction: ORDERED LEFT FRONT DOOR LOCK SWITCH AND MODULE
CUSTOMER WILL BE CONTACTED WHEN THEY ARRIVE

TOTALS: Please stop in at Bergeys again. NO CHAR

_____

Customer Signature

*** Please retain this invoice for your records ***

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implie including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liat connection with the sale of this item/items.

PE10-032
CHRYSLER
10-13-2010,
Enclosure 5 –
Field Data
CAIRs

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Apr 24 14:17:46 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Scott:

Thank you for contacting the Jeep Customer Assistance Center regarding a fuel system concern 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.

Sincerely,

Ahmad
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16226082
EMAIL CASE NUMBER: 1714746
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4806980I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
My fuel tank overflows while refueling. Seems dangerous
Comments:
When filling the fuel tank, gasoline overflows after tripping the automatic shutoff on the fuel filler nozzle. This happens every time, at every gas station we have tried. The angle of the nozzle and speed of the fuel flow do not seem to have any effect.

VIN:
7I[redacted]
Mileage:
2300
Servicing Dealer:
David Oneal
Title:

First Name:

Middle

Last Na

Address

Address

City:
Raleigh
State:
NC
Zip:

Email:

Work Ph

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Apr 23 09:07:27 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

My fuel tank overflows while refueling. Seems dangerous

Comments:

When filling the fuel tank, gasoline overflows after tripping the automatic shutoff on the fuel filler nozzle. This happens every time, at every gas station we have tried. The angle of the nozzle and speed of the fuel flow do not seem to have any effect.

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 22 16:50:50 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Eric:

Thank you for contacting the Chrysler Customer Assistance Center.

The operation of the gas pump is separate from the vehicle and the auto shut-off is a function of the pump, not the vehicle.

Thanks again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17137840
EMAIL CASE NUMBER: 1926292
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5450142I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Occasionally during fill up the auto shut off on the gas pump does not function causing fuel spillage.

Comments:
The fuel spills have occured using both vapor recovery nozzles and non-vapor recovery nozzles and is more likely to happen in cold weather.

VIN:
5P[redacted]
Mileage:
33000
Servicing Dealer:
Moss Brothers Dodge
Title:

First Name:
[redacted]
Middle
Last Na

Address 1: [redacted]

Address 2:

City:
Beaumont
State:
CA
Zip: [redacted]

Email:

Home Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Sun Jan 20 16:53:15 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Occasionally during fill up the auto shut off on the gas pump does not function causing fuel spillage.

Comments:

The fuel spills have occured using both vapor recovery nozzles and non-vapor recovery nozzles and is more likely to happen in cold weather.

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Jan 24 10:37:42 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

When I fill my tank up with gas, it always overflows.

Comments:

It doesn't matter if the nozzle has the plastic ring or I slow the flow down, it gives me no warning that the tank is full, thus overflowing each time.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Jan 24 11:04:24 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Lorraine:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler Unlimited.

Your message concerning a problem with your Jeep, was received and reviewed by the Customer Assistance Center.

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

Thanks again for your email.

Sincerely,

Alistair Noah
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17153081
EMAIL CASE NUMBER: 1929477
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5455289I25261L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
When I fill my tank up with gas, it always overflows.
Comments:
It doesn't matter if the nozzle has the plastic ring or I slow the flow down, it gives me no warning that the tank is full, thus overflowing each time.

VIN:
7L[redacted]
Mileage:
11465
Servicing Dealer:
Quirk in Bangor
Title:
Mrs.
First Name:
[redacted]
Middle Initial:

B
Last Name:

Addres

Addres

City:
Rockport
State:
ME
Zip:

Email:

Home Ph

From: [redacted]
To: customerassistre@chrysler.com
Date: Mon Jan 28 07:18:35 EST 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5455289I25261L0KM)
Thank you for your quick reply, but I have given my local dealer the opportunity, and they told me nothing was wrong. I con't afford to keep filling my tank up with gas and have it run over for no apparent reason. Just this morning, I was filling it up and it ran over. What should my next step be?
Sincerely.
Lorraine Knight

customerassistre@chrysler.com writes:
>Dear [redacted]
>
>Thank you for contacting the Chrysler Customer Assistance Center
>regarding your 2007 Jeep Wrangler Unlimited.
>
>Your message concerning a problem with your Jeep, was received and
>reviewed by the Customer Assistance Center.
>
>We suggest that you give your local dealer the opportunity to assist
>you. Their service personnel have the factory training, equipment and
>information available to diagnose and correct concerns with our
>vehicles.
>
>Thanks again for your email.
>
>Sincerely,
>
>Alistair Noah
>Customer Service Representative
>Chrysler Customer Assistance Center
>
>For any future communications related to this email, please refer to the
>following information:
>REFERENCE NUMBER: 17153081
>EMAIL CASE NUMBER: 1929477
>REPLY LINK:
>http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5455289I25261L0
KM&
>
>
>Original Message Follows:
>------------------------
>
>Recall Information - Jeep Brand Site
>Brief Description:
>When I fill my tank up with gas, it always overflows.
>Comments:
>It doesn't matter if the nozzle has the plastic ring or I slow the flow
> down, it gives me no warning that the tank is full, thus overflowing
>each
> time.
>
>

>
>VIN:
>	7L[redacted]
>Mileage:
>	11465
>Servicing Dealer:
>	Quirk in Bangor
>Title:
>	Mrs.
>First Name:
>	[redacted]
>Middle
>	[redacted]
>Last Na
>	[redacted]
>Address
>	[redacted]
>Address
>	[redacted]
>City:
>	Rockport
>State:
>	ME
>Zip:
>	[redacted]
>Email:
>	[redacted]
>Home Ph
>	[redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Tue Jan 29 08:08:22 EST 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5455289I25261L0KM)
Dear Lorraine:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 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 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 Customer Service Representatives.

Thanks again for your email.

Sincerely,

Karrie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1929477
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5465988I25261L0KM&

From: [redacted]
To: customerassistre@chrysler.com
Date: Mon Feb 11 10:26:53 EST 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5455289I25261L0KM)
I'm not sure what transpired, but I am very pleased with Quirk Jeep of Bangor and how they finally dealt with my gas tank. I have included the e-mail I sent to them this morning. Thank you for the assistance.
[redacted]

Mike, thank you for fixing my Jeep and delivering it to me on Friday. I filled it this morning and it worked like a charm. I will keep you posted if any changes arise. I am also going to send my note along to Jeep as I had contacted them a few weeks ago. Once again, Thank you.

customerassistre@chrysler.com writes:
>Dear [redacted]:
>
>Thank you for contacting the Chrysler Customer Assistance Center
>regarding your 2007 Jeep Wrangler Unlimited.
>
>Your message concerning a problem with your Jeep, was received and
>reviewed by the Customer Assistance Center.
>
>We suggest that you give your local dealer the opportunity to assist
>you. Their service personnel have the factory training, equipment and
>information available to diagnose and correct concerns with our
>vehicles.
>
>Thanks again for your email.
>
>Sincerely,
>
>Alistair Noah
>Customer Service Representative
>Chrysler Customer Assistance Center
>
>For any future communications related to this email, please refer to the
>following information:
>REFERENCE NUMBER: 17153081
>EMAIL CASE NUMBER: 1929477
>REPLY LINK:
>http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5455289I25261L0
KM&
>
>
>Original Message Follows:
>-------------------------
>
>Recall Information - Jeep Brand Site
>Brief Description:
>When I fill my tank up with gas, it always overflows.
>Comments:
>It doesn't matter if the nozzle has the plastic ring or I slow the flow
> down, it gives me no warning that the tank is full, thus overflowing

>each
> time.
>
>
>
>VIN:
>   7L[redacted]
>Mileage:
>   11465
>Servicing Dealer:
>   Quirk in Bangor
>Title:
>   Mrs.
>First Name:
>
>Middle
>
>Last Na
>
>Address
>
>Address
>
>City:
>   Rockport
>State:
>   ME
>Zip:
>
>Email:
>
>Home Ph
>

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Jun 28 23:37:18 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Problem With Fueling

Comments:

I have a serious complaint about my Jeep Wrangler, I can't fill my gas tank without having gas overfill and shoot out at me. I know its a problem with my jeep and not the pump because I have tried several differant pumps at different gas stations and the same thing happens, but doesnt happen when I fill my girlfriends jeep. The dealership says they don't know what could cause this and don't know how to fix it. I have video of it overfilling, what happens is, when I go to fill my jeep with gas and the tank is full the the pump does not stop and gas shoots out at me. this is not only annoying smelling like gas after fueling but also a very serious fire hazard. What I do now is wait until my tank gets to a quarter above empty and then put exactly ten gallons in so it doesn't overfill, but when I take long trips I like to fill my tank (and no I am not trying to top it off, it just doesn't stop until it shoots out). this is also waisting gas (which is even more agravating with driving a gas guzzler and waisting gas on the pavement and my clothes). I love jeep wranglers and this is not my first, plus my brothers and my grandfather and my girlfriend all have jeep wranglers and I don't have any problems filling there tanks, I also read online that the gas station pumps should automatically shut off when the fuel hits the nozzle but it doesn't. something has to be wrong with the way the tank is vented or something but my question is what should I do? its going to eventually eat my paint in the quarter panel and I also read online that all it takes is a little static to start fires at the pump, this is dangerous. I even had my girlfriend try it just to make sure it wasn't anything I could be doing and it still did it. My jeep has to go in for servicing next week so I amd going to try and take it to All American Jeep in tamaqua since they are a 5 star dealship mabey they can figure it out, but if they can't what should I do next?

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jun 30 13:38:35 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Jeep Wrangler.

We apologize for the inconvenience you have experienced and appreciate the time and effort you took to bring this matter to our attention.

In response to your email regarding your concern, we would like to inform you that if the dealer has been unable to determine or resolve your concerns, you can seek a second opinion from another authorized dealership.

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

You can also locate a dealer on the "Dealers in my Area" dropdown on the Jeep® (http://www.jeep.com) brand website.

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 Customer Service Representatives.

Thanks again for your email.

Sincerely,

Sharon Nelson

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17646166
EMAIL CASE NUMBER: 2042838
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5798323I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Problem With Fueling
Comments:
I have a serious complaint about my Jeep Wrangler, I can't fill my gas tank without having gas overfill and shoot out at me. I know its a problem with my jeep and not the pump because I have tried several differant pumps at different gas stations and the same thing happens, but doesnt happen when I fill my girlfriends jeep. The dealership says they don't know what could cause this and don't know how to fix it. I have video of it overfilling,

what happens is, when I go to fill my jeep with gas and the tank is full the the pump does not stop and gas shoots out at me. this is not only annoying smelling like gas after fueling but also a very serious fire hazard. What I do now is wait until my tank gets to a quarter above empty and then put exactly ten gallons in so it doesn't overfill, but when I take long trips I like to fill my tank (and no I am not trying to top it off, it just doesn't stop until it shoots out). this is also waisting gas (which is even more agravating with driving a gas guzzler and waisting gas on the pavement and my clothes). I love jeep wranglers and this is not my first, plus my brothers and my grandfather and my girlfriend all have jeep wranglers and I don't have any problems filling there tanks, I also read online that the gas station pumps should automatically shut off when the fuel hits the nozzle but it doesn't. something has to be wrong with the way the tank is vented or something but my question is what should I do? its going to eventually eat my paint in the quarter panel and I also read online that all it takes is a little static to start fires at the pump, this is dangerous. I even had my girlfriend try it just to make sure it wasn't anything I could be doing and it still did it. My jeep has to go in for servicing next week so I amd going to try and take it to All American Jeep in tamaqua since they are a 5 star dealship mabey they can figure it out, but if they can't what should I do next?

VIN:
6P[redacted]
Mileage:
15681
Servicing Dealer:
Kovatch Lehighton Jeep
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Kelayres
State:
PA
Zip:
[redacted]
Email:
Home Ph

From: [redacted]
To: customerassistre@chrysler.com
Date: Tue Dec 30 08:08:21 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Gas tank problems - Olathe Jeep problems
Comments:

When I remove the gas hose nozzle from the vehicle after filling the vehicle
with gas, gas spews out of the vehicle. This causes gas to spray on me and
all over the vehicle. I have had the vehicle to Olathe Jeep five times and
it still is not fixed. It is in the shop again today for the same reason.
They can't seem to fix the problem. I have been relying upon friends and
family when the vehicle is in the shop. Finally, yesterday they provided
me with a free rental vehicle. Can someone at Jeep provide this dealership
with the knowledge to fix the problem with my Jeep? They do not seem to
know what they are doing and are very good at making excuses. I am not
impressed with the service department at Olathe Jeep. A simple 'sorry'
would go a long way, but they don't seem to understand how to appease the
customer. Please help me with my situation. Thank you.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Tue Dec 30 13:23:25 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Steven:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler.

We regret for the inconvenience caused and appreciate the time and effort you took to write to us.

In response to your email regarding the gas tank of your vehicle, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). We need to discuss this matter with you.

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

Sincerely,

Sharon Nelson

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18207076
EMAIL CASE NUMBER: 2159406
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6134293I25261L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Gas tank problems - Olathe Jeep problems
Comments:
When I remove the gas hose nozzle from the vehicle after filling the vehicle
with gas, gas spews out of the vehicle. This causes gas to spray on me and
all over the vehicle. I have had the vehicle to Olathe Jeep five times and
it still is not fixed. It is in the shop again today for the same reason.
They can't seem to fix the problem. I have been relying upon friends and
family when the vehicle is in the shop. Finally, yesterday they provided
me with a free rental vehicle. Can someone at Jeep provide this dealership
with the knowledge to fix the problem with my Jeep? They do not seem to
know what they are doing and are very good at making excuses. I am not
impressed with the service department at Olathe Jeep. A simple 'sorry'

would go a long way, but they don't seem to understand how to appease the
customer. Please help me with my situation. Thank you.

VIN:
7L[redacted]
Mileage:
23500
Servicing Dealer:
Olathe Jeep
Title:
Mr.
First Name:
[redacted]
Middle
Last N
Addres
Address 2:
City:
Olathe
State:
KS
Zip:
Email:
Work Ph

From: [redacted]
To: customerassistre@chrysler.com
Date: Sun Jan 18 21:14:44 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

My 2006 Jeep Wrangler Unlimited seems to have a gas tank issue. When I fill up with fuel it does not allow the pump to shut off without spraying fuel all over the Jeep. I have searched several forums online and see that many others have the same issue.

Comments:

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Tue Jan 20 04:46:42 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Jeremy:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Jeep Wrangler.

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your recent email. In response to your email, we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can also seek a second opinion from another authorized dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997 between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18262409
EMAIL CASE NUMBER: 2172816
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6175584I25261L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
My 2006 Jeep Wrangler Unlimited seems to have a gas tank issue. When I fill
up with fuel it does not allow the pump to shut off without spraying fuel
all over the Jeep. I have searched several forums online and see that many
others have the same issue.

Comments:

VIN:
6P[redacted]
Mileage:
19500
Servicing Dealer:
Overland Park Jeep
Title:
Mr.
First Name:

Middle [redacted]

Last Na

Address

Address 2:

City:
Olathe
State:
KS
Zip:

Email:

Home Ph

RECEIVED DATE:

2/3/09

POSTED DATE:

LAST NAME: [redacted]

VIN (LAST 8 DIGITS)

7L[redacted]

C A I R #

17271193

NON – SCANABLE ITEMS: CIRCLE ONE

NO

YES

1/30/09

Chrysler LLC Customer Assistance
PO Box 21-8004
Auburn Hills, MI 48321-8004

Dear Sirs:

I am writing in regards to the service department at Mancari's Jeep, located at 4630 W. 95th St, Oak Lawn, IL 60453. I purchased my new '07 Jeep Wrangler from Mancari's in October of '06. My first incident happened in February '08, where this service station released my car to me "all fixed" with COMPLETELY no oil in it. This happened on numerous instances, where they released the car to me in a hazardous condition (I have attached pictures of OBVIOUS oil leaks). I reported the situation to you at the time, and have attached your response (with incident number). I have also requested my correspondence with the dealership documenting the incidents.

More recently, I brought my Jeep in and told your service tech that the gas spills out when filling up the tank (for the last six month) and the shut off must be broken, and needed an oil change. After completing the oil change (I think), they told me I was out of warranty and the extra work would not be covered. I purchased the extended warranty THROUGH THEIR DEALERSHIP, so took it upon myself to call inside and after speaking with three different people, finally spoke to Jennifer, who gave me all of the warranty information needed. I called back to the service department and gave them the information, and within minutes, they informed me that I was pumping gas the wrong way, there was nothing wrong with my tank. When I explained to him that I had been pumping gas for some 24 years, he didn't want to hear that. So, I took the Jeep that once again, Mancari's told me was fixed. I made an appointment for it THE NEXT DAY at Bill Kay Chrysler in Naperville, IL. It went in shortly after that, and was diagnosed immediately with having a broken rollover valve in the gas tank. They replaced the gas tank, and fixed the Jeep.

I am dumbfounded that you would hire technicians who consistently release broken autos to your customers. I was very happy with my purchase of the car, and with my salesman, Steve Garcia. My next purchase this summer would have been through him again, if not for the poor quality and care of Mancari's service department. The service department released a dangerous vehicle to me MORE THAN ONCE with the oil leak issue, and now, they didn't even look into a problem I was having with the car, telling me I was pumping gas wrong. How can you stay in business if you are saying you are performing services which you are not?

[redacted]

Plainfield, IL [redacted]

CC: Mancari's Jeep
CC: Better Business Bureau Chicago & N. Illinois

[redacted]

From: [redacted]

Sent: Tuesday, February 26, 2008 2:37 PM

To: 'service@mancaris.com'; 'terryb@mancaris.com'

Cc: [redacted]

Subject: Wrangler Issue

Bill,
Thank you for taking time to try and figure out the oil leak issue on my Wrangler yesterday. Please understand that this is the fifth or sixth time it has been in for leaking oil, and it is getting very frustrating.

Terry did call a few minutes ago to tell me that the Jeep is once again fixed and ready to go. He said that they drove it and there is no leak. I asked if they did a thorough investigation on the entire engine as well, so that I can be assured that there is no long term damage to this vehicle. He indicated that this was done. When he called me yesterday, to tell me the jeep was ready, he told me the same thing (that they tested it, and checked it over numerous times, and it is all set). I find it hard to believe that the car was thoroughly checked as there were quarts of oil located on the pavement under it, which obviously someone would have seen. I am also very disappointed that on the initial visit on Friday, 2/22/08, Terry informed me that the technician knew my vehicle was leaking oil, yet still released the vehicle to me to drive.

At this point, I need Mancari's to put in writing that they have checked the engine, and all parts related for that matter, and what they found during this investigation. Your service department has given me the car twice to drive with no oil. Both times, the car was smoking, and smelled of burning very badly, and the oil light was on. At this point, most people would insist on having the engine replaced.

I want to make double sure that there was no damage done to my car due to your service department's negligence. I have been telling you for a year it has been leaking, and had that engine seized up when I was driving, it would be a very dangerous situation. I want to be assured that my safety and my children's safety comes into consideration when you once again give me this car back. I am not confident at this point that your team even checked the engine. If anytime during my warranty period I have any engine problems, I want to make sure Mancari's will be responsible for all costs to repair.

Terry tells me that there will be info on the PO slip, but the one I received yesterday simply said about and oil change, and that will not suffice at this point. I need to confirm that the leak is fixed, there is no engine damage, and there are no other issues. I am sure you can look back on my history and see how many times I have reported this leak, and why I need something in writing at this point if you are not going to replace the engine. Please let me know when this will be ready so I can pick it up with the car.

[redacted]

Clarendon Hills, IL [redacted]

[redacted]

Cathy Graves

From: customerassist [customerassist@chrysler.com]
Sent: Friday, February 29, 2008 2:44 PM
To: [redacted]
Subject: Re: Chrysler LLC Customer Assistance (KMM5547706I25261L0KM)

Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler.

We apologize for the inconvenience caused due to the poor product quality and the service at the dealership. We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met.

So, we suggest you to please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. 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)
· Name of dealership where vehicle was purchased · Date of purchase · Dealership where service was performed · Date of last service · Current vehicle mileage · An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email. We value you and your business.

Sincerely,

Alister Thompson

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17271193
EMAIL CASE NUMBER: 1960359
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5547706I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
My jeep has been leaking oil since I purchased, and the dealer cannot seem
to fix.

Comments:
Below is an email that sent to Mancari's on 2/26/08. I picked up the Jeep,
assured that it was fixed YET AGAIN, and it is STILL leaking oil. PLEASE

HELP ME!!!! Bill, Thank you for taking time to try and figure out the oil leak issue on my Wrangler yesterday. Please understand that this is the fifth or sixth time it has been in for leaking oil, and it is getting very frustrating. Terry did call a few minutes ago to tell me that the Jeep is once again fixed and ready to go. He said that they drove it and there is no leak. I asked if they did a thorough investigation on the entire engine as well, so that I can be assured that there is no long term damage to this vehicle. He indicated that this was done. When he called me yesterday, to tell me the jeep was ready, he told me the same thing (that they tested it, and checked it over numerous times, and it is all set). I find it hard to believe that the car was thoroughly checked as there were quarts of oil located on the pavement under it, which obviously someone would have seen. I am also very disappointed that on the initial visit on Friday, 2/22/08, Terry informed me that the technician knew my vehicle was leaking oil, yet still released the vehicle to me to drive. At this point, I need Mancari's to put in writing that they have checked the engine, and all parts related for that matter, and what they found during this investigation. Your service department has given me the car twice to drive with no oil. Both times, the car was smoking, and smelled of burning very badly, and the oil light was on. At this point, most people would insist on having the engine replaced. I want to make double sure that there was no damage done to my car due to your service department's negligence. I have been telling you for a year it has been leaking, and had that engine seized up when I was driving, it would be a very dangerous situation. I want to be assured that my safety and my children's safety comes into consideration when you once again give me this car back. I am not confident at this point that your team even checked the engine. If anytime during my warranty period I have any engine problems, I want to make sure Mancari's will be responsible for all costs to repair.

Terry tells me that there will be info on the PO slip, but the one I received yesterday simply said about and oil change, and that will not suffice at this point. I need to confirm that the leak is fixed, there is no engine damage, and there are no other issues. I am sure you can look back on my history and see how many times I have reported this leak, and why I need something in writing at this point if you are not going to replace the engine. Please let me know when this will be ready so I can pick it up with the car.

VIN:
7L[redacted]
Mileage:
25166
Servicing Dealer:
Mancari's of Oak Lawn
Title:
Ms
First [redacted]
Middle Initial:

Last Name:

Address [redacted]

Address [redacted]

City:
Plainfield

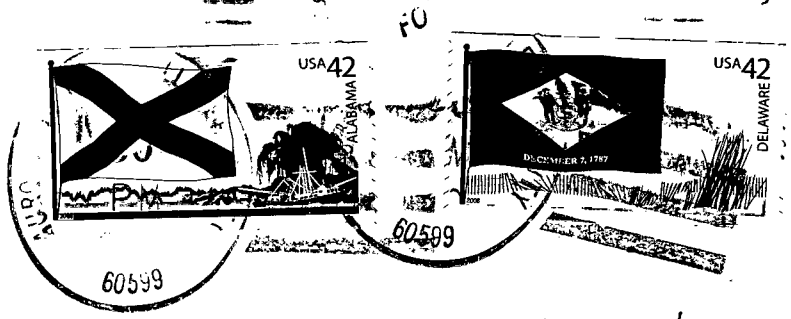
State:
IL

Zip:

Email:

Work Ph [redacted]

[redacted]
Willowbrook, IL [redacted]



Chrysler LLC Customer Assistance
PO Box 21-8004
Auburn Hills MI 48321-8004

From: [redacted]
To: customerassist@chrysler.com
Date: Sat May 09 14:30:48 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Warranty Problems

Comments:

When I fill up my gas tank, once it reaches full it spits out quite a bit of
gas down the side of my jeep and onto my feet. I took it into Fitzgerald's
in Clearwater and they ran tests and told me there's nothing wrong with it.
I said, "Clearly there is something wrong with it unless it's supposed to
spit out gas on my feet." The service guy responded, "I can't fix it if
there's nothing wrong with it. All the tests came back fine." I'm quite
certain that it's not supposed to cough out a bunch of gas, and I would
like to have this issue corrected ASAP. Thank you so much for your time
and attention. Have a great day,[redacted]

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name:

RECEIVED DATE:

9/14/09

POSTED DATE:

09/10/2009

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

7L[redacted]

C A I R

00000000

NON – SCANABLE ITEMS: CIRCLE ONE

NO YES

Chrysler Group LLC
Customer Assistance Center
P.O. Box 21-8004
Alburn Hills MI 48321-80004

To Whom It May Concern:
I am the current owner of a 2007 Jeep Wrangler which has a troubling problem when refueling. When the gas pump shuts off, fuel overflows onto the side of the vehicle and onto the ground in large quantities creating what I feel is a hazardous condition for myself and those around me. I believe this to be a fire and environmental hazard.

I have taken the vehicle to a dealership (Darcars Chrysler/Jeep of New Carrollton Maryland) for this situation and was told that they cannot duplicate the problem. Upon research on the Internet I found this problem plaguing many other 2007 Jeep Wrangler owners on You Tube (see links below) and Jeep web site discussions. I would think Chrysler/Jeep would be aware of this problem and offer a fix for it. I don't think the EPA standards for fueling a vehicle are being met by Chrysler/Jeep. Every time I fill my gas tank I am concerned about my safety and others around me.

Any advise you could offer would be greatly appreciated.

http://www.youtube.com/watch?v=V6w487onkSo
http://www.youtube.com/watch?v=jc8WiocXXEE
http://www.youtube.com/watch?v=En73GqBRcWM

[redacted]

Brentwood, Md. [redacted]

[redacted]

VIN : 1J4FA241X7L[redacted]
Mileage: 22,500

[redacted]

[redacted]
BROOKWOOD, MD
[redacted]

SUBURBAN MD 208

10 SEP 2009 PM 1 T

USA 44

CHRYSLER GROUP LLC
CUSTOMER ASSISTANCE CENTER
P.O. BOX 21-8004
AUBURN HILLS, MI.
48321-8004

48321+8004

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Sep 18 10:05:06 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Continuing problems with gas overflowing from gas tank when filling. Gas station attendents repeatedly tell me they see this on all "the new Jeeps"

Comments:

I have had repeated problems with gas spilling out of the gas tank when filling up. I have heard from more than one gas station attendant that they see this problem in all the new Jeeps. This problem is causing damage to my plastic side flairs/fenders b/c I have a Rubicon. I need to have the continuing issue resolved immediately. Please contact me to let me know how to get this problem fixed. I would expect there is a recall on this issue.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Sep 21 19:05:58 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear John:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler.

In response to your email regarding the gas spilling, we would like you to know that as there are many given variable involved that may cause the gas to spill and we are unable to diagnose your vehicle concern via email, we suggest that you contact an authorized dealership in your area.

If your concern is still not resolved after getting it diagnosed at an authorized dealership, please feel free to call us at 1-800-992-1997 between 8:00 AM. and 5:00 PM. from Monday through Friday (in all Continental Time Zones).

We have Customer Service Representatives available to address your questions and concerns. We regret your concern cannot be discussed via email.

Moreover, we would like to inform you that a review of our records indicates that your 2007 Jeep Wrangler (VIN: 7L222082) does not currently require service for any recall campaigns.

Thanks again for your email.

Sincerely,

Dafie Brown
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18943495
EMAIL CASE NUMBER: 2328872
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6634759I25261L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Continuing problems with gas overflowing from gas tank when filling. Gas
station attendents repeatedly tell me they see this on all "the new Jeeps"

Comments:
I have had repeated problems with gas spilling out of the gas tank when
filling up. I have heard from more than one gas station attendant that they
see this problem in all the new Jeeps. This problem is causing damage to my
plastic side flairs/fenders b/c I have a Rubicon. I need to have the
continuing issue resolved immediately. Please contact me to let me know

how to get this problem fixed. I would expect there is a recall on this
issue.

VIN:
7L[redacted]
Mileage:
30022
Servicing Dealer:
Global Auto Mall/North Plainfield, NJ
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Hoboken
State:
NJ
Zip:
Email:
Home P

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Sep 18 10:08:53 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Rust bubbling up underneath paint on door hinges
Comments:

I have noticed rust accumulating under the paint on my door hinges which is
causing the paint to bubble up in that area. This might be connected to
water that builds up and drips from the rear view mirrors. I have spoken
with multiple Jeep owners who have experienced the same exact problem, but
much to my surprise there is no recall or fix listed for this issue.
Please advise how I can have this problem addressed & fixed.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Oct 29 08:23:07 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Vehicle Shoots Fuel out onto the ground at every fill up / Freedom Top leaks in the front Center

Comments:

Both Concerns are Known Problems that Jeep has TSB's on. Because it took me
some time to Uncover the TSB's on my own. I am being told they will not be
covered. If not resolved the Fuel problem is being reported to the NTSB,DOT,EPA,and Videos will be posted online

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Nov 02 15:40:16 EST 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Todd:

Thank you for contacting the Chrysler Customer Assistance Center.

I would like to discuss this matter with you in more detail. Therefore, I am seeking your permission to contact you by telephone. If this is possible, please reply to the link below with a daytime telephone number where you can be reached.

I look forward to your reply.

Thanks again for your email.

Sincerely,

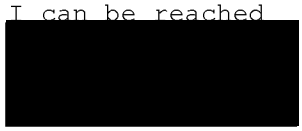
Jenny

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19051318
EMAIL CASE NUMBER: 2368194
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6720821I25261L0KM&

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Mon Nov 02 16:08:46 EST 2009
Subject: Reply to Chrysler Group LLC (KMM6720821I25261L0KM)
Reply Comments:

REFERENCE NUMBER: 19051318
EMAIL CASE NUMBER: 2368194

I can be reached


From: [redacted]
To: customerassist@chrysler.com
Date: Sat Nov 14 15:10:26 EST 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Fuel overflows when filling up. After auto shutoff, a lot of gas spills out. Happens at different pumps.
Comments:

Cannot fill the Jeep without a lot of gas gushing out after auto shut-off.
Filled at several stations, same result.

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Nov 23 11:04:21 EST 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Buck:

Thank you for contacting the Chrysler 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. Given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Thanks again for your email.

Sincerely,

Devon

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19091997
EMAIL CASE NUMBER: 2377072
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6751236I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Fuel overflows when filling up. After auto shutoff, a lot of gas spills
out. Happens at different pumps.

Comments:
Cannot fill the Jeep without a lot of gas gushing out after auto shut-off.
Filled at several stations, same result.

VIN:
8L[redacted]
Mileage:
31500
Servicing Dealer:
Waldorf Chrysler
Title:

First Name:
[redacted]
Middle
[redacted]
Last Na
[redacted]
Address
[redacted]
Address 2:

City: Chesapeake Beach

State: MD

Zip: [redacted]

Email: [redacted]

Home Ph [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Nov 23 21:38:07 EST 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I am disappointed with my 2006 Jeep Wrangler.

Comments:

One sentence can't describe my entire complaint. I bought my new Wrangler Unl. in 2006. Before I start I want to say that it is a fun vehicle and I have enjoyed driving it but my joy has waned due to the following the number of problems I have dealt with for over 3.5 years. They are, in no order: Softtop crossbar too short; torn canvas on rear window; hole in leather shifter boot (not on the seam, in the leather); had shifter boot replaced and there is currently a new hole in the same location; cracked paint on window frame-to-door weld; passanger seat cable which tips seat forward broke - this seat has only been tipped forward maybe twice per week over 3 years, will be $300 to repair according to dealership; driver side visor frequently comes loose; faulty gas tank valve which caused overflow; uneven tire wear. Some of these problems were fixed under warranty but now that it has expired abnormal problems such as these are much more expensive to fix. Today after getting a flat tire and struggling to get to the jack under the broken passanger seat I became fed up with the annoying array of odd problems that have plagued this vehicle. I have had more problems with this Jeep than the three used cars I owned previously. This Jeep is my first and last and that is sad because I am a car enthusiast and have always loved Jeeps; few vehicles have its history. Your company needs to know of my disappointment. Thank you.

[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Dec 04 10:11:21 EST 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Nick:

Your message concerning a problem with your Jeep Wrangler, was received and reviewed by the Customer Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

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

Furthermore, your dealer is empowered 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 Customer Assistance Center at 800-992-1997 for additional discussion.

If you would like Chrysler to review any previous repairs you paid for please forward your original repair order and proof of payment receipt for consideration to the address below:

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

The issue will be reviewed and you will be contacted with the response.

Again, thank you for writing.

Sincerely,

Susan

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: macro expanding error
EMAIL CASE NUMBER: 2381444
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6765718I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
I am disappointed with my 2006 Jeep Wrangler.
Comments:
One sentence can't describe my entire complaint. I bought my new Wrangler
Unl. in 2006. Before I start I want to say that it is a fun vehicle

and I
have enjoyed driving it but my joy has waned due to the following
the
number of problems I have dealt with for over 3.5 years. They are,
in no
order: Softtop crossbar too short; torn canvas on rear window; hole
in
leather shifter boot (not on the seam, in the leather); had shifter
boot
replaced and there is currently a new hole in the same location;
cracked
paint on window frame-to-door weld; passanger seat cable which tips
seat
forward broke - this seat has only been tipped forward maybe twice
per week
over 3 years, will be $300 to repair according to dealership; driver
side
visor frequently comes loose; faulty gas tank valve which caused
overflow;
uneven tire wear. Some of these problems were fixed under warranty
but now
that it has expired abnormal problems such as these are much more
expensive
to fix. Today after getting a flat tire and struggling to get to the
jack
under the broken passanger seat I became fed up with the annoying
array of
odd problems that have plagued this vehicle. I have had more
problems with
this Jeep than the three used cars I owned previously. This Jeep is
my
first and last and that is sad because I am a car enthusiast and
have
always loved Jeeps; few vehicles have its history. Your company
needs to
know of my disappointment. Thank you. [redacted]

VIN:
6P[redacted]
Mileage:
43000
Servicing Dealer:
Landmark Chrysler Jeep
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Springfield
State:
IL
Zip:
[redacted]
Email:

Home Ph [redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Mon Dec 07 12:20:41 EST 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Fuel tank spraying out fuel after pump stops automatially

Comments:

The dealer has replaced the essim valve and the evap canister in the Jeep.
It still burps out fuel when refilling. I always fill from empty and never
top off. I do not like the fuel running down the side of the Jeep nor due I
like it on the fender flair and bumper.
Is there a fix on the
way?

Thanks for your time.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Dec 17 12:52:22 EST 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center.

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 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 Customer Service Representatives.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19150624
EMAIL CASE NUMBER: 2387372
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6782093I25261L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Fuel tank spraying out fuel after pump stops automatially
Comments:
The dealer has replaced the essim valve and the evap canister in the Jeep.
It still burps out fuel when refilling. I always fill from empty and never
top off. I do not like the fuel running down the side of the Jeep nor due I
like it on the fender flair and bumper. Is there a fix on the way?
Thanks for your time.

VIN:
8L[redacted]
Mileage:
25000
Servicing Dealer:
Fred Beans Jeep, Doylestown Pa.
Title:
Mr.
First Name:
[redacted]

Middle Initial:

Last Name:

Address [redacted]

Address 2:

City:
Ottsville
State:
PA
Zip:

Email: [redacted]

Work Pl

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jan 26 10:52:31 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I have a serious safety issue with my 2005 Jeep Wrangler Unlimited. When I fuel up, the pump does not shut off, ALWAYS spilling fuel on the Jeep as well as the gas station. I have been banned from my local station. I am told I am a FIRE HAZARD

Comments:

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Feb 08 09:48:33 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Robert:

Thank you for contacting the Chrysler Customer Assistance Center.

I am sorry to hear about the unresolved problem you are having with the fuel system. There are no recalls that pertain to this problem with your vin number. Certainly it would be suggested that you contact a Jeep dealership and have them diagnose the problem and repair it for you.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19266389
EMAIL CASE NUMBER: 2407312
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6842659I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
I have a serious safety issue with my 2005 Jeep Wrangler Unlimited. When I
fuel up, the pump does not shut off, ALWAYS spilling fuel on the Jeep as
well as the gas station. I have been banned from my local station. I am
told I am a FIRE HAZARD

Comments:

VIN:
5P[redacted]
Mileage:
52000
Servicing Dealer:
Newburgh Jeep/Chrysler
Title:
Mr.
First Name:
[redacted]
Middle
[redacted]
Last Na
[redacted]
Address 1:

[redacted]
Address 2:

City:
Washingtonville
State:
NY
Zip:

Email: [redacted]

Home Ph

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Feb 05 12:08:47 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Gas spills out when fueling
Comments:

Every time I put fuel in my Jeep Wrangler, and it gets near full gas comes
flying out and spills all over the place. On my bumper, side of my Jeep,
and on the road. It's been doing this a lot more recently. Is there a
recall or TSB? This is dangerous, and absolutely ridiculous.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri Feb 19 11:16:35 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Thomas:

Thank you for contacting the Chrysler Customer Assistance Center.

Our records indicate that the following recall campaign has not been performed by an authorized dealer:

J24 - MOPAR TOW BAR SAFETY

I did not find any recalls or TSB regarding the fuel concern.

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

Furthermore, your dealer is empowered 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 Customer Care Center at 877-426-5337 (877-IAM-JEEP)

Again, thank you for writing.

Sincerely,

Susan

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19295675
EMAIL CASE NUMBER: 2412913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6858839I25261L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Gas spills out when fueling
Comments:
Every time I put fuel in my Jeep Wrangler, and it gets near full gas comes
flying out and spills all over the place. On my bumper, side of my Jeep,
and on the road. It's been doing this a lot more recently. Is there a
recall or TSB? This is dangerous, and absolutely ridiculous.

VIN:
7L[redacted]
Mileage:
50794

Servicing Dealer:
megee motors
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Dagsboro
State:
DE
Zip:
Email:
Home Ph

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Fri Feb 19 16:28:24 EST 2010
Subject: Reply to Chrysler Group LLC (KMM6858839I25261L0KM)
Reply Comments:

Could that safety recall be removed? I don't have a mopar tow bar...
REFERENCE NUMBER: 19295675
EMAIL CASE NUMBER: 2412913

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Feb 22 08:02:46 EST 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6858839I25261L0KM)
Dear Thomas:

Yes. Thank you for informing us.

Sincerely,

Susan

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19295675
EMAIL CASE NUMBER: 2412913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6861291I25261L0KM&

Original Message Follows:

Comments:
Could that safety recall be removed? I don't have a mopar tow bar...
REFERENCE NUMBER: 19295675 EMAIL CASE NUMBER: 2412913

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Feb 10 16:26:48 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:
---
various and multiple manufacturer defects
Comments:

I have a number of issues with my Jeep. I have taken it in for service in
the past only to be told that "my problem doesn't exist" or that it is
"normal".

Here are the issues:

1. A sound occurs when the air
conditioner compressor comes on. It sounds like a high frequency whine
that is indicative of a bearing going out somewhere. It is itermittent.

2. The premium sound system does not work in temperatures
below 70 degrees F.

3. It spits out gas when filling. (not reported
to dealer).

4. The interior heater/cooling fan has a "tick" upon start
up. Something to do with the bearing shaft.

I have taken the Jeep to
the dealer for items 1, 2 and 4 and only get the same response. Why would
I expect differently from the gas problem.

I have read on numerous
forums that the sound system issue and the gas tank issue are common.

I
would like to have these issues resolved. I have no intention to return to
the dealer I previously visited, or any for that matter.

I simply want
my problems fixed. The jeep has 44K miles on it. When I first took it in
for these issues it was much less. I was told there was no problem.

I
am quickly approaching the "no warranty" point and I cannot be confident
that my PREVENTIVE claims were recorded or addressed.

I would like
resolution for these points.

Sincerely,
[redacted]

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Fri Feb 26 09:29:40 EST 2010
Subject: Reply to Chrysler Group LLC (KMM6867924I25261L0KM)
Reply Comments:

I am not sure what your position is. The response is vague and gives no clear direction. Perhaps this is my fault due not clearly defining my request.

I would like to know if Jeep acknowledges the gas spitting issue. I have no real intention of paying for diagnosis as has been the standard. I will be glad to demonstrate it, but I am not willing to pay to have my Jeep spit gas.

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Feb 26 08:55:01 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear David:

Thank you for contacting the Chrysler Customer Assistance Center.

We are very sorry to learn of your dissatisfaction with the handling of your Jeep 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.

If you are not happy with your current dealer you may want to get a second opinion.
We regret your dissatisfaction but hope you will understand our position.

Thanks again for your email.

Sincerely,

Susan

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19308374
EMAIL CASE NUMBER: 2415378
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6867924I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
various and multiple manufacturer defects
Comments:
I have a number of issues with my Jeep. I have taken it in for service in
the past only to be told that "my problem doesn't exist" or that it is
"normal". Here are the issues: 1. A sound occurs when the air
conditioner compressor comes on. It sounds like a high frequency whine
that is indicative of a bearing going out somewhere. It is itermittent.
2. The premium sound system does not work in temperatures below 70 degrees
F. 3. It spits out gas when filling. (not reported to dealer). 4.

The interior heater/cooling fan has a "tick" upon start up. Something to do with the bearing shaft. I have taken the Jeep to the dealer for items 1, 2 and 4 and only get the same response. Why would I expect differently from the gas problem. I have read on numerous forums that the sound system issue and the gas tank issue are common. I would like to have these issues resolved. I have no intention to return to the dealer I previously visited, or any for that matter. I simply want my problems fixed. The jeep has 44K miles on it. When I first took it in for these issues it was much less. I was told there was no problem. I am quickly approaching the "no warranty" point and I cannot be confident that my PREVENTIVE claims were recorded or addressed. I would like resolution for these points. Sincerely, [redacted]

VIN:
5P[redacted]
Mileage:
44500
Servicing Dealer:
Hamilton-Fairfield Dodge Jeep
Title:

First Name:

Middle [redacted]

Last Na

Address

Address 2:

City:
Liberty Twp
State:
OH
Zip:

Email:

Work Ph

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Feb 26 10:24:06 EST 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6867924I25261L0KM)
Dear David:

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

Furthermore, your dealer is empowered 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 Customer Care Center at 877-426-5337 (877-IAM-JEEP)

Again, thank you for writing.

Sincerely,

Susan

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19308374
EMAIL CASE NUMBER: 2415378
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6868097I25261L0KM&

Original Message Follows:

Comments:
I am not sure what your position is. The response is vague and gives no
clear direction. Perhaps this is my fault due not clearly defining my
request. I would like to know if Jeep acknowledges the gas spitting
issue. I have no real intention of paying for diagnosis as has been the
standard. I will be glad to demonstrate it, but I am not willing to pay to
have my Jeep spit gas.

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Feb 10 16:46:04 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dealer stumped by gas tank over spilling

Comments:

Dear Sir or Madam:

Please reply to this inquiry by way of email, if possible. When my wrangler is being fueled, the fuel constantly spills out of the top once the tank is full. Whether the pump is old or new, and no matter if I hold the pump or auto-lock the pump, fuel spills out the gas cap and all over my paint, plastic, and the ground.

I have been to the dealer twice regarding this issue. The first time, the dealer said they did not have time to look at the gas tank because it was a Saturday (even though I called first and was told to bring it in. The second time I drove to the dealer, a gentleman in the service department told me that there could be nothing done to fix this.

This issue is not normal, and I am unhappy that I have been given the runaround. I work in the state of New Jersey, and there, customers are not allowed to pump their own gas. This causes constant spills for me.

Please help me resolve this. Thank you.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Feb 26 15:38:05 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear David:

Thank you for contacting the Chrysler Customer Assistance Center.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our 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. If you would like to discuss this issue with us directly, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

· Vehicle owner name
· Vehicle owner address
· Day and evening phone numbers
· Vehicle Identification Number (VIN)
· Name of dealership where vehicle was purchased
· Date of purchase
· Dealership where service was performed
· Date of last service
· Current vehicle mileage
· An explanation of the problem

We have Customer Service Representatives available to address the your questions and concerns.

Thank you again for your email.

Sincerely,

Lisa

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19308457
EMAIL CASE NUMBER: 2415396
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6868653I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Dealer stumped by gas tank over spilling
Comments:
Dear Sir or Madam: Please reply to this inquiry by way of email, if possible. When my wrangler is being fueled, the fuel constantly spills out of the top once the tank is full. Whether the pump is old or new,

and no
matter if I hold the pump or auto-lock the pump, fuel spills out the gas
cap and all over my paint, plastic, and the ground. I have been to the
dealer twice regarding this issue. The first time, the dealer said they did
not have time to look at the gas tank because it was a Saturday (even
though I called first and was told to bring it in. The second time I drove
to the dealer, a gentleman in the service department told me that there
could be nothing done to fix this. This issue is not normal, and I am
unhappy that I have been given the runaround. I work in the state of New
Jersey, and there, customers are not allowed to pump their own gas. This
causes constant spills for me. Please help me resolve this. Thank you.

VIN:
6P[redacted]
Mileage:
23000
Servicing Dealer:
Croton Auto Park
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Stormville
State:
NY
Zip:
Email:
Home P

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Fri Feb 26 17:54:38 EST 2010
Subject: Reply to Chrysler Group LLC (KMM6868653I25261L0KM)
Reply Comments:

Hello:

Thank you for your cookie cutter response. However, you did not address how to proceed with a dealership that refused to diagnose my vehicle. I apologize for my tone, but I am a credible person, and I have
spent a lot of money -- and I am being ignored by both the dealership and
now by Lisa of customer service.

Respectfully,
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Feb 17 16:50:46 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

fuel system issue

Comments:

I have been enjoying my 2008 4 door wrangler until the last few months
because of fueling issues. Everytime I gas up, gas comes spewing back out
onto the ground, my car, and the ground. It is probably as much as a pint
of gas and this is disgusting and a major safety hazard. I can no longer
fill my tank completely and have done all the trouble shooting. I have also
gone online and read hundreds of the same exact complaint. What are you
doing to address this huge safety hazard? Thank you.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Mar 05 10:10:52 EST 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Suzanne:

Thank you for contacting the Chrysler Customer Assistance Center.

I regret the problem your Jeep Wrangler has experienced when filling up with fuel 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 we are unable to diagnose this problem via email. We must recommend contacting your authorized 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 our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

Also, our records indicate that the following recall campaigns have not been performed by an authorized dealer:

J24 MOPAR TOW BAR
J30 TRANSMISSION FLUID TEMPERATURE WARNING

We suggest that you contact your local authorized Jeep® dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Please note that your dealership does not require a copy of the recall notice to perform the needed service. If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.

Sincerely,

Tony

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19325946
EMAIL CASE NUMBER: 2418626
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6876765I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
fuel system issue
Comments:
I have been enjoying my 2008 4 door wrangler until the last few

months
 because of fueling issues. Everytime I gas up, gas comes spewing back out
 onto the ground, my car, and the ground. It is probably as much as a pint
 of gas and this is disgusting and a major safety hazard. I can no longer
 fill my tank completely and have done all the trouble shooting. I have also
 gone online and read hundreds of the same exact complaint. What are you
 doing to address this huge safety hazard? Thank you.

VIN:
1J[redacted]
Mileage:
48360
Servicing Dealer:

Title:
Mrs.
First Name:

Middle

Last Na

Address

Address

City:
cumming
State:
GA
Zip:

Email:

Home Ph

[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Mar 05 13:47:44 EST 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

---

gas spilling when filling up on 06 wrangler unlimited
Comments:

---

gas spills over on every single fill up as does countless people on the
jeepforum i just got this jeep aprox. 6 months ago & this makes my 7th 1 a
lot of people are ready to getrid of them including me. any help on the way

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Mar 17 15:14:33 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Timothy:

Thank you for contacting the Chrysler Customer Assistance Center.

Since the vehicle you purchased has an expired warranty, you would need to authorize a dealer to diagnose the current problem and provide an estimate. At that time, if you let me know what dealer you are going to and when you will be going there, I can talk to the dealer and see if we can authorize partial assistance on this repair.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19369625
EMAIL CASE NUMBER: 2425957
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6892683I25261L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
gas spilling when filling up on 06 wrangler unlimited
Comments:
gas spills over on every single fill up as does countless people on the
jeepforum i just got this jeep aprox. 6 months ago & this makes my 7th 1 a
lot of people are ready to getrid of them including me. any help on the way

VIN:
6P[redacted]
Mileage:
49000
Servicing Dealer:
butler
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:

City: [redacted]

beaufort

State:

SC

Zip:

Email: [redacted]

Work P

From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Mar 24 08:47:28 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance (KMM6892683I25261L0KM)
hi, i took my jeep to butler dodge in beaufort, sc this morning 3-24-10 at
8:30 tonya is who your contact would be. thanks tim
----- Original Message -----
From: "customerassistre" <customerassistre@chrysler.com>
To: <tim@keithsplumbing.net>
Sent: Wednesday, March 17, 2010 12:14 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM6892683I25261L0KM)

> Dear [redacted]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Since the vehicle you purchased has an expired warranty, you would need
> to authorize a dealer to diagnose the current problem and provide an
> estimate. At that time, if you let me know what dealer you are going
> to and when you will be going there, I can talk to the dealer and see
> if we can authorize partial assistance on this repair.
>
> Thanks again for your email.
>
> Sincerely,
>
> Carol
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 19369625
> EMAIL CASE NUMBER: 2425957
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6892683I25261L0KM&
>
>
> Original Message Follows:
> ------------------------
>
> Recall Information - Jeep Brand Site
> Brief Description:
> gas spilling when filling up on 06 wrangler unlimited
> Comments:
> gas spills over on every single fill up as does countless people on the
> jeepforum i just got this jeep aprox. 6 months ago & this makes my 7th
> 1 a
> lot of people are ready to getrid of them including me. any help on the
> way

>
>
>
> VIN:
> 6P[redacted]
> Mileage:
> 49000
> Servicing Dealer:
> butler
> Title:
> Mr.
> First Name:
>
> Middle
>
> Last N
>
> Addres
>
> Address 2:
>
> City:
> beaufort
> State:
> SC
> Zip:
>
> Email:
>
> Work P
>

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Mar 24 09:11:44 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance (KMM6892683I25261L0KM)
Dear Tim:

Thank you for contacting the Chrysler Customer Assistance Center.

I did speak to Tonya and once they have diagnosed the problem she will call me with an update.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2425957
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6900944I25261L0KM&

Original Message Follows:
---
hi, i took my jeep to butler dodge in beaufort, sc this morning 3-24-10 at
8:30 tonya is who your contact would be. thanks tim
----- Original Message -----
From: "customerassistre" <customerassistre@chrysler.com>
To: [redacted]
Sent: Wednesday, March 17, 2010 12:14 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM6892683I25261L0KM)

> Dear [redacted]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Since the vehicle you purchased has an expired warranty, you would need
> to authorize a dealer to diagnose the current problem and provide an
> estimate. At that time, if you let me know what dealer you are going
> to and when you will be going there, I can talk to the dealer and see
> if we can authorize partial assistance on this repair.
>
> Thanks again for your email.
>
> Sincerely,
>
> Carol
>
> Customer Service Representative
> Chrysler Customer Assistance Center

>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER: 19369625
> EMAIL CASE NUMBER: 2425957
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6892683I25261L0KM&
>
>
> Original Message Follows:
> ------------------------
>
> Recall Information - Jeep Brand Site
> Brief Description:
> gas spilling when filling up on 06 wrangler unlimited
> Comments:
> gas spills over on every single fill up as does countless people on
the
> jeepforum i just got this jeep aprox. 6 months ago & this makes my
7th
> 1 a
> lot of people are ready to getrid of them including me. any help on
the
> way
>
>
>
> VIN:
>   6P[redacted]
> Mileage:
>   49000
> Servicing Dealer:
>   butler
> Title:
>   Mr.
> First Name:
>
> Middle
>
> Last N
>
> Addres
>
> Addres
>
> City:
>   beaufort
> State:
>   SC
> Zip:
>
> Email:
>
> Work P
>

From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Mar 25 09:49:16 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6900944I25261L0KM)
hi carol, wondering if you spoke with tonya they said i need a new
gas tank
aprox. 850. what do you think you"ll can do to help out. thanks tim
----- Original Message -----
From: "customerassistre" <customerassistre@chrysler.com>
To: [redacted]
Sent: Wednesday, March 24, 2010 6:12 AM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM6900944I25261L0KM)

> Dear [redacted]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> I did speak to Tonya and once they have diagnosed the problem she
will
> call me with an update.
>
> Thanks again for your email.
>
> Sincerely,
>
> Carol
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2425957
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6900944I25261L0KM&
>
>
> Original Message Follows:
> ------------------------
> hi, i took my jeep to butler dodge in beaufort, sc this morning 3-
24-10
> at
> 8:30 tonya is who your contact would be. thanks tim
> ----- Original Message -----
> From: "customerassistre" <customerassistre@chrysler.com>
> To: [redacted]
> Sent: Wednesday, March 17, 2010 12:14 PM
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM6892683I25261L0KM)
>
>
>> Dear [redacted]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> Since the vehicle you purchased has an expired warranty, you
would
> need

>> to authorize a dealer to diagnose the current problem and provide
an
>> estimate. At that time, if you let me know what dealer you are
going
>> to and when you will be going there, I can talk to the dealer and
see
>> if we can authorize partial assistance on this repair.
>>
>> Thanks again for your email.
>>
>> Sincerely,
>>
>> Carol
>>
>> Customer Service Representative
>> Chrysler Customer Assistance Center
>>
>> For any future communications related to this email, please refer
to
> the
>> following information:
>> REFERENCE NUMBER: 19369625
>> EMAIL CASE NUMBER: 2425957
>> REPLY LINK:
>> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6892683I25261L0KM&
>>
>>
>> Original Message Follows:
>> ------------------------
>>
>> Recall Information - Jeep Brand Site
>> Brief Description:
>> gas spilling when filling up on 06 wrangler unlimited
>> Comments:
>> gas spills over on every single fill up as does countless people
on
> the
>> jeepforum i just got this jeep aprox. 6 months ago & this makes my
7th
>> 1 a
>> lot of people are ready to getrid of them including me. any help
on
> the
>> way
>>
>>
>>
>> VIN:
>>   6P[redacted]
>> Mileage:
>>   49000
>> Servicing Dealer:
>>   butler
>> Title:
>>   Mr.
>> First Name:
>>
>> Middle
>>
>> Last N
>>
>> Addres
>>

>> Address 2:
>> [redacted]
>> City:
>> beaufort
>> State:
>> SC
>> Zip:
>> [redacted]
>> Email
>> [redacted]
>> Work
>> [redacted]
>
>
>

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Mar 25 10:01:36 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance (KMM6900944I25261L0KM)
Dear Tim:

Thank you for contacting the Chrysler Customer Assistance Center.

I did speak to Tonya and she will be contacting you this morning with an update.

Thanks again for your email.

Sincerely,

Carol

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2425957
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6902691I25261L0KM&

Original Message Follows:
---
hi carol, wondering if you spoke with tonya they said i need a new gas tank
aprox. 850. what do you think you"ll can do to help out. thanks tim
----- Original Message -----
From: "customerassistre" <customerassistre@chrysler.com>
To: [redacted]
Sent: Wednesday, March 24, 2010 6:12 AM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM6900944I25261L0KM)

> Dear [redacted]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> I did speak to Tonya and once they have diagnosed the problem she will
> call me with an update.
>
> Thanks again for your email.
>
> Sincerely,
>
> Carol
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2425957

> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6900944I25261L0KM&
>
>
> Original Message Follows:
> ------------------------
> hi, i took my jeep to butler dodge in beaufort, sc this morning 3-
24-10
> at
> 8:30 tonya is who your contact would be. thanks tim
> ----- Original Message -----
> From: "customerassistre" <customerassistre@chrysler.com>
> To: [redacted]
> Sent: Wednesday, March 17, 2010 12:14 PM
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM6892683I25261L0KM)
>
>
>> Dear [redacted]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> Since the vehicle you purchased has an expired warranty, you
would
> need
>> to authorize a dealer to diagnose the current problem and provide
an
>> estimate.   At that time, if you let me know what dealer you are
going
>> to and when you will be going there, I can talk to the dealer and
see
>> if we can authorize partial assistance on this repair.
>>
>> Thanks again for your email.
>>
>> Sincerely,
>>
>> Carol
>>
>> Customer Service Representative
>> Chrysler Customer Assistance Center
>>
>> For any future communications related to this email, please refer
to
> the
>> following information:
>> REFERENCE NUMBER: 19369625
>> EMAIL CASE NUMBER: 2425957
>> REPLY LINK:
>> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6892683I25261L0KM&
>>
>>
>> Original Message Follows:
>> ------------------------
>>
>> Recall Information - Jeep Brand Site
>> Brief Description:
>> gas spilling when filling up on 06 wrangler unlimited
>> Comments:
>> gas spills over on every single fill up as does countless people
on
> the

>> jeepforum i just got this jeep aprox. 6 months ago & this makes my
7th
>> 1 a
>> lot of people are ready to getrid of them including me. any help
on
> the
>> way
>>
>>
>>
>> VIN:
>>   6P[redacted]
>> Mileage:
>>   49000
>> Servicing Dealer:
>>   butler
>> Title:
>>   Mr.
>> First Name:
>>
>> Middle
>>
>> Last N
>>
>> Addres
>>
>> Addres
>>
>> City:
>>   beaufort
>> State:
>>   SC
>> Zip:
>>
>> Email:
>>
>> Work P
>>
>
>
>

From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Mar 31 08:10:17 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM690269lI25261L0KM)
hi carol, tonya is taking care of things and thanks for your help the
gas
tank is on back order tonya could not answer when how long of a wait
can you
answer that any more accurate. thanks[redacted]
----- Original Message -----
From: "customerassistre" <customerassistre@chrysler.com>
To: [redacted]
Sent: Thursday, March 25, 2010 7:01 AM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM690269lI25261L0KM)

> Dear [redacted]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> I did speak to Tonya and she will be contacting you this morning
with an
> update.
>
> Thanks again for your email.
>
> Sincerely,
>
> Carol
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2425957
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM690269lI25261L0KM&
>
>
> Original Message Follows:
> ------------------------
> hi carol, wondering if you spoke with tonya they said i need a new
gas
> tank
> aprox. 850. what do you think you"ll can do to help out. thanks tim
> ----- Original Message -----
> From: "customerassistre" <customerassistre@chrysler.com>
> To: [redacted]
> Sent: Wednesday, March 24, 2010 6:12 AM
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM6900944I25261L0KM)
>
>
>> Dear [redacted]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> I did speak to Tonya and once they have diagnosed the problem she

will
>> call me with an update.
>>
>> Thanks again for your email.
>>
>> Sincerely,
>>
>> Carol
>>
>> Customer Service Representative
>> Chrysler Customer Assistance Center
>>
>> For any future communications related to this email, please refer
to
> the
>> following information:
>> REFERENCE NUMBER:
>> EMAIL CASE NUMBER: 2425957
>> REPLY LINK:
>> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6900944I25261L0KM&
>>
>>
>> Original Message Follows:
>> ------------------------
>> hi, i took my jeep to butler dodge in beaufort, sc this morning
> 3-24-10
>> at
>> 8:30 tonya is who your contact would be. thanks tim
>> ----- Original Message -----
>> From: "customerassistre" <customerassistre@chrysler.com>
>> To: [redacted]
>> Sent: Wednesday, March 17, 2010 12:14 PM
>> Subject: Re: Chrysler Group LLC Customer Assistance
>> (KMM6892683I25261L0KM)
>>
>>
>>> Dear [redacted]
>>>
>>> Thank you for contacting the Chrysler Customer Assistance Center.
>>>
>>> Since the vehicle you purchased has an expired warranty, you
would
>> need
>>> to authorize a dealer to diagnose the current problem and provide
an
>>> estimate.   At that time, if you let me know what dealer you are
> going
>>> to and when you will be going there, I can talk to the dealer
and
> see
>>> if we can authorize partial assistance on this repair.
>>>
>>> Thanks again for your email.
>>>
>>> Sincerely,
>>>
>>> Carol
>>>
>>> Customer Service Representative
>>> Chrysler Customer Assistance Center
>>>
>>> For any future communications related to this email, please refer
to

>> the
>>> following information:
>>> REFERENCE NUMBER: 19369625
>>> EMAIL CASE NUMBER: 2425957
>>> REPLY LINK:
>>> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM689268 3I25261L0KM&
>>>
>>>
>>> Original Message Follows:
>>> ------------------------
>>>
>>> Recall Information - Jeep Brand Site
>>> Brief Description:
>>> gas spilling when filling up on 06 wrangler unlimited
>>> Comments:
>>> gas spills over on every single fill up as does countless people
on
>> the
>>> jeepforum i just got this jeep aprox. 6 months ago & this makes
my
> 7th
>>> 1 a
>>> lot of people are ready to getrid of them including me. any help
on
>> the
>>> way
>>>
>>>
>>>
>>> VIN:
>>>   6P[redacted]
>>> Mileage:
>>>   49000
>>> Servicing Dealer:
>>>   butler
>>> Title:
>>>   Mr.
>>> First Name:
>>>
>>> Middle
>>>
>>> Last N
>>>
>>> Addres
>>>
>>> Addres
>>>
>>> City:
>>>   beaufort
>>> State:
>>>   SC
>>> Zip:
>>>
>>> Email:
>>>
>>> Work P
>>>
>>
>>
>>
>
>
>

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Mar 29 08:07:41 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Fuel spillage
Comments:

Everytime I fill the fuel tank, reguardless of pump, or temperature or
station, the tank burps when it reaches full, and discards a considerable
amount of fuel out on the ground.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Mar 30 11:30:27 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

If you are currently experiencing a concern with your Jeep Wrangler, we recommend that you contact your factory-authorized dealership for an appointment for proper diagnosis and repair.

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19428211
EMAIL CASE NUMBER: 2435866
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6909083I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Fuel spillage
Comments:
Everytime I fill the fuel tank, reguardless of pump, or temperature or
station, the tank burps when it reaches full, and discards a considerable
amount of fuel out on the ground.

VIN:
7L[redacted]
Mileage:
70000
Servicing Dealer:

Title:
Mr.
First Name:

Middle

Last Na

Address

Address 2:

City:

Massillon
State:
OH
Zip:
Email: [redacted]
Home Ph

From: customerassist@chrysler.com
To: [redacted]
Date: Wed May 05 15:46:29 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center regarding the fuel tank issue on your 2008 Jeep Wrangler.

I regret the dissatisfaction you have experienced in attempting to resolve your vehicle's issue and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are used in product development and quality analysis.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. 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.

If your concerns are still not resolved after consulting another dealer, please contact our office at the following phone number: 877-426-5337 (877-IAM-JEEP), 8:00 a.m. to 8:00 p.m. ET, Monday through Friday, to speak with one of our Customer Service Representatives.

Thanks again for your email.

Sincerely,

Maria

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19525867
EMAIL CASE NUMBER: 2451067
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6950939I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Gas tank overflow
Comments:
My gas tank overflows every time I fill up. It happens at various gas stations so I know it is a problem with my Jeep. I have searched the internet and there are numerous people complaining about the issue. There are even videos online showing it happen. I have even spoke to the service technician about it my last 3 times I've gotten my oil changed. The first time I went they never heard of it happening. The second time I went the technician said that his vehicle has the same problem and that Jeep is

working on it. The last time I went the technician said that there still
isn't a solution. I would like to know the status of where Jeep stands on
this problem. I am concerned for my safety at the pump and also damage
the fuel spilling out is causing to my vehicle. I look forward to hearing
from you concerning this matter. Thank you, [redacted]

VIN:
[redacted]
Mileage:
21593
Servicing Dealer:
Henderson Chrysler Jeep
Title:
Mrs.
First Name:
[redacted]
Middle
[redacted]
Last Na
[redacted]
Address
[redacted]
Address
[redacted]
City:
Baton Rouge
State:
LA
Zip:
[redacted]
Email:
[redacted]
Work Ph
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed May 05 15:18:28 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Gas tank overflow

Comments:

My gas tank overflows every time I fill up. It happens at various gas stations so I know it is a problem with my Jeep. I have searched the internet and there are numerous people complaining about the issue. There are even videos online showing it happen. I have even spoke to the service technician about it my last 3 times I've gotten my oil changed. The first time I went they never heard of it happening. The second time I went the technician said that his vehicle has the same problem and that Jeep is working on it. The last time I went the technician said that there still isn't a solution. I would like to know the status of where Jeep stands on this problem. I am concerned for my safety at the pump and also damage the fuel spilling out is causing to my vehicle. I look forward to hearing from you concerning this matter. Thank you, [redacted]

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Tue Jun 01 15:20:14 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

My 2006 Wrangler spits fuel at me
Comments:

With in the last two years ever time I fill up my Jeep the fuel spits out
proir to shutting off the pump handle. Every Dealer that I have talk to
says that I have to replace the fuel tank. Why is it that there are several years of jeeps with the same issue and Chrysler has done nothing to
fix it?

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Tue Jun 01 16:47:46 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Christine:

Your message concerning a problem with your Jeep Wrangler was received and reviewed by the Customer Assistance Center. Please accept our apology for the problems you have experienced.

A review of our records indicates that your Wrangler does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Thank you for your email inquiry.

Sincerely,

Megan Stacey

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19594935
EMAIL CASE NUMBER: 2460956
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6979420I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
My 2006 Wrangler spits fuel at me
Comments:
With in the last two years ever time I fill up my Jeep the fuel spits out
proir to shutting off the pump handle. Every Dealer that I have talk to
says that I have to replace the fuel tank. Why is it that there are
several years of jeeps with the same issue and Chrysler has done nothing to
fix it?

VIN:
6P[redacted]
Mileage:
51700
Servicing Dealer:
None
Title:

Mrs.

First Name: [redacted]

Middle

Last Na

Address

Address 2:

City:

Gurnee

State:

IL

Zip:

Email: [redacted]

Work P

RECEIVED DATE:

7/26/10

POSTED DATE:

7/21/10

LAST NAME: [redacted]

VIN (LAST 8 DIGITS)

[redacted]

CAIR

00000000

NON- SCANABLE ITEMS: CIRCLE ONE

NO YES

To Whom It May Concern:

RE: Case # 19723843

I am submitting a claim in the amount of $270.00 for the reimbursement for a filler tube that failed causing gas to overflow from the gas tank of my 2007 Jeep Wrangler Unlimited Rubicon.

Included is the original receipt and proof of payment.

Thank You

[redacted]

Forest Hills, NY [redacted]

[redacted]

Virtual Merchant

BAYSIDE CHRYSLER JEEP SERVICE
212 19 NORTHERN BLVD
BAYSIDE, NY 11361
718-229-8700

BAYSIDE CHRYSLER JEEP SERVICE
00319400080151755350000

Date: 03/30/2010 07:08:37 AM

CREDIT CARD SALE

CARD NUMBER: **********1892 S
TRAN AMOUNT: $2,136.09
APPROVAL CD: 03082P
RECORD #: 001
CLERK ID: joanna
INVOICE #: 157780

Thank you for your business!

Customer Copy

D/B/A BAYSIDE CHRYSLER JEEP DODGE

BAYSIDE AUTO SERVICE

212-19 NORTHERN BOULEVARD
BAYSIDE, NEW YORK 11361
718-229-8700 X2

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
208056	NAT	5536	6413	03/29/10	PLCS157780

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
105.00		22,215	GREEN/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/JEEP/WRANGLER		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 J 8 G A 6 9 1 3 7 L [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		03/29/10

[redacted]
FOREST HILLS, NY [redacted]
[redacted]
PHONE

COMMENTS

MO: 22216

JOB # 15 TOTAL LABOR & PARTS 0.00

J#16+14CHZ FUEL SYSTEM UNITS: TECH(S):2041 210.00
CUSTOMER STATES WHEN REFUELING FUEL BACK OUT
NEEDS FILLER TUBE
ON ORDER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 16	1	52059821-AI	TUBE FUEL 14086002	156.40	156.40
			JOB # 16 TOTAL PARTS		156.40
			JOB # 16 TOTAL LABOR & PARTS		366.40

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1965.00 (+TAX)

TOTALS

WE WANT TO BE SURE THAT YOU ARE COMPLETLY SATISFIED WITH OUR DEALERSHIP. PLEASE TAKE A MOMENT TO COMPLETE THE SURVEY BELOW. YOUR INPUT WILL HELP US TO IMPROVE ! PLEASE CIRCLE THE APPROPRIATE ANSWER.
1) I AM SATISFIED WITH THE TREATMENT I RECEIVED FROM THE SERVICE STAFF YES NO
2) THE SERVICE STAFF LISTENED AND UNDERSTOOD MY NEEDS YES NO
3) MY VEHICLE WAS READY AS PROMISED YES NO
4) I WOULD RECOMMEND THIS DEALERSHIP TO OTHERS FOR SALES AND SERVICE YES NO
5) WHAT COULD WE DO TO IMPROVE YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT ? .....

TOTAL LABOR....	1101.25
TOTAL PARTS....	863.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	171.09
TOTAL INVOICE $	**2136.09**

CUSTOMER SIGNATURE

I AUTHORIZED THE REPAIR WORK WHICH WAS DONE AT THE AGREED PRICE. I KNOW THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HAVE GRANTED YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY LABOR AND PARTS FOR 90 DAYS OR 3,000 MILES WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT THE SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.
STORAGE CHARGE IS $25.00 PER DAY 72 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.

IF I PAY BY CREDIT CARD, I AUTHORIZED YOU TO UTILIZE MY CREDIT CARD AND MY RELATED INFORMATION NEEDED TO PROCESS THE CHARGE TO MY CREDIT CARD.

ALL PARTS ARE NEW OR REMANUFACTURED EXCEPT AS NOTED

NYS REPAIR SHOP REG No.
R-7062132
NYC • DCA. LIC. NO.
902850

TERMS: STRICTLY CASH, CERTIFIED CHECK.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

MY SIGNATURE INDICATES MY UNCONDITIONAL AGREEMENT TO PAY FOR AND RECEIPT OF THE PARTS AND SERVICE AS INDICATED ON THIS INVOICE.

CUSTOMER COPY

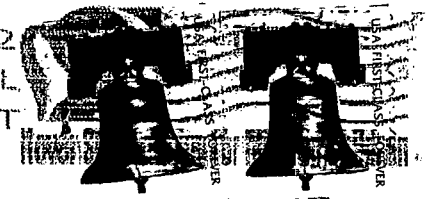
[END OF INVOICE] 03:25pm

(SIGNED) CUSTOMER SIGNATURE (DATE)

The Reynolds and Reynolds Company ERAINTSI14E (0808/07)

[redacted]
Forest Hills, NY [redacted]

TRIBORO NY 112
BKLYN-QNS-STATEN ISL
21 JUL 2010 PM 7 T



JUL 26 2010

Chrysler Customer Assistance Center
PO BOX 21-8004
Auburn Hills, MI 48321

48321+8004

19800379

[redacted]

Subject Re: 06 M.Y. TJ vehicle information - fuel tank cair requested

RECEIVED
AUG - 9 2010
SPECIAL INVESTIGATIONS

[redacted]

Cair 19800379 has been opened. I spoke to Lisa in Service at Jim Riehl's-Lapeer. She has my name and number for follow-up. Jay will need to contact her and make an appointment, and she will call me once the vehicle is at the dealership. She can arrange for a rental vehicle as well, which will be covered under normal warranty rates. I will need to know exactly what parts you want replaced and returned. Regarding the return of the parts, do you mean you will have someone pick them up? (If not, there may be hazardous material shipping issues?) Let me know.

Regards,

Jay S. Susalla
Special Investigations
Chrysler Customer Assistance Center
248-944-7149
tie 754-7149

Stephen D Lazarus/JTE/DCC/DCX

[redacted]
08/05/2010 10:28 AM

To Jay S Susalla/FRC/DCC/DCX@wk-America
cc Jay T Tenbrink/MVP/DCC/DCX@wk-America
Subject 06 M.Y. TJ vehicle information - fuel tank cair requested

Hi Jay, re. my phone call yesterday, TJ Fuel Tank Recovery, Cair.

this is the vin, dealer information **(Blue below)** for the fuel tank recovery that I need your support on, with a Cair and since it's a local dealer I will make arrangements with QEC for the tank recovery. The investigation that I have in process is related to the inlet check valve on this tank. Can we make it happen before 8/12, next Thursday?

Please advise, let me know if I can make any calls to ensure the coordination. thank you, steve

Stephen D. Lazarus
Sr. Investigator, Chassis & Powertrain, Vehicle Safety Office
Vehicle Compliance & Safety Affairs
Chrysler Engineering

(248) 576-7322 office
[redacted]
SDL1@chrysler.com

----- Forwarded by Stephen D Lazarus/JTE/DCC/DCX on 08/05/2010 09:10 AM -----

Jay T Tenbrink/MVP/DCC/DCX
08/04/2010 03:04 PM

To Stephen D Lazarus/JTE/DCC/DCX@wk-America
cc
Subject Jay TenBrink's 2006 M.Y. TJ vehicle information

Steve,

VIN: 6P[redacted]
model: TJJH78
approximate mileage: 83,000

We typically have all service and repair work performed in **Lapeer at Jim Riehl 's Friendly Chrysler-Dodge-Jeep dealership .**

I can arrange to have the vehicle at the dealership by my wife during the day. If the vehicle would be tied up overnight I would need another vehicle from somewhere.

I will be on vacation beginning the evening of August 12, so if we could get this done before that it would be nice.

Jay TenBrink

NOTE: new phone number as of 3/15

Design Responsible - Shift Systems Engineering
Technical Lead - Shift Systems Engineering
ph: 248 / 944 - 0718
jtt1@chrysler.com
Stephen D Lazarus/JTE/DCC/DCX

Stephen D Lazarus/JTE/DCC/DCX
08/03/2010 01:23 PM

To Jay T Tenbrink/MVP/DCC/DCX@wk-America
cc
Subject Fw: TJ with fuel spit back during fill up

Hi Jay, I would like to work with you for this part recovery, I'll check on using QEC or if I can get a warranty tank at a local dealer. I'll get back to you with the answer.

Stephen D. Lazarus
Sr. Investigator, Chassis & Powertrain, Vehicle Safety Office
Vehicle Compliance & Safety Affairs
Chrysler Engineering
(248) 576-7322 office
[redacted]
SDL1@chrysler.com
----- Forwarded by Stephen D Lazarus/JTE/DCC/DCX on 08/03/2010 01:19 PM -----

Paul J Luft/ENG/DCC/DCX
08/03/2010 11:36 AM

To Stephen D Lazarus/JTE/DCC/DCX@wk-America, Deanna M Kowalski/ENG/DCC/DCX@wk-America
cc
Subject Fw: TJ with fuel spit back during fill up

Do we want this tank?

Paul Luft
Design Responsible - Fuel Systems
Chrysler
NEW NUMBER: 248-576-2897
pjl33@chrysler.com

----- Forwarded by Paul J Luft/ENG/DCC/DCX on 08/03/2010 11:36 AM -----

Jay T Tenbrink/MVP/DCC/DCX
08/03/2010 11:33 AM

To Paul J Luft/ENG/DCC/DCX@wk-America
cc
Subject TJ with fuel spit back during fill up

Paul,

I have a 2006 TJ Unlimited that began to have a fuel system issue about 6-10 months ago. When I re-fuel, there is always fuel spit back when the tank is full and the nozzle shuts off. This happens at different filling stations and consistently spits fuel down the side of the vehicle and onto the ground. I have not brought it to a dealer for service or diagnosis.There are approximately 86,000 miles on the vehicle.

Perhaps you would like to review this vehicle for root cause (sticking inlet check valve, pinched vent hose, plugged canister, etc.). I would think this would interfere with the performance of the vehicle's evaporative emission system and may have other implications as well.

Please advise.

Thanks,

Jay TenBrink

NOTE: new phone number as of 3/15

Design Responsible - Shift Systems Engineering
Technical Lead - Shift Systems Engineering
ph: 248 / 944 - 0718
jtt1@chrysler.com

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Aug 27 21:53:46 EDT 2010
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Fuel tank overflows

Comments:

When fueling up the gas tank will over flow regardless of how fast the pump runs. This seems dangerous and needs to be repaired. My dealer says there have been no recalls. I have less than 16,000 miles on this Jeep. Please advise.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Aug 28 11:06:31 EDT 2010
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

We are very sorry to learn of the issues you have had with your vehicle.

Your email was reviewed by Customer Care for Jeep® vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 19880084
EMAIL CASE NUMBER: 2497422
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7084268I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Fuel tank overflows
Comments:
When fueling up the gas tank will over flow regardless of how fast the pump
runs. This seems dangerous and needs to be repaired. My dealer says there
have been no recalls. I have less than 16,000 miles on this Jeep. Please
advise.

VIN:
6P[redacted]
Mileage:
16000
Servicing Dealer:
Conway Chrysler Dodge Jeep Inc.
Title:
Mr.
First Name:

Middle [redacted]

Last N

Addres

Address 2:

City:
Conway
State:
SC
Zip:

Email:

Home Ph

Customer Assistance Inquiry Record (CAIR)# *16226082*

Vin	1J4FA2410	7L[redacted]	***Open Date***	04/24/2007	***Build Date***	12/06/2006	
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/24/2007	***Dealer***		***Dealer Zone***		***Mileage***	2,300
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	
	RALEIGH NC[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	Over fill issue.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
My fuel tank overflows while refueling. Seems dangerous
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
When filling the fuel tank, gasoline overflows after tripping the automatic shutoff on the fuel filler nozzle. This happens every time, at every gas station we have tried. The angle of the nozzle and speed of the fuel flow do not seem to have any effect.
**********End of email**********
Email states:
Thank you for contacting the Jeep Customer Assistance Center regarding a fuel system concern 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)# *16943966*

Vin	1J4FA39S7	5F[redacted]	***Open Date***	11/15/2007	***Build Date***	06/03/2005	
Model Year	05	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	08/30/2005	***Dealer***	26641	***Dealer Zone***	32	***Mileage***	32,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	BAY SHORE NY[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Customer reports gas is spilling out.
Corporate - Recall - Default - Default - Default	Customer seeks recall on gas spilling out concern.

Purchased New or Used? Used
Dated purchased used vehicle? 6/27/07
Miles? 23500
From whom did customer purchase used vehicle? CDJ dealer
****
Customer reports having issue with the cut off vales and gas is spilling out. Customer seeks recall on this issue.
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.
Customer reports she would get gas on her clothes. Contacted service manager at 26641. Agent left message on a service department general mailbox to advise of customer concern and will be coming to the dealership. Advised to have the service manager to contact CCAC to inform they have contacted the customer and set a date for the diagnosis.
Customer was pleased.

Customer Assistance Inquiry Record (CAIR)# *17097428*

Vin	1J4FA2410 7L[redacted]	***Open Date***	01/08/2008	***Build Date***	12/06/2006		
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/24/2007	***Dealer***	68955	***Dealer Zone***	66	***Mileage***	7,716
Name:	[redacted]					***Contact Type***	
Address	[redacted]					***Home Phone***	[redacted]
	RALEIGH NC [redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Customer states the fuel will spill out when he fill up with fuel.

Purchased New or Used? NEW
If Used, date purchased? NA Mileage? NA
From whom did customer purchase used vehicle?
CDJ dealer
Customer states when he fills the vehicle up with fuel the fuel will spill out the top. Customer states the dealership has replaced a vent to try to repair the fuel system. Customer states he does not fill the vehicle up with fuel anymore due to it spills out the top. Customer states he is still having the fuel issue and would like to get it fixed.
Agent contact the dealership and was unable to speak with the Service Manager. Agent offered customer a call back.
Agent has tried to contact the service manager at the dealership and it keeps going to voice mail.
Agent contacted the dealership and spoke with Mike the Service Advisor. Mike states the customer came in on 12/19/07 and replaced the vent house for the fuel pump and evap system. Mike states customer has an appointment for 01/22/08. Agent advised Mike of the direct to dealer.
$ $ $ $ $ DIRECT-TO-DEALER Code=4a $ $ $ $ $ $ $ $
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
This Direct-to-Dealer CAIR is being sent for the following reason:
Unresolved vehicle concern
Please update this CAIR as required.
Agent called dealer and spoke to Mike to inform that CAIR was being sent.
$ $
Agent contacted the customer and advised him the file is being forward to the dealership to get all parties involved and would need to keep working with the dealership and the complaint has been filed.
REASSIGNED TO BC/DLR 66 68955 01/09/08 13:45 R 17097428
*Contact Date:01/10/2008
Service Manager at the dealership has updated the Cair# 17097428
An appointment has been set with the customer.
*Contact Date:01/24/2008
Service Manager at the dealership has closed the Cair# 17097428
Warranty repair has been documented on Repair Order#70046
CAIR RETURNED FROM DEALER ON 1/24/2008 AT 07:18:164 R 17097428

Customer Assistance Inquiry Record (CAIR)# *17137840*

Vin	1J4FA39S0 5F[redacted]	***Open Date***	01/22/2008	***Build Date***	12/10/2004		
Model Year	05	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	04/23/2005	***Dealer***	24100	***Dealer Zone***	71	***Mileage***	33,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	BEAUMONT CA[redacted]					***Country***	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Occasionally during fill up the auto shut off on the gas pump does not func
tion causing fuel spillage.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Replied that the gas pump function is separate from the vehicle and the
vehicle does not operate the gas pump.

Customer Assistance Inquiry Record (CAIR)#								17153081
Vin	1J8GA5910	7L[redacted]	**Open Date**	01/24/2008	**Build Date**	03/05/2007		
Model Year	07	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	04/07/2007	**Dealer**		**Dealer Zone**		**Mileage**	11,465	
Name:	[redacted]					**Contact Type**	E-MAIL	
Address	[redacted]					**Home Phone**	[redacted]	
	ROCKPORT ME[redacted]					**Country**	UNITED STATES	

Product - Fuel System - Fuel Tank - Defective - Default	Customer complaining about fuel tank overflowing.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
When I fill my tank up with gas, it always overflows.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? New
***** BEGIN CUSTOMER EMAIL *****
When I fill my tank up with gas, it always overflows. It doesn t matter
if the nozzle has the plastic ring or I slow the flow down, it gives me
no warning that the tank is full, thus overflowing each time.
***** BEGIN EMAIL RESPONSE *****
Thank you for contacting the Chrysler Customer Assistance Center
regarding your 2007 Jeep Wrangler Unlimited.
Your message concerning a problem with your Jeep, was received and
reviewed by the Customer Assistance Center.
We suggest that you give your local dealer the opportunity to assist you.
Their service personnel have the factory training, equipment and
information available to diagnose and correct concerns with our vehicles.
Thanks again for your email.
***** END EMAIL RESPONSE *****
Purchased New or Used? New
***** BEGIN CUSTOMER EMAIL *****
Thank you for your quick reply, but I have given my local dealer the
opportunity, and they told me nothing was wrong. I can t afford to keep
filling my tank up with gas and have it run over for no apparent reason.
Just this morning, I was filling it up and it ran over. What should my
next step be?
***** BEGIN EMAIL RESPONSE *****
Customer needs technical assistance. Routed to T2TN for further handling.
***** END EMAIL RESPONSE *****
Thank you for your quick reply, but I have given my local dealer the
opportunity, and they told me nothing was wrong. I con t afford to keep
filling my tank up with gas and have it run over for no apparent reason.
Just this morning, I was filling it up and it ran over. What should my
next step be?
Sincerely.
Lorraine Knight
**********END OF EMAIL**********
Email states:
Thank you for contacting the Chrysler Customer Assistance Center
regarding your 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 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 Customer Service
Representatives.
Thanks again for your email.
**********END OF RESPONSE**********

Customer Assistance Inquiry Record (CAIR)# *17332631*

Vin	1J4FA69S5	6F[redacted]	***Open Date***	03/18/2008	***Build Date***	08/17/2005	
Model Year	06	***Body***	TJJS77	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DR			
In Service Dt	10/03/2005	***Dealer***	23738	***Dealer Zone***	51	***Mileage***	48,666
Name:	[redacted]					***Contact Type***	
Address	[redacted]					***Home Phone***	[redacted]
	LAKE ST LOUIS MO[redacted]					***Country***	UNITED STATES

Product - Fuel System - Linkage - Other - Default	Customer states the vehicle spits out gas when full during fill up.

Purchased New or Used? new
From whom did customer purchase used vehicle?
CDJ dealer
****
Customer states when he fills up with gas the gas will spew out before shutting off like it should. Customer states it does this during almost every fill up. Customer states the vehicle was taken to dealer 23738 previously where a smoke test was performed, but no problems were found. This is the repair history from the previous CAIR and only current repair history for this concern:
10/18/2007: gas coming out of the fuel tank when filling up the vehicle, could not duplicate the customers concerns. (40,496)
3/18/08: gas coming out of fuel tank when filling up the vehicle. Appointment being scheduled today for diagnosis.
Agent contacted the dealer and spoke with Cindy who confirms the previous repair. Cindy requested agent suggest the customer call Cindy to schedule an appointment for tomorrow. Agent advised customer of a file being sent to the dealer as stated in the previous CAIR.
$ $ $ $ $ DIRECT-TO-DEALER (Code=4A) $ $ $ $ $ $ $ $ $
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
This Direct-to-Dealer CAIR is being sent for the following reason:
Unresolved vehicle concern
Please update this CAIR as required.
Agent called dealer and spoke to Cindy to inform that CAIR was being sent.
$ $
REASSIGNED TO BC/DLR 51 23738 03/18/08 17:45 O 17332631
*Contact Date:03/19/2008
Service Manager at the dealership has updated the Cair# 17332631
An appointment has been set with the customer.
*Contact Date:03/24/2008
Service Manager at the dealership has updated the Cair# 17332631
Parts have been ordered.
*Contact Date:04/01/2008
Service Manager at the dealership has updated the Cair# 17332631
An appointment has been set with the customer.
*Contact Date:04/02/2008
Service Manager at the dealership has closed the Cair# 17332631
DCX goodwill repair is documented on Repair Order#605059
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 4/02/2008 AT 12:31:780 R 17332631

Customer Assistance Inquiry Record (CAIR)# *17366339*

Vin	1J4FA49S2	6F[redacted]	***Open Date***	03/28/2008	***Build Date***	10/25/2005	
Model Year	06	***Body***	TJJH77	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DR			
In Service Dt	03/21/2006	***Dealer***	45203	***Dealer Zone***	51	***Mileage***	30,000
Name:	[redacted]D					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	MARSHALLTOWN IA[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Leaks - Default	Customer states vehicle spits gas when fililng up.

Purchased New or Used? Used
If Used, date purchased? 05/10/07 Mileage? 20000
From whom did customer purchase used vehicle?
Other dealer
Customer states the vehicle is currently at the dealer. He states when the vehicle gets full of gas it always spits a cup of gas at him and he would like this fixed. He states it is ruining his paint and his fender well. He states the dealer told him there is a TSB out, but no repair kit is available yet. Agent called dealer 45203 and spoke with Neil in service. Neil states there is a TSB for this for the vent that was not allowing the pressure to release and a bubble is coming from a fill tube. He states they looked for an updated part number to see if anything had changed. Neil states he would have to provide the information later on the TSB number. Agent provided direct extension and telephone number to dealer. Agent offered customer a callback. Customer accepted.
Agent called dealer 45203 and spoke with Neil. Neil states it is not a TSB, but the technician s observation. Neil states ordered new fill tube. Agent called customer and advised the issue is currently in the process of being resolved by the dealer and if he has any further issues to contact us back. Customer understood.

Customer Assistance Inquiry Record (CAIR)# *17537986*

Vin	1J4FA49S3	5F[redacted]	***Open Date***	05/29/2008	***Build Date***	12/16/2004	
Model Year	05	***Body***	TJJH77	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DR			
In Service Dt	04/30/2005	***Dealer***	99999	***Dealer Zone***		***Mileage***	30,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	
	THE WOODLANDS TX[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	Customer experiencing problem with the fuel tank

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Emissions system question about fuel overflow when refueling
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New
***** BEGIN CUSTOMER EMAIL *****
I noticed that for about the last 5000 miles, when I refuel, at least 70% of the time gas overflows before the pump will shutoff. It happens at different stations, and never happened the first two years. My question is is this part of an emissions system?
***** BEGIN EMAIL RESPONSE *****
Routed to Tier 3 for further handling as customer seeking technical assistance.
***** END EMAIL RESPONSE *****
Unable to diagnose over email. Refer to dealership for assistance.

Customer Assistance Inquiry Record (CAIR)# *17646166*

Vin	1J4FA29SX	6F[redacted]	***Open Date***	06/30/2008	***Build Date***	03/07/2006	
Model Year	06	***Body***	TJJL77	JEEP WRANGLER SE 4X4 SPORT UTILITY 2-DR			
In Service Dt	07/28/2006	***Dealer***	23212	***Dealer Zone***	35	***Mileage***	15,681
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]		P.O. BOX 321			***Home Phone***	[redacted]
	KELAYRES PA[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Defective - Default	Problem With Fueling

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Problem With Fueling
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used? Used
If Used, date purchased? 10/19/07 Mileage? 15681
From whom did customer purchase used vehicle?Individual ?
***** BEGIN CUSTOMER EMAIL *****
I have a serious complaint about my Jeep Wrangler, I can t fill my gas tank without having gas overfill and shoot out at me. I know its a problem with my jeep and not the pump because I have tried several differant pumps at different gas stations and the same thing happens, but doesnt happen when I fill my girlfriends jeep. The dealership says they don t know what could cause this and don t know how to fix it. I have video of it overfilling, what happens is, when I go to fill my jeep with gas and the tank is full the the pump does not stop and gas shoots out at me. this is not only annoying smelling like gas after fueling but also a very serious fire hazard. What I do now is wait until my tank gets to a quarter above empty and then put exactly ten gallons in so it doesn t overfill, but when I take long trips I like to fill my tank (and no I am not trying to top it off, it just doesn t stop until it shoots out). this is also waisting gas (which is even more agravating with driving a gas guzzler and waisting gas on the pavement and my clothes). I love jeep wranglers and this is not my first, plus my brothers and my grandfather and my girlfriend all have jeep wranglers and I don t have any problems filling there tanks, I also read online that the gas station pumps should automatically shut off when the fuel hits the nozzle but it doesn t. something has to be wrong with the way the tank is vented or something but my question is what should I do? its going to eventually eat my paint in the quarter panel and I also read online that all it takes is a little static to start fires at the pump, this is dangerous. I even had my girlfriend try it just to make sure it wasn t anything I could be doing and it still did it. My jeep has to go in for servicing next week so I amd going to try and take it to All American Jeep in tamaqua since they are a 5 star dealship mabey they can figure it out, but if they can t what should I do next?
***** BEGIN EMAIL RESPONSE *****
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Jeep Wrangler.
We apologize for the inconvenience you have experienced and appreciate the time and effort you took to bring this matter to our attention.
In response to your email regarding your concern, we would like to inform you that if the dealer has been unable to determine or resolve your concerns, you can seek a second opinion from another authorized dealership.
Seek out the dealerships that are known for excellence in customer service - our Five Star dealers. Visit http://www.fivestar.com, or call 1-800-677-5-STAR.
You can also locate a dealer on the 'Dealers in my Area' dropdown on the Jeep (http://www.jeep.com) brand website.
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 Customer Service Representatives.
Thanks again for your email.
***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# *18207076*

Vin	1J4GA5916	7L[redacted]	***Open Date***	12/30/2008	***Build Date***	05/09/2007	
Model Year	07	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/15/2007	***Dealer***	60283	***Dealer Zone***	74	***Mileage***	23,500
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	
	OLATHE KS[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Leaks - Default	customer seeks assistance regarding Gas tank problems
Dealer - Facilities - Service Department - Other - Default	customer wanted to complain about the dealership

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Gas tank problems - Olathe Jeep problems
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used?NEw
***** BEGIN CUSTOMER EMAIL *****
When I remove the gas hose nozzle from the vehicle after filling the vehicle with gas, gas spews out of the vehicle. This causes gas to spray on me and all over the vehicle. I have had the vehicle to Olathe Jeep five times and it still is not fixed. It is in the shop again today for the same reason. They can t seem to fix the problem. I have been relying upon friends and family when the vehicle is in the shop. Finally, yesterday they provided me with a free rental vehicle. Can someone at Jeep provide this dealership with the knowledge to fix the problem with my Jeep? They do not seem to know what they are doing and are very good at making excuses. I am not impressed with the service department at Olathe Jeep. A simple sorry would go a long way, but they don t seem to understand how to appease the customer. Please help me with my situation. Thank you.
***** BEGIN EMAIL RESPONSE *****
Dear Steven:
Thank you for contacting the Chrysler Customer Assistance Center regarding your 2007 Jeep Wrangler.
We regret for the inconvenience caused and appreciate the time and effort you took to write to us.
In response to your email, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). We need to discuss this matter with you.
We have Customer Service Representatives available to address your questions and concerns.
Thanks again for your email.
***** END EMAIL RESPONSE *****
Customer called in wanted to copmpalin against 60283 dealership as they were able to fix as per the satisfaction of the customer. She says that the dalership is not well organised. Customer said she will never visit the dealership again in the future.

Customer Assistance Inquiry Record (CAIR)# *18262409*

Vin	1J4FA44S5 6P[redacted]	***Open Date***	01/20/2009	***Build Date***	05/05/2006		
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	07/01/2006	***Dealer***	23633	***Dealer Zone***	74	***Mileage***	19,500
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	OLATHE KS[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Customer experiencing problem with the gas tank

***** EMAIL BRIEF DESCRIPTION CONTENT *****
My 2006 Jeep Wrangler Unlimited seems to have a gas tank issue. When I fill up with fuel it does not allow the pump to shut off without spraying fuel a ll over the Jeep. I have searched several forums online and see that many o thers have the same issue.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New
***** BEGIN CUSTOMER EMAIL *****
My 2006 Jeep Wrangler Unlimited seems to have a gas tank issue. When I fill up with fuel it does not allow the pump to shut off without spraying fuel all over the Jeep. I have searched several forums online and see that many others have the same issue.
***** BEGIN EMAIL RESPONSE *****
Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Jeep Wrangler.
We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.
We have reviewed your recent email. In response to your email, we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can also seek a second opinion from another authorized dealership.
If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997 between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.
Thanks again for your email.
***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# *18320066*

Vin	1J8GA5915	7L111696	***Open Date***	02/06/2009	***Build Date***	08/30/2006	
Model Year	07	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/14/2006	***Dealer***	66804	***Dealer Zone***	51	***Mileage***	25,166
Name:	[redacted]					***Contact Type***	LETTER
Address	[redacted]					***Home Phone***	[redacted]
	PLAINFIELD IL[redacted]					***Country***	UNITED STATES

Product - Electrical - Battery - Defective - Default	Customer is complaining about the dealership
Product - Fuel System - Fuel Tank - Defective - Default	Customer is complaining about the dealership

POSTMARK DATE: 020309; DATE RECEIVED: 020309
Customer is complaining about the dealership.
Customer is unhappy with the technicians at the dealership. She states that the
Gas spills out when she fills the tank for the last 6 months. And because of oil leaking the engine is seized.After completing the oil change she was informed that it was not covered under warranty.
****

Agent called up the dealership 66804 and spoke Gary fast who informed that they contacted that customer and right now there is no problem with the engine. He even stated that they have called the customer on Tuesday at the dealership regarding the same concern.
Agent called up the customer at [redacted] and reached the voicemail where the agent left the message with the callback number and reference number.
Mileage, dealership and coin updated.
****Next Agent********
Please inform the customer that we had a word with SD Gary Fast who informed that they had diagnosed the vehicle before and nothing was wrong with the engine.
He also informed that they have called the customer to visit on Tuesday regarding the same concern.
****

Customer Assistance Inquiry Record (CAIR)# *18460233*

Vin	1J4GA3917	8L[redacted]	***Open Date***	03/27/2009	***Build Date***	08/24/2007	
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	03/04/2008	***Dealer***	60330	***Dealer Zone***	35	***Mileage***	10,980
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	GOODVIEW VA[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	Customer stated that the fuel tank does not cut of when the fuel is full.

Customer stated that the fuel tank does not cut of when the fuel is full. Customer stated that his vehicle has a mechanism where the fuel tank automatically stops the fuel to come into the tank if the tank is full but due to some reason the mechanism for his vehicle is not working and the fuel overflows every time he fills gas. Customer stated that the dealerships are not aware of any such issue and could not help. Agent advised the customer to get in touch with an authorized dealership and get the vehicle diagnosed and if necessary go on a test ride with the service manager and let him see the exact problem at a fuel station. Customer understood and agreed. Agent provided the reference number for future reference.

Customer Assistance Inquiry Record (CAIR)# *18571997*

Vin	1J4FA39S9	6P[redacted]	***Open Date***	05/11/2009	***Build Date***	03/20/2006	
Model Year	06	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	11/01/2006	***Dealer***	99999	***Dealer Zone***	42	***Mileage***	30,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]		#304			***Home Phone***	[redacted]
	PALM HARBOR FL[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Defective - Default	Customer experiencing problem with the gas
Referral - Tier Three - Default - Default - Default	ReAssign the CAIR to 88X for further hanlding

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Warranty Problems
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used?Used
If Used, date purchased?12/05/07
If used, mileage at time of purchase?30,000
If used, where was the vehicle prurchased?N/A
Is the vehicle at a Chrysler/Dodge/Jeep dealer now?N/A
***** BEGIN CUSTOMER EMAIL *****
When I fill up my gas tank, once it reaches full it spits out quite a bit of gas down the side of my jeep and onto my feet. I took it into Fitzgerald s in Clearwater and they ran tests and told me there s nothing wrong with it. I said, 'Clearly there is something wrong with it unless it s supposed to spit out gas on my feet.' The service guy responded, 'I can t fix it if there s nothing wrong with it. All the tests came back fine.' I m quite certain that it s not supposed to cough out a bunch of gas, and I would like to have this issue corrected ASAP. Thank you so much for your time and attention. Have a great day, Kirsty
***** BEGIN EMAIL RESPONSE *****
ReAssign the CAIR to 88X for further handling
VIN:
6P[redacted]
Mileage:
30,000
Servicing Dealer:
Fitgerald s Chrysler/ Jeep
Title:
Ms.
First Name:
[redacted]
City:
Palm Harbor
State:
FL
Zip:
[redacted]
***** END EMAIL RESPONSE *****
Reassigning CAIR to SM1203 to work.
**********Email response/review**********

Writer reviewed customer s concern and determined that the problem would need to be diagnosised by the dealership. If current servicing dealership is not resolving her issue, customer can take her vehicle to any certified CDJ dealership in her area. Writer reviewed customer history and found 1 vehicle purchased used with no service contract. Please express to customer that all dealerships are independently owned and the problem would need to be diagnosised/duplicated before it can be corrected or repaired.
Agent attempted to contact the customer on 05/11/09 at 2:26 PM EST on the customer s phone number per line 48.
Agent left message with CAIR number and call back phone number for CAC (1-800-992-1997).
**********Email response/review ended**********
Please confirm the information provided on the previous lines so the customer understands the process.
Per the information provided, the vehicle is still within the basic warranty guidelines and any repairs would be covered.
Customer called in stating that she received a call but missed and got the IVR. Customer states that dealer keeps on stating that there is no problem and there actually is a problem with the vehicle. Agent transferred the call to tier 2.5 for further assistance. Agent transferred the call on extension #66093
Agent was not able to add the referral reason code as CAIR open.
Approved by ES738
Writer received call from customer regarding above issue. Writer advised customer that if she feels the current diagnosis is incorrect, she can get a second opinion at another dealership. Writer advised that the warranty is still in effect, but a problem must be diagnosed to be repaired under warranty.

Customer Assistance Inquiry Record (CAIR)# ***18584925***

Vin	1J4FZ2419 8L[redacted]	***Open Date***	05/14/2009	***Build Date***	11/27/2007		
Model Year	08	***Body***	JKUL72	JEEP WRANGLER X 4X4 RHD SPORT UTILITY 2-DOOR			
In Service Dt	02/22/2008	***Dealer***	67679	***Dealer Zone***	66	***Mileage***	30,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	SAN MATEO FL [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Fuel spills out.
Referral - Tier Three - Default - Default - Default	Fuel spills out.

Customer states when he fills fuel in the vehicle, there is a back flow, because of which fuel spills out. Customer states the dealership informed him that Chrysler knows about the problem and it is a common problem with this model. Agent transferred the call to T3. Approved by LL679.
Writer spoke with customer about problem when he fill his tank with fuel , there is a back flow of fuel spilling out. Stated he has taken it to dealership 67679 they have told him there is no fix for it. Spoke with Brian at dealership 67679 he said they have contacted Chrysler star team. There is no fix. But would contact customer if they received information from Chrysler star team if a fix comes available.

Customer Assistance Inquiry Record (CAIR)# *18796525*

Vin	1J4FZ2413	8L[redacted]	***Open Date***	07/29/2009	***Build Date***	08/29/2007	
Model Year	08	***Body***	JKUL72	JEEP WRANGLER X 4X4 RHD SPORT UTILITY 2-DOOR			
In Service Dt	09/28/2007	***Dealer***	68502	***Dealer Zone***	66	***Mileage***	22,552
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	ANDERSON SC[redacted]					***Country***	UNITED STATES

Dealer - Service/Body Shop - Personnel - Courteous - Service Management	Customer is pleased with service received by dealer 43084 and 68502.
Product - Exhaust - Exhaust Pipe / Tail Pipe - Fumes or Odors - Default	Fumes
Corporate - Complaint Contact - Default - Default - Default	
Referral - Other - Default - Default - Default	

Customer states vehicle was diagnosis as general evaporation system failure. Code P0440 check engine light comes on. Customer states that his wife delivers mail for the Post Office and the Jeep has a right hand side steering wheel. Fumes are coming inside vehicle and customer states that the fumes come in with the window rolled up or down. Customer states that it happens more in warm weather. Writer called dealer # 68502. Dealer stated that the customer has had vehicle in several times for the same issue and found that customer had originally overfilled gas and informed customer also Service manager has done everything he can think of to duplicate the issue but cannot. Service Manager has called Star and still could not find any defects. Service Manager has referred customer to another dealership for second diagnosis. Writer referred customer to dealership 44719.
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 Manager, Business Center or STAR.
The unresolved concern is exhaust fumes
Agent called dealer and spoke to Jim informed that CAIR was being sent. Please update this CAIR with resolution.
# #
--
Customer is calling back regarding the unresolved concern with the exhaust/raw fuel fumes coming into the vehicle. Dealer 43084 diagnosed the vehicle, they ran vehicle for several hours with the windows up, and was unable to duplicate the concern. Customer states dealer 43084 referred him back to dealer 68502. Customer states the fumes are coming into vehicle while driving, not while sitting still. He wants to know what he needs to do now. He states when the evaporator canister was replaced, it resolved the concern for about 3 Weeks, now the concern is present for short intermittent periods at a time.
--
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Writer advised Service Advisor, Kyle, dealer 68502, of the unresolved concern and provided the reference. SA states he will contact the District Manager and contact the customer when the DM will available.
REASSIGNED TO BC/DLR 66 68502 08/05/09 08:24 R 18796525
SM met with custsomer last week. Unable to duplicate the condition of the customers concern. The vehicle is operating normally. This vehicle has now been checked out at 2 dealerships with the same conclusion - no issues/problems found.

Customer Assistance Inquiry Record (CAIR)# *18867860*

Vin	1J4GA3914	7L[redacted]	***Open Date***	08/21/2009	***Build Date***	08/09/2006	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/11/2007	***Dealer***	41522	***Dealer Zone***	32	***Mileage***	32,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	RIVERHEAD NY[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Tank overfills and spills fuel onto the ground
Corporate - Complaint Contact - Default - Default - Default	

Customer called in seeking warranty approval for repairs declined under warranty at the dealership. He indicates that when he fills the tank 2 gallons spill over onto the ground. The dealership indicated that the fuel filter had been damaged by the customer and declined the repair under warranty. The repairs have not been done. Writer advised the customer that we do not do warranty approval over the phone and referred him to another dealership if he feels it was misdiagnosed.

Customer Assistance Inquiry Record (CAIR)# *18912210*

Vin	1J4FA241X	7L[redacted]	***Open Date***	09/08/2009	***Build Date***	10/13/2006	
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/17/2006	***Dealer***	23309	***Dealer Zone***	35	***Mileage***	22,500
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	BRENTWOOD MD[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	customer states when fueling, it will not stop the gas from coming out.
Corporate - Complaint Contact - Default - Default - Default	

Customer states when fueling, it will not stop the gas from coming out of the filler automatically, dealer unable to duplicate, inquiring about any related service bulletin. Writer advised the customer there was no related service bulletin however, we can send a request to the dealership for further diagnostics for the problem.
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 Manager, Business Center or STAR.
The unresolved concern is the gas filler does not stop the gas from overflowing as designed.
Agent called dealer and spoke to the SA asigned to the customer, informed that CAIR
was being sent. Please update this CAIR with resolution.
# # # # # # # # #

Customer Assistance Inquiry Record (CAIR)# *18937772*

Vin	1J4FA44S8	6F[redacted]	***Open Date***	09/16/2009	***Build Date***	06/20/2006	
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	08/14/2006	***Dealer***	36464	***Dealer Zone***	42	***Mileage***	39,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	BLOOMINGTON IN [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	Gas Tank over fills with gas-oline when being fueled
Corporate - Complaint Contact - Default - Default - Default	

Customer is saying when he fills vehicle up with gas the indicator or something inside the gas tank won t read when the gas needs to stop filling, there for he doesn t know when to stop filling vehicle with gas, it overflows. Writer called over to dealer36464. SM ED has the same concern with his vehicle. SM looked in STAR and found that with the 06 Wranglers, fuel system/fuel module shuts off repeatedly, but no TSB has been put out . Writer is sending D2D 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 Manager, Business Center or STAR.
The unresolved concern is: when vehicle is filled up with gas-oline the indicator or something inside the gas tank won t read when the gas needs to stop filling, gas overflows.
Agent called dealer and spoke to SM ED informed that CAIR was being sent. Please update this CAIR with resolution.
# #
REASSIGNED TO BC/DLR 42 36464 09/16/09 16:07 O 18937772
10/2 Customer has never made arrangements to bring vehicle in for diagnosis to Tom Obrien Greenwood - 36464, dealer will inspect when customer sets appt. the last time he was in this dealership was June 09. mwp

Customer Assistance Inquiry Record (CAIR)# *18939548*

Vin	1J4FA241X	7L[redacted]	***Open Date***	09/17/2009	***Build Date***	10/13/2006	
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/17/2006	***Dealer***	23309	***Dealer Zone***	35	***Mileage***	22,500
Name:	[redacted]					***Contact Type***	LETTER
Address	[redacted]					***Home Phone***	
	BRENTWOOD MD[redacted]					***Country***	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeks assistance.
Corporate - Warranty Coverage - Default - Default - Default	Customer seeks warranty coverage.
Product - Fuel System - Fuel Tank - Other - Default	Over flows
Product - Fuel System - Unknown - Defective - Default	customer states when fueling, it will not stop the gas from coming out.
Corporate - Complaint Contact - Default - Default - Default	

POSTMARK DATE: 091009; DATE RECEIVED: 091409
Customer has sent the letter regarding the fuel overflow problem.
Customer states the fuels continuously overflow and it may a hazardous.
Customer states he took the vehicle at the authorized dealership and they are not able to fix the problem.
In the case#18912210 the concern has been already raised and sent to the SM.
******out bound*********
Agent called the customer at telephone#[redacted] to know more information however reached the voicemail. Agent left the call back number with the reference#18939548
********Next Agent**********
When customer calls back please check more information about the concern.
If required escalate the matter.
Agent updated coin and the HPIMS
.
Customer called in for the same issue. Customer says that he s been to the dealership twice for the same issue; however they aren t able to duplicate the concern. Customer seeks a resolution of this problem. Agent informed the customer that the dealership are working hard on this case as they re in contact with STAR regarding his case. Agent further transferred the call to T2.5 for further handling. Approved by PD592.
Customer further inquired about the remaining warranty. Agent informed the customer that this vehicle is still under the basic warranty that ll expire on 11/17/2009 or 36000 miles whichever occurs first.
****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer, (owns 1 ?used 2nd? current, 2 previous & 0 household vehicles / LIFETIME UNLIMITED MILEAGE POWERTRAIN PL) requesting goodwill Gas tank need replacing.
What are the customer s expectations?
Chrysler to help cover the repair.
What is the root cause of the contact?
Goodwill for Gas tank need replacement.
****End structured narrative T2 - Beginning Narrative
Vehicle is at Dealer 23309. Spoke with SUDSA SM Scott who says all repairs are covered per warranty.
Customer is concerned that this might be a fire hazard and wants Jeep to know.

Customer Assistance Inquiry Record (CAIR)# *18943495*

Vin	1J8GA6912 7[redacted]	***Open Date***	09/21/2009	***Build Date***	07/02/2007		
Model Year	07	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	08/17/2007	***Dealer***	26134	***Dealer Zone***	32	***Mileage***	30,022
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]	APT. 202				***Home Phone***	[redacted]
	HOBOKEN NJ[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	Customer complains of overflowing.
Corporate - Recall - Default - Default - Default	Customer seeks recall information.

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Continuing problems with gas overflowing from gas tank when filling. Gas sta
tion attendents repeatedly tell me they see this on all 'the new Jeeps'
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used?NEW
***** BEGIN CUSTOMER EMAIL *****
I have had repeated problems with gas spilling out of the gas tank when
filling up. I have heard from more than one gas station attendant that
they see this problem in all the new Jeeps. This problem is causing
damage to my plastic side flairs/fenders b/c I have a Rubicon. I need to
have the continuing issue resolved immediately. Please contact me to let
me know how to get this problem fixed. I would expect there is a recall
on this issue.
***** BEGIN EMAIL RESPONSE *****
Thank you for contacting the Chrysler Customer Assistance Center
regarding your 2007 Jeep Wrangler.
In response to your email regarding the gas spilling, we would like you
to know that as there are many given variable involved that may cause the
gas to spill and we are unable to diagnose your vehicle concern via
email, we suggest that you contact an authorized dealership in your area.
If your concern is still not resolved after getting it diagnosed at an
authorized dealership, please feel free to call us at 1-800-992-1997
between 8:00 AM. and 5:00 PM. from Monday through Friday (in all
Continental Time Zones).
We have Customer Service Representatives available to address your
questions and concerns. We regret your concern cannot be discussed via
email.
Moreover, we would like to inform you that a review of our records
indicates that your 2007 Jeep Wrangler (VIN: 7L[redacted]) does not currently
require service for any recall campaigns.
Thanks again for your email.
***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#								18943514
Vin	1J8GA6912	7L[redacted]	**Open Date**	09/21/2009	**Build Date**	07/02/2007		
Model Year	07	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	08/17/2007	**Dealer**	26134	**Dealer Zone**	32	**Mileage**	30,022	
Name:	[redacted]					**Contact Type**	E-MAIL	
Address	[redacted]		APT. 202			**Home Phone**	[redacted]	
	HOBOKEN NJ[redacted]					**Country**	UNITED STATES	

Product - Fuel System - Fuel Tank - Other - Default	Customer complains of overflowing

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Rust bubbling up underneath paint on door hinges
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Purchased New or Used?New
***** BEGIN CUSTOMER EMAIL *****
I have noticed rust accumulating under the paint on my door hinges which is causing the paint to bubble up in that area. This might be connected to water that builds up and drips from the rear view mirrors. I have spoken with multiple Jeep owners who have experienced the same exact problem, but much to my surprise there is no recall or fix listed for this issue. Please advise how I can have this problem addressed & fixed.
***** BEGIN EMAIL RESPONSE *****
NAN as customer s concern handled in the cair no. 18943495
***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)# *19031791*

Vin	1J4GA6918	7L[redacted]	***Open Date***	10/21/2009	***Build Date***	07/10/2007	
Model Year	07	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	07/21/2007	***Dealer***	42068	***Dealer Zone***	51	***Mileage***	50,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	HANNA CITY IL[redacted]					***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer questions if there are any recalls for the fuel tank.
Product - Fuel System - Fuel Tank - Defective - Default	Fuel Shoots Back Out Of Tank
Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Unknown - Defective - Default	

Customer states that while he puts gas in his tank the gas shots back out at him about 2 to 3 gallons of gas come back out at him.
Customer was advised that due to the nature of their contact a call back is
required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle?KENT T HENRY
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 8:13 am. Preferred call back number is a disconnected line. Agent unable to contact customer.
If customer calls back in please update contact information and preferred call back number.
Customer called back because he hasn t heard anything from SR. Agent informed him of the contact attemp and the inccorect number. Customer provided number[redacted] cel. Agent will reassign to 88F.
Customer called in again stating that he has not yet heard from a Chrysler agent with regards to his request. Writer informed customer the previous contact number was incorrect. The updated number has been noted and the customer can expect to hear back from Chrysler in the next business day.
Customer called in concerning not recieving a call back, Writer is upset that he still has not heard from the SRT, writer informed customer i woul dleave a message with JL1095 on his behalf for him to be contacted,
Writer advised customer that he needs to have his vehicle diagnosed and he may be responsible for diagnosis fee, customer states he has already spoken with the dealership and does not want to be charged a fee but states he will try and go in sometime this week. Customer states he wants chrysler to repair his vehicle and cover the repair. Writer set no custoemr expectaion level for good will assistance.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 2:30 am mst.
Writer followed up with the customer regarding his request for assistance. Writer educated the customer on diagnosis fee charged by the dealership. Customer understands the process for goodwill consideration.
Customer seeking recall information on vehicle. He reports seeing many other s online having the same complaint. He advised this has been an ongoing concern, once the fuel tank is full and the pump shuts off, the fuel pump almost shoots from the vehicle and the gas shoots out. He can only fill the fuel tank to 3 quarters of a tank to avoid the fuel from shooting out.
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.
It has also been advised his request has been assigned to JL1095, she

will be assisting the customer with his request. Writer will contact dealer 42068 to advise them of the customer s complaint and request for goodwill.
Writer advised Service Advisor, John, dealer 42068 of the customer s complaint and request for assistance. The reference number, assigned associate JL1095 and extension 66067 was provided in addition to the dealer email address. Writer asked the SA to have the Service Manager contact JL1095 after the vehicle has been diagnosed.
CONTACT UPDATE - Customer was contacted today at 11:12am MST 10/29/09. Customer stated that he had not had a chance to take his vehicle to a dealership yet. Customer states he hopes to get it in next week, but is not sure.
- Writer verified servicing dealer, and advised that a follow up call will be made 11/09/09.
- Ron Turner SM not available. Tom SA states that this customer has an appt. on 11/09/09 and they have notes to reach JL1095 once a diagnosis is completed.
- Ron SM states that their computers are not working at the moment and will call CAC back with an update.
- CONTACT UPDATE - Customer was contacted today at 9:24am MST 11/09/09. Customer states that he has not had a chance to complete a diagnosis yet. Writer advised that a follow up phone call will take place 11/16/09, unless new information is received before then. Customer was provided with agent s extention: 66067.
- CONTACT UPDATE - Customer was contacted today at 9:54am MST 11/16/09. Customer was provided with agent s extension: 66067. Customer states he had a really important call coming through and asked to call back.
- Ron SM not available. Tom SA states that customer has not been to dealership yet, last visit was 3/9/09.
- 3rd attempt made to contact customer at 8:37am MST
Customer was provided with agent s extension: 66067
Customer hasn t had a chance to complete diagnosis yet and has been really busy. Writer advised customer to contact CAC once he is able to complete the diagnosis and we can take the next step from there. Writer will close CAIR.

Customer Assistance Inquiry Record (CAIR)# *19051318*

Vin	1J4GA3911	8L[redacted]	***Open Date***	11/02/2009	***Build Date***	10/15/2007	
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/15/2007	***Dealer***	67082	***Dealer Zone***	32	***Mileage***	52,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	
	DRACUT MA[redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Unknown - Defective - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Vehicle Shoots Fuel out onto the ground at every fill up / Freedom Top leak
s in the front Center
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
****Customer Email****
Both Concerns are Known Problems that Jeep has TSB s on. Because it took
me some time to Uncover the TSB s on my own. I am being told they will
not be covered. If not resolved the Fuel problem is being reported to the
NTSB,DOT,EPA,and Videos will be posted online
****Response*****
Dear[redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
I would like to discuss this matter with you in more detail. Therefore,
I am seeking your permission to contact you by telephone. If this is
possible, please reply to the link below with a daytime telephone number
where you can be reached.
I look forward to your reply.
Thanks again for your email.
Customer is original owner and is not far outside 3/36 warranty.
Writer contacted customer at[redacted] regarding above situation.
Customer states that he will take vehicle to dealership 67082 for repair.
Writer contacted SM Bob at dealership 67082, who states that he will
contact the customer and call writer once a diagnosis is complete.
****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
SM Bob called trying to see what Chrysler was doing to assist the
customer with the repair.
What are the customer s expectations?
SM states the customer was told the repair would be covered including the
diagnostic.
****End structured narrative T2 - Beginning Narrative
SM states the customer will not authorize repair until he knows what
assistance Chrysler will provide. Writer informed SM that JMF84 did not
document any repair agreement or amount.
SM was advised that due to the nature of their contact a call back is
required and will take place within one business day, by the end of
business on 11/10/09.
Preferred call back number is[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *agent
called the dealership and they had already closed up shop and the cashier
was the only one there..
agent will call back tomorrow.
Agent called the dealership again today to see what we can do for the
customer? John Sm stated that the customer came in with an attitude on
November 2nd, and stated that he would not pay the diagnostic fee and
that Chrysler would be paying for the repairs?
John SM explained to the customer that the diagnostic needs to be
completed before Chrysler will assist in any repair. Customer took his

car and left.
John stated that the customer has not returned to the dealership and he will let agent know if the customer decides to come back in.
Agent is closing this case

Customer Assistance Inquiry Record (CAIR)# *19052451*

Vin	1J4GA3913 8L[redacted]	***Open Date***	10/29/2009	***Build Date***	08/31/2007		
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/18/2007	***Dealer***	45202	***Dealer Zone***	42	***Mileage***	43,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	INDIANAPOLIS IN [redacted]					***Country***	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Goodwill assistance
Product - Fuel System - Fuel Tank - Leaks - Default	The fuel tank might have to be replaced
Corporate - Complaint Contact - Default - Default - Default	

Mr. [redacted] states whenever he fills the gas it is spilling out. Customer states he had called his dealer 45202 and they informed him that the fuel tank might have to be replaced since there was a recall on the Dodge Durango for the same issue. Customer is seeking assistance from Chrysler for the repairs. Agent transferred the call to tier 2.5.
Writer advised that a diagnosis by a dealer would need to be performed before Chrysler can consider out of warranty assistance. Customer states he will contact dealer and contact CAC back for regarding diagnostic results.
Customer called in, regarding the same issue he is having with gas tank.Customer said went to dealer 45202 and gets the diagnosis run, and according the dealer , the trouble on the tank is due by the defective tank.Customer said was told to call back after the diagnosis.
Writer informed the customer that his case will need to be transferred to the senior resolution team for review, and she will be contacted tomorrow Tuesday by 6 pm eastern time .Customer s best contact phone is [redacted]
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Writer spoke with service manager, Scott. SM stated that the vehicle spills out after the tank is full, but they are having trouble duplicating the problem. SM stated that they need to replace the entire gas tank. SM stated he has used his resources to diagnose correctly. Customer has been quoted $545. SM stated that the customer purchased the vehicle from the dealership, but he lives far away so he doesn t come often. SM stated that he knew there was a recall on some Durango s about fuel tanks, but nothing attached to this vehicle specifically. Warranty parts is $264, warranty labor is $61.89. Writer is declining assistance because customer is not loyal to dealership, has a very limited history, and SM was unable to duplicate concern.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CONTACT UPDATE - Customer was contacted today at 11:29 AM. Left Message.
Customer was provided with agent s extension: 66056
Customer was advised about the goodwill decision,still is persistent to speak with the agent handling the case.
Customer calls requesting to speak with..BB879..
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66056.
Customer calling in to speak to BB879 agent transfered to 66056 agent did not state to customer the decline for assistance as it has allready been done
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Customer claims that this is the fifth Chrysler vehicle in his family,

writer can only find one under customers name. Customer claims this is the first vehicle under his name. Customer claims that he feels that we should have replaced the gas tank. Customer claims that he is going to take up his concern with his dealership, local government, and media.

Customer Assistance Inquiry Record (CAIR)# *19059551*

Vin	1J4FA2417 8L[redacted]	***Open Date***	11/02/2009	***Build Date***	12/18/2007		
Model Year	08	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	12/22/2007	***Dealer***	43664	***Dealer Zone***	42	***Mileage***	42,633
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	OREGONIA OH [redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Defective - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer needs to replace the entire gas tank.
What are the customer s expectations?
Customer would like this repaired as if its under warranty.
****End structured narrative T2 - Beginning Narrative
Customer claims that his vehicle is splashing gas everytime he fills up his tank. Customer claims he took his vehicle into a dealership and they ve told him he need to replace the entire fuel tank, even though the problem is just in the neck. Customer claims he was quoted $607 for the repair. Customer is requesting that Chrysler assist in the cost of the repair, because he feels this shouldn t be a part that 'wears' and that it must be a defective.
~
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted] (wife cell).
Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? yes
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Rob SA at dealer 43664 indicates check valve is jamming up, tech states they need new fuel tank only. Rob states no abuse or neglect, manufacture defect.
As a one-time goodwill gesture, Chrysler will assist with fuel tank
Customer will be responsible for a co-pay in the amount of $100.00. This goodwill is being offered because no abuse or neglect
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Kristy at 800-992-1997 extension # 66135
You may also contact us by email at: T2email@chrysler.com
Customer has been informed of this decision
Please update and/or close CAIR when complete.
# #
Issued PA UN09802051103. Informed customer.
REASSIGNED TO BC/DLR 42 43664 11/03/09 15:43 O 19059551
msb reviewed and concurred. Will authorize claim
*Contact Date:11/18/2009
Service Manager at the dealership has closed the Cair# 19059551
Warranty repair has been documented on Repair Order#305518
CAIR RETURNED FROM DEALER ON 11/18/2009 AT 01:45:579 R 19059551

Customer Assistance Inquiry Record (CAIR)# *19073006*

Vin	1J4FA49S4	6F[redacted]	***Open Date***	11/06/2009	***Build Date***	04/20/2006	
Model Year	06	***Body***	TJJH77	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DR			
In Service Dt	09/21/2006	***Dealer***	23043	***Dealer Zone***	32	***Mileage***	51,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	MANCHESTER CT[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Spits fuel out when refueling vehicle
Corporate - Company Information Contact - Default - Default - Default	
Corporate - Lost Customer - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states a warranty repair needs repaired again.
What are the customer s expectations?
Customer would like Chrysler to cover repairs.
****End structured narrative T2 - Beginning Narrative
Customer is having a problem with his fuel tank. When the customer is filling his tank with fuel it spits the fuel back at the customer.
Customer states this was repaired by the dealer last year. Writer did find this repair under warranty Reference# 222581. Repairs were done on 04/14/2008. Dealer replaced the fuel tank. Customer is now having the same problem and would like Chrysler to assist with repairs.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day.
Preferred call back number is Cell[redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? no
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 09:02 AM MT
Customer was provided with agent s extension: 66098. Customer does not want to pay for the diagnosis and at this times wants to call the writer back.
The customer called back and does not want to pay for the diagnose on the fuel tank because it had work performed before. The customer does not trust the dealership that did the work before because they damaged his vehicle and would not pay for the repair. The customer stated that he will take the vehicle to dealership (23043) Bolles Motors. Writer called the dealership and spoke to the SM Ron and SM stated that the diagnosis would could $85.00 and he will work with writer on the repair costs. The customer at this time still will not make up his mind whether he will pay for the diagnosis or buy another manufactures vehicle. Customer wanted to speak to supervisor now. Writer stated that we could get a supervisor on the phone in a day or two but the customer was not happy about that. He wanted a way to send an e-mail to Chrysler about how bad customer service is. Writer gave the customer the www.jeep.com web site to contact jeep by e-mail. Customer is still thinking about what he is going to do.
CONTACT UPDATE - Customer was contacted today at 02:08 pm MT.
Customer was provided with agent s extension: 66098.
Writer called the customer and he stated that he will not pay for a diagnose so the dealership can tell him that fuel spits out of the tank when refueling. Writer stated that we have to have the dealership tell us this is happening as the customer states and then we can help pay for any repair. Writer stated that we do need the diagnosis at the customer s expense. Customer stated that he is not going to pay for any dealership to diagnosis the issue. He has had the vehicle into the dealership several times in the past and is not going to pay anything more. Customer stated that he has written Chrysler a letter and will wait for an official response since writer s supervisor will not take phone calls to discuss the issue. Writer stated the supervisor will also tell him that a

diagnosis needs to be done. Customer stated that he will never buy another Chrysler product. Writer did speak with supervisor about the diagnosis issue and supervisor agrees.

Customer Assistance Inquiry Record (CAIR)#								19091997
Vin	1J4GA5912	8L[redacted]	**Open Date**	11/23/2009	**Build Date**	10/26/2007		
Model Year	08	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	02/09/2008	**Dealer**		**Dealer Zone**		**Mileage**	31,500	
Name:	[redacted]					**Contact Type**	E-MAIL	
Address	[redacted]					**Home Phone**	[redacted]	
	CHESAPEAKE BEACH MD[redacted]					**Country**	UNITED STATES	

Product - Fuel System - Unknown - Leaks - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Fuel overflows when filling up. After auto shutoff, a lot of gas spills out
. Happens at different pumps.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Dear[redacted]:
Thank you for contacting the Chrysler 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. Given the many variables involved, we are unable to diagnose your vehicle s problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.
Thanks again for your email.
Sincerely,
~Devon

Customer Assistance Inquiry Record (CAIR)# *19093903*

Vin	1J4FA69S1	5F[redacted]	***Open Date***	11/16/2009	***Build Date***	03/23/2005	
Model Year	05	***Body***	TJJS77	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DR			
In Service Dt	09/23/2005	***Dealer***	60009	***Dealer Zone***	66	***Mileage***	56,115
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	OCOEE FL[redacted]					***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	Customer calls seeking recall information.
Product - Fuel System - Fuel Hoses and Lines - Defective - Default	Customer got issues with the Check Valve for the Gas Tank.
Corporate - Warranty Coverage - Default - Default - Default	Customer is seeking coverage for the repairs.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer is seeking goodwill for the repairs.

Customer got issues with the Check Valve for the Gas Tank. Customer wants to check if there is any recall for the same or not. Agent advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer asked to check if the repairs are covered under the warranty or not. Agent informed that the vehicle is out of factory warranty and the repairs will not be covered.

Customer states that the fuel system is a manufacturing defect and she is seeking assistance from Chrysler for the repairs.

*** Approved by PD592 ***.

Customer was transferred for goodwill.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted] Who has possession of the vehicle?Owner
Has the vehicle been diagnosed by a CDJ dealer?
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 1:26
Customer was provided with agent s extension: 66169
Agent called the customer and got no answer.
Agent left contact information and set a call back for the 18th
2nd attempt made to contact customer on 11/18/09 9:21
Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66169
Agent called the customer and got the machine and left contact information and set a call back for the 19th.
3rd attempt made to contact customer on 11/18/09
Left detailed message for a return call if required.
Customer was provided with agent s extension: 66169
Agent pending contact with customer writer is closing cair.
Customer calls requesting to speak with..WH209..
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66169
Customer stating that she has called and left a message for the agent several times and they are playing phone tags and wants someone else to help her.
Agent called the customer and she stated that the sensors that are inside the gas tank are broken.

Customer states that once its full the gas will still spill out and get
gas all over her.
Customer states that she thought it was the pump at first and realized
that its the jeep sensors.
Customer states that she has gone online and found that there is a very
common problem with the jeep.
Customer states that some people got it replaced through warranty and
some haven t.
Customer states that she wants the problem repaired.
Informed customer that before Chrysler considers offering any goodwill
assistance outside of warranty, a diagnosis would need to be performed by
an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that
any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would
be at their discretion and expense. No commitment for goodwill
assistance has been made at this time. Customer is seeking out of
warranty assistance in the form of Assistance with replacement of the gas
tank.
Based on the information at hand, agent is considering the following:
possible 50/50 spilt with the customer.
Point of failure is Check valve is sticking in the fuel tank which is
causing this problem.
SM on the case is Warren, agent called him to get the diagnosis and he
stated that above statement.
Agent asked for warranty pricing and he is going to call back with that.
Customer has 1 bought new
05 jeep wrangler 56115 miles
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on ?describe the reason why this
goodwill is being offered?. According to the dealer, the warranty
costs of the repair are as follows:
Parts = 358.40
seal=17.85
Labor = 79.90
total=456.15
With the concurrence of the Service Manager Warren
the customer will have a CO-pay of 20.00
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance
with this PA, you may contact Wesley at 800-992-1997
extension # 66169. You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 66 60009 11/23/09 10:45 R 19093903
*Contact Date:11/23/2009
Service Manager at the dealership has closed the Cair# 19093903
DCX goodwill repair is documented on Repair Order#237226
CAIR RETURNED FROM DEALER ON 11/23/2009 AT 12:26:675 R 19093903

Customer Assistance Inquiry Record (CAIR)# *19113882*

Vin	1J4FA44S7	6F[redacted]	***Open Date***	12/04/2009	***Build Date***	03/16/2006	
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	05/26/2006	***Dealer***		***Dealer Zone***		***Mileage***	43,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	SPRINGFIELD IL[redacted]					***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Seat Tracks / Frames - Broken, Cracked - Front-Pass

***** EMAIL BRIEF DESCRIPTION CONTENT *****
I am disappointed with my 2006 Jeep Wrangler.
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
One sentence can t describe my entire complaint. I bought my new Wrangler Unl. in 2006. Before I start I want to say that it is a fun vehicle and I have enjoyed driving it but my joy has waned due to the following the number of problems I have dealt with for over 3.5 years. They are, in no order: Softtop crossbar too short; torn canvas on rear window; hole in leather shifter boot (not on the seam, in the leather); had shifter boot replaced and there is currently a new hole in the same location; cracked paint on window frame-to-door weld; passanger seat cable which tips seat forward broke - this seat has only been tipped forward maybe twice per week over 3 years, will be $300 to repair according to dealership; driver side visor frequently comes loose; faulty gas tank valve which caused overflow; uneven tire wear. Some of these problems were fixed under warranty but now that it has expired abnormal problems such as these are much more expensive to fix. Today after getting a flat tire and struggling to get to the jack under the broken passanger seat I became fed up with the annoying array of odd problems that have plagued this vehicle. I have had more problems with this Jeep than the three used cars I owned previously. This Jeep is my first and last and that is sad because I am a car enthusiast and have always loved Jeeps; few vehicles have its history. Your company needs to know of my disappointment. Thank you.[redacted]
Dear[redacted]
Your message concerning a problem with your Jeep Wrangler, was received and reviewed by the Customer Assistance Center.
We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.
We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles. Furthermore, your dealer is empowered 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 Customer Assistance Center at 800-992-1997 for additional discussion.
If you would like Chrysler to review any previous repairs you paid for please forward your original repair order and proof of payment receipt for consideration to the address below:

Chrysler Group Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
The issue will be reviewed and you will be contacted with the response.
Again, thank you for writing.

Customer Assistance Inquiry Record (CAIR)# *19118887*

Vin	1J4GA3913	7L[redacted]	***Open Date***	11/25/2009	***Build Date***	09/28/2006	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/27/2006	***Dealer***	68172	***Dealer Zone***	66	***Mileage***	36,423
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	KILL DEVIL HILLS NC[redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Other - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer called to see if there was a recall situation on the vehicle gas tank.
What are the customer s expectations?
Wants to have the problem repaired at no cost, safety issue.
****End structured narrative T2 - Beginning Narrative
Customer has been having fuel spit out of the tank while filling the tank.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle Dealer #68172.
Has the vehicle been diagnosed by a CDJ dealer Unknown.
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 10:57 AM.
Customer was provided with agent s extension: 66144.
Writer contacted customer and informed him that his case was being looked at. Customer stated that it was cool.
Writer called dealer and spoke with foreman Steve, who stated that the tank was empty and so they didn t want the dealer to fill it up. There are no bulletins available in this case. He would need to actually diagnose the problem.
2nd attempt made to contact customer on 11/30/09 at 10:07 AM.
Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66144.
3rd attempt made to contact customer on 12/01/09 at 2:48 PM.
Left detailed message for a return call if required.
Customer was provided with agent s extension: 66144.
3rd attempt made to contact customer on 12/02/09 at 9:55 AM.
Left detailed message for a return call if required.
Customer was provided with agent s extension: 66144.
5th attempt made to contact customer on 2:22 PM at 12/03/09.
Left detailed message for a return call if required.
Customer was provided with agent s extension: 66144.
6th attempt made to contact customer on 12/04/09 at 4:09 PM.
Left detailed message for a return call if required.
Customer was provided with agent s extension: 66144.

Customer Assistance Inquiry Record (CAIR)# *19130468*

Vin	1J4FA39S7	6F[redacted]	***Open Date***	12/01/2009	***Build Date***	02/24/2006	
Model Year	06	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	03/29/2006	***Dealer***	43639	***Dealer Zone***	32	***Mileage***	78,500
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	SOMERS CT[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Fuel tank needs replaced.
Product - Fuel System - Fuel Hoses and Lines - Leaks - Default	Gas spills out when tank is being filled.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer called because fuel sprays out when he tries to fill his tank.
What are the customer s expectations?
Customer would like assistance with the repair.
****End structured narrative T2 - Beginning Narrative
The customer stated when he puts fuel in his vehicle before it is even close to full fuel will spray out. The customer stated he took the vehicle to dealer 43639 ad the replaced the MVLP pump and told him it was repaired and when he went to put fuel in it it has not been repaired. Customer took the vehicle back to the dealer and they are telling him he needs a new fuel tank. Customer would like to be assisted with this repair.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted].
Who has possession of the vehicle? dealer 43639
Has the vehicle been diagnosed by a CDJ dealer? yes
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Writer called dealership 43639, spoke with SM- Dave. Writer was informed that customer has had a few issues. He informed writer that he has never been to the dealership before this issue. He states the vehicle is in fair condition and he will not charge a diagnosis fee today as customer was in previously for the same concern. SM- Dave informed writer it was an MVLV pump that failed, might be clogged. He states it is not due to any defect on the product and is not related to some of the concerns he is seeing with the newer vehicles. SM- Dave does not recommend assisting customer, but will accept assistance from Chrysler if we decide to assist.
CONTACT UPDATE - Customer was contacted today at 11:02 am.
Writer left a voicemail message. Customer was provided with agent s extension: 66173.
Writer informed customer that the dealership has agreed not to charge him a second diagnosis fee and requested he call back and provided my extension: 66173.
Customer calls requesting to speak with RK565.
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66173.
Customer left message with a secondary phone number:[redacted] 2nd attempt made to contact customer on 12/02/09 at 11:24am. Writer attempted to contact customer at his second number provided, line was busy, will try again later today.
Customer calls requesting to speak with....
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn t available.
Customer/Caller transferred to extension # 66173
Writer attempted to contact customer for the third time today, left a message with the primary line [redacted] and informed customer a call will be made tomorrow again.
Customer stated the dealership originally informed him it is the vacuum pump, customer recommended checking the vent, customer stated it still occurred, but not as bad. Writer informed customer he is out of warranty by twice his mileage limit and no defect was found. Customer states it will cost about $700 approximately for the repair. Writer researched and discovered the customer has had several Chrysler vehicles and is overall happy with the brand, but disapointed with this situation. Customer stated he does not want to pay for any of the cost. Writer will do further research and follow up with customer later today.
2nd attempt made to contact customer on12/03/09 at 6:40am.
Writer will contact customer today to inform him we can not participate in his repair base on advise from SM that there is no defect in the product and he is more than twice his mileage for warranty.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
3rd attempt made to contact customer on 12/04/09 at 6:39am.
Writer informed customer, Chrysler is unable to assist with the repairs.
Customer disappointed and disconnected call.
CLOSED LOOP UPDATE customer was contacted today at 6:45am.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19145167*

Vin	1J4FA64SX	6F[redacted]	***Open Date***	12/07/2009	***Build Date***	03/29/2006	
Model Year	06	***Body***	TJJS78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	09/06/2006	***Dealer***	59528	***Dealer Zone***	42	***Mileage***	19,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	WEST LAFAYETTE IN [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Customer states fuel tank roll-over valve is defective.
Corporate - Company Information Contact - Default - Default - Default	

Customer s vehicle is spitting fuel out on customer when filling gas tank. Customer states that this has been happening since he bought the vehicle at 14,000 miles. Customer has heard that the roll-over valve in the gas tank is the problem, and that the replacement of gas tank is the only way to repair the issue. Customer is out of warranty by months, and is hoping to receive goodwill assistance for the repair of vehicle.
Customer is willing to work with Chrysler on the amount of repairs.
Customer has heard that the estimate price for replacement of fuel tank is approximately $800. Writer informed customer that a diagnosis on his vehicle would be preferable.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No, but customer would like to take his vehicle in to Twin City Dodge-Chrysler #59528, (765)447-3191
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Agent contacted dealer 59528 and spoke SA Tony who stated that the customer had never been to that dealer.
CONTACT UPDATE - Customer was contacted today at 2:58 pm mst. The customer stated that he gets gas and his tank shoots out gas at him.
Agent advised that I could not guaruntee goodwill but he could get it diagnosed and I would consider it.
Agent conferenced the customer and dealer 59528 and advised both that I would follow up on 12/9/09 in the afternoon.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Agent contacted dealer 59528 but just got constant ringing.
CONTACT UPDATE - Customer was contacted today at 11:24 am mst.
Customer was provided with agent s extension: 66016
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Agent contacted dealer 59528 and spoke with SA Scott. SA Scott stated that the customer never came to their appointment.
CONTACT UPDATE - Customer was contacted today at 10:33 am mst. Agent spoke with the customer s wife who stated that she did not know about the situation and to call back as later as possible. Agent advised that the lastest I could call back is 3:30 pm mst.
CONTACT UPDATE - Customer was contacted today at 3:43 pm mst. The customer stated that have not been to the dealer because they do not think they can afford the diagnostic durring the Christmas season but they would like to call back at the end of January and have Chrysler consider this again. Agent advised that this is done on a case by case basis and I would look at it again but could not guaruntee any goodwill until a diagnostic is done.

Customer Assistance Inquiry Record (CAIR)# *19150624*

Vin	1J4FA2416	8L[redacted]	***Open Date***	12/17/2009	***Build Date***	10/16/2007	
Model Year	08	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	11/23/2007	***Dealer***		***Dealer Zone***		***Mileage***	25,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	
	OTTSVILLE PA[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	owner states fuel spraying out after pump stops

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Fuel tank spraying out fuel after pump stops automatially
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
The dealer has replaced the essim valve and the evap canister in the Jeep. It still burps out fuel when refilling. I always fill from empty and never top off. I do not like the fuel running down the side of the Jeep nor due I like it on the fender flair and bumper. Is there a fix on the way? Thanks for your time.
***
Email states:
Dear[redacted]:Thank you for contacting the Chrysler Customer Assistance Center.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 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 Customer Service Representatives.Thanks again for your email.

Customer Assistance Inquiry Record (CAIR)# *19152862*

Vin	1J4FA64S9	5F[redacted]	***Open Date***	12/09/2009	***Build Date***	06/25/2005	
Model Year	05	***Body***	TJJS78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	07/08/2005	***Dealer***	36277	***Dealer Zone***	51	***Mileage***	54,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	ELMHURST IL [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Hoses and Lines - Leaks - Default	Customer states his vehicle shoots gas out when filling the tank.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states his vehicle is shooting gas out of the vehicle when filling the gas tank up.
What are the customer s expectations?
Customer expects his concern is documented.
****End structured narrative T2 - Beginning Narrative
Customer states his vehicle is shooting gas out at him when he fills his tank. Customer states he wants his concern documented so that hopefully a recall will be issued. Customer states this is a safety concern for him.
Writer advises customer to have the vehicle diagnosed by a Chrysler authorized dealer. Customer seeking assistance on the repair. Vehicle is out of basic warranty by time.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Call back to occur on or before 12/10/09 by 6pm EST
Preferred call back number is [redacted]
Who has possession of the vehicle? Customer has the vehicle
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 1345.
Customer was provided with agent s extension: 66001
Agent called customer and explained he would need to get a diagnostic before I could possibly provide any assistance. Agent called dealer (36277) and spoke to SM (Ernie).
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
With the concurrence of the Service Manager, Ernie.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance
with this PA, you may contact Troy at 800-992-1997
extension # 66001. You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed
of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 51 36277 12/09/09 15:46 O 19152862
ernie please call me when the vehicle is repaired. erik
REASSIGNED TO BC/DLR 51 36277 12/13/09 20:45 O 19152862
ernie please update cair
REASSIGNED TO BC/DLR 51 36277 12/18/09 13:22 O 19152862
_called service manager at 11. he is gone for until after the holidays.
spoke with chris customer was in and didn t mention the problem with fuel.
the dealer will call the customer for update on situation.

Customer Assistance Inquiry Record (CAIR)# *19156091*

Vin	1J4FA2414	7L[redacted]	***Open Date***	12/10/2009	***Build Date***	04/26/2007	
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	06/07/2007	***Dealer***	59725	***Dealer Zone***	71	***Mileage***	21,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	BOISE ID [redacted]					***Country***	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Other - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer has gas spilling out when full.
What are the customer s expectations?
Writer will find dealer for service and reassign.
****End structured narrative T2 - Beginning Narrative
* * * * * Attention Service Director/Service Manager * * * * *
This CAIR is being sent to your dealership as a courtesy notification because this customer has contacted Customer Care seeking dealer and/or repair procedure information. Based on the customer s input, your dealership was either preferred and/or convenient. The customer s contact with Customer Care was in regards to [redacted] There were no commitments made to the customer other than informing them an electronic file will be sent on their behalf providing you with prior notification.
There is no action required on this CAIR other than reading / closing it.
REASSIGNED TO BC/DLR 71 59725 12/10/09 14:37 O 19156091
Customer calling back wanting to know if repair will be covered under warranty. Writer advised that without diagnosis there is no way writer can tell him that. Writer advised that customer was given a dealer to take vehicle in for diagnosis. After diagnosis is done he would then know if it is covered. Customer got angry and disconnected call.
12-11-09 Dealer 59725 has diagnosed and found a TSB that addresses the repositioning of the fuel filler neck. Repair was completed under warranty. Since gas tank was full when vehicle was brought in, customer will have to drive vehicle until he needs to fill up again to see if repair was successful.TLP1

Customer Assistance Inquiry Record (CAIR)# *19156603*

Vin	1J4FA69S4	5F[redacted]	***Open Date***	12/10/2009	***Build Date***	10/06/2004	
Model Year	05	***Body***	TJJS77	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DR			
In Service Dt	02/28/2005	***Dealer***	26730	***Dealer Zone***	51	***Mileage***	53,896
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	PLEASANT PRAIRIE WI[redacted]					***Country***	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Leaks - Default	

Customer stated that when he fills his vehicle, some of the gas shoots back out, he needs to have the tank replaced and is seeking assistance with the cost.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted].
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 2:24 pm MST. Writer left message that we would try to reach him again tomorrow.
2nd attempt made to contact customer on 12-15-09 at 2:01pm
Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66160.
CONTACT UPDATE -
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of assistance with repair to fuel system.
CONTACT UPDATE - Customer was contacted today at 8:20am.
Customer was provided with agent s extension: 66160
CONTACT UPDATE - Writer contacted customer and customer states that his appointment is scheduled for 12/28/09. Writer advised of follow up 12/29/09.
2nd attempt made to contact customer on 12/29/09 at 8:01am.
Left message indicating another attempt will be made.
Customer s wife states that customer sleeps late because he works nights and to try in the afternoon.
customer calling wanting to speak with case holder writer transferred
Writer contacted dealer 65062, and spoke with SM, Carmen and she states that diagnoses is that the vehicle needs gas tank. SM states that warranty rates are:
$358.40 Parts
$88.80 Labor
Writer has decided to give the customer a $150.00 Co Pay.
SM requests to have the customer call and work directly with her.
Writer contacted customer and advised of offer. Customer was grateful.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Customer Satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
$358.40 Parts
$88.80 Labor
With the concurrence of the Service Manager, Carmen
the customer will have a co-pay of $150.00
DIRECT-TO-DEALER # # # # # # # # # # # # #

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance
with this PA, you may contact Kourtney at 800-992-1997 extension # 66160. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# # # #

Customer Assistance Inquiry Record (CAIR)#								19164458
Vin	1J4GA5919	7L[redacted]	**Open Date**	12/14/2009	**Build Date**	10/10/2006		
Model Year	07	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	11/11/2006	**Dealer**	66932	**Dealer Zone**	32	**Mileage**	48,212	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	[redacted]					**Home Phone**	[redacted]	
	BRIDGEWATER NJ[redacted]					**Country**	UNITED STATES	

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Leaks - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
gas tank issue.
What are the customer s expectations?
Customer is seeking any type of assistance on this issue.
****End structured narrative T2 - Beginning Narrative
Customer called in regarding the gas tank. Customer stated the same issue happened awhile ago and stopped, and now the customer has re occurred.
Customer is seeking any type of assistance on this issue.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle?Customer.
Has the vehicle been diagnosed by a CDJ dealer?no.
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 12:23 MST
Spoke with customer who states that issue started about a year ago, in which is would spill gas when filling up, but it stopped on it s own, so he did not take it to the dealership to be looked at. Customer states that it started again about 2 months ago and he has an appointment to take to to the dealer on Saturday to be looked at for the first time.
Agent offered to follow up next Monday.
Vehicle was purchased used.
No other vehicles in household.
Vehicle currently 1 month and 12,000 miles oow.
Issue was neglected when it initially started.
CONTACT UPDATE - Customer was contacted today at 1:40 MST
Spoke with customer and confirmed that the vehicle was diagnosed on Saturday at dealer 66932
SA Collin confirmed that the filler neck needs to be replaced, as it is not venting properly. Customer pay rates approx $362.00. Collin transferred to SM Rich to discuss possible goodwill. Agent spoke with SM Rich who states that he is not willing to participate in goodwill assistance with DSA because the customer is not loyal to the dealership and the last several time he has accepted a PA, he has had issues with getting claim authorization. Rich recomends offering reimbursement if Chrysler wishes to assist.
CONTACT UPDATE - Customer was contacted today at 2:20 MST
Spoke with customer and advised that Chrysler will reimburse all but $150 of the total repair (including the diagnostic fees which he has already paid.)
repair cost: $362.00
diag fees: $90.00
Total: $452.00
Reimburse: $302.00
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Customer states dealership is giving him partial reimbursement and does not want to double dip. Please refer to linked CAIRs for amount dealership is crediting customer before issuing check. Thank you.
Writer contacted dealer#66932 and spoke with SM Rich who states the initial repair did not solve the problem. SM Rich states they are taking the original repair amount and absorbing it into the next repair. DO NOT REIMBURSE THE CUSTOMER THE TERMS OF HIS ASSISTANCE HAS CHANGED.

Customer Assistance Inquiry Record (CAIR)#							19166762
Vin	1J4GA6916 7L[redacted]	Open Date	12/15/2009	Build Date	04/03/2007		
Model Year	07	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	04/19/2007	Dealer	45102	Dealer Zone	35	Mileage	38,000
Name:	[redacted]					Contact Type	TELEPHONE
Address	[redacted]					Home Phone	
	NEW HOLLAND PA[redacted]					Country	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Defective - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
The customer states that when he fills up the gas tank, the gas spills out of the vehicle. The customer has been to a dealership, and is going to repair it in green bay. The customer has asked for it to be under warranty. The customer is out of warranty. Customer is requesting out of warranty assistance.
What are the customer s expectations?
Out of warranty assistance.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? The customer
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
Writer has said that the customer would be called back within a business day.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Agent contacted dealer 45222 and spoke with SA Mark. SA Mark stated hat the vehicle had never been to that dealer. Agent advised that I would contact the customer and find out where they are stating the diagnosis.
CONTACT UPDATE - Customer was contacted today at 1:40 pm mst.
Customer was provided with agent s extension: 66016.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
2nd attempt made to contact customer on 12/17/09 at 10:30 am mst.
Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66016.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
3rd attempt made to contact customer on 12:38 pm mst at 12/18/09.
The customer stated that the diagnosis was done at New Holland CDJ. The customer stated that they took the vehicle at Carson City but that they could not figure out why the gas problem was occuring. The customer stated that the fuel spits out gas when he fills up. The customer stated that they service department said that they could not assist him finacially. The customer stated that he is looking to buy a new truck for his buisness and it would either be a Ford or Dodge. Agent advised the customer that there are many factors is a goodwill decision and that I would contact the dealer and contact him back with more information.
Agent contacted dealer 45102 and spoke with SA Ken who stated that the vehicle had this concern checked at this dealership since May 09. SA Ken stated that the customer had taken the vehicle to a previous dealer in Colorado while the vehicle was checked for the same problem.
Agent spoke with the customer who stated that the vehicle is in Greenbay and he would not be able to get it back in time for the 30 day offer of goodwill. Agent advised that in that case I would offer up to $600.00 towards the repair as per what SA Ken at dealer 45102 and stated that is the customer pay would be $600.00.
Agent contacted dealer 45102 and spoke with SA Ken to advise that

warranty pricing is no longer needed.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Customer called in to find out what can be done due to new dealer may be willing to give them the same deal as New Holland in Carson City.
Customer states that the vehicle is now being taken to Green Bay CDJ 45222 in Green Bay Wisconsin but that they would need to contact dealer to see if the option is available. Customer spoke with Chris in service and said to call and ask for Brandy Hart and was going to make her aware that we will call. Customer would like a call back after we call the dealer to let her know if we can do it.
Reviewed and authorized reopen by RP829
CONTACT UPDATE - Customer was contacted today at 10:44 am mst.
Customer was provided with agent s extension: 66016
If customer calls in please advise decsion would be final.
2nd attempt made to contact customer on 1/11/10 at 8:44 am mst.
Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66016.
3rd attempt made to contact customer on 1/12/10 at 7:13
Left detailed message for a return call if required.
Writer left Case Managers extension, 66016, in voicemail.
4th attempt made to contact customer on 1/14/10 at 8:17 am mst. Agent advised the customer that this is a final decision. Dr [redacted] requested that I contact his wife at [redacted] Agent left voicemail.
5th attempt made to contact customer on 1-15-10 at 7:46 am mst.
Left detailed message for a return call if required.

Customer Assistance Inquiry Record (CAIR)# *19187884*

Vin	1J4FA2911	6P[redacted]	***Open Date***	12/23/2009	***Build Date***	08/04/2005	
Model Year	06	***Body***	TJJL77	JEEP WRANGLER SE 4X4 SPORT UTILITY 2-DR			
In Service Dt	08/26/2005	***Dealer***	26537	***Dealer Zone***	35	***Mileage***	44,300
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	BURKE VA[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Noisy - Default	splashing when filling gas
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer called because he is having problems with splashing when filling gas for the last few months.
What is customer expectation?
Customer requesting if any recalls on vehicle.
****End structured narrative T2 - Beginning Narrative***
Customer is aware that there is a / no recall.
Referred caller to Dealer Farrish Dodge Jeep
No Goodwill requested or offered.
CAIR Number given
Correction: Customer is aware that there is no recall. iowner referred to dealer.

Customer Assistance Inquiry Record (CAIR)# *19188382*

Vin	1J4FA44S2	5F[redacted]	***Open Date***	12/23/2009	***Build Date***	11/04/2004	
Model Year	05	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	04/30/2005	***Dealer***	26783	***Dealer Zone***	51	***Mileage***	57,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	CHICAGO IL[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Caller states fuel overflows each time he fills gas tank.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Mr.[redacted] states that his 2005 JEEP WRANGLER 4X4 SPORT UTILITY 2-DR fuel overflows each time he fills his gas tank.
What are the customer s expectations?
Caller seeking Chrysler assistance with the repair of this issue.
****End structured narrative T2 - Beginning Narrative
Mr[redacted] states that his 2005 JEEP WRANGLER 4X4 SPORT UTILITY 2-DR fuel overflows each time he fills his gas tank. (26783) ZEIGLER CHRYSLER DODGE JEEP, LLC 847-882-8400 is a DSAP1 dealership. Caller stated tha backsplash is a SAFETY ISSUE he believes. Caller states that it does not matter what speed the fuel is entering the vehicle (fast/slow) it does overflow/splashback. 3rd Owner and ISD 04/30/2005 with 3/36 and 57,000 miles. caller has previously purchased 2 Chrysler products and now owns those.
.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day.
Preferred call back number is[redacted] cell.
Who has possession of the vehicle? Mr.[redacted]
Has the vehicle been diagnosed by a CDJ dealer? No.
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 8:07 AM.
Customer was provided with agent s extension: 66127.
2nd attempt made to contact customer on 12/28/09 at 11:30 AM.
Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66127.
Customer stated that this is a common problem that he read about on the web. Customer stated that he thinks the fix for it is to replace the fuel tank. Writer inquired if the customer has had the vehicle diagnosed at an authorized dealership. The customer stated that he had not. Writer advised the customer that there is no recalls regarding this but his concern will be documented. Customer understood.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Customer inquired if there was a recall issued in the future what would happen.
Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19193155*

Vin	1J4FA2410 8L[redacted]	***Open Date***	12/28/2009	***Build Date***	01/11/2008		
Model Year	08	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	01/17/2008	***Dealer***	23507	***Dealer Zone***	42	***Mileage***	45,456
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	FLUSHING OH[redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Defective - Default	

Customer states the fuel tank sprays out fuel when you fill it up.
Customer is seeking goodwill.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is Work#[redacted].
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 7:51am.
Customer was provided with agent s extension: 66173.
Writer spoke with wife, left message with customer at his place of business in the personnel department at a correctional institution.
2nd attempt made to contact customer on 123009 at 3:01pm.
Left message indicating another attempt will be made.
Customer was provided with agent s extension: 66173.
Writer spoke with customer and advised him to get a diagnosis for his issue and writer will consider him for assistance outside of his warranty.
Customer is calling to make sure that RK565 is aware that he has an appointment set for 1 p.m. today for a diagnosis. Customer states that he has already left two messages for the agent. Writer advised the customer that I will send over the information to make sure that she is aware.
Customer is satisfied.
Writer received a message from customer that his appointment is today at 1pm. Writer will follow up at that time frame.
Customer states that the dealer has done a diagnosis and is going to cost at least 130.00. Customer is currently waiting at the dealer for RK565 to call the dealer for the goodwill decision.
Mike-SA stated they think they will have to pull the check valve off the tank, drop the tank a little and make sure it is working properly. Mike believes it just needs a check valve, but can not be sure until a complete diagnosis is made and he stated it will be another hour of diagnosis time charged. SA- Mike stated previous agent according to customer stated the entire repair cost would be covered. Writer informed SA-Mike that that may have been mis-interpreted from the agent as a decision has not been made and will be made by writer. Writer spoke with Scott-SM and informed him customer is responsible for diagnosis and must go through with a complete diagnosis to get evaluated for assistance. SM agreed and will inform customer who is at the dealership waiting.
SM-Scott will call with any updates.
Writer called the dealership and spoke with SM-Scott who informed writer it needs a fuel tank 197.40 55 $252.48
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on ?describe the reason why this goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:
Parts = 197.40 Labor = 55
With the concurrence of the Service Manager, Mike,
the customer will have a co-pay of $100.
DIRECT-TO-DEALER # # # # # # # # # # # # #

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance
with this PA, you may contact Rk565 at 800-992-1997 extension # 66173.. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# # # #

Customer Assistance Inquiry Record (CAIR)# *19193399*

Vin	1J4GA3919	7L[redacted]	***Open Date***	12/28/2009	***Build Date***	07/03/2007	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/23/2008	***Dealer***	66487	***Dealer Zone***	42	***Mileage***	36,515
Name:	[redacted] J					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	TRENTON OH[redacted]					***Country***	UNITED STATES

Product - Electrical - Radio/Spkrs/Clock/Antenna - Seized, Sticks, Binds - Default	Buttons stick when vehicle is cold inside
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	leaks neer front door
Corporate - Complaint Contact - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Corporate - Warranty Coverage - Default - Default - Default	
Product - Body / Trim / Paint Finish - Glass - Misaligned / Poor Fit - R. Door-Pass	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Jumps Out of Gear/Park - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
The customer states that there is a leak that is happening from the passenger and driver side door. The customer is also alleging that the transmission is having a hard start problem when the engine is cold. The customer also states that whenever he fills up the gas tank there is gas that comes out of the vehicle. Writer has advised that all of these repairs are going to be covered under warranty.
What are the customer s expectations?
The customer wants to know what to do with all the situations that are happening.
****End structured narrative T2 - Beginning Narrative
Writer has stated that all the repairs are covered under warranty. Writer has advised the customer to take the vehicle to a dealerhsip.
Customer calls back stating he still has the vibration problem in his vehicle with the pedals and that when he stops for any reason (ie at a stop sign) and starts to go forward, the vehicle jerks and then spurts forward. This is a sporadic problem which has just started in the last few days. Also the left passenger window does not close properly.
Customer also says when he makes a tight turn with the 4WD it will lock up, which the dealership told him was normal for a Jeep and did not add to the repair list. Customer would like to have these problems taken care of by dealership 66487 before his warranty expires.
Customer is a school teacher and lives 20 miles from the closest dealership and leaving his Jeep at the dealership is a hardship for him because he has to borrow a car or have someone follow him to the dealer then take him to work and find a ride home later.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
Customer was again advised of incomplete recall J240.
CONTACT UPDATE - Customer was contacted today at 9:40 A.M.
Customer was provided with agent s extension:66140.Writer informed customer that they are going to need to get there vehicle into a dealership to be repaired,as they are covered under warranty.
DIRECT-TO-DEALER # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your

District Manager, Business Center or STAR.
The unresolved concern is leaking,window does not close properly,4WD locking,vehicle jerking forward,and gas spilling out.
Agent called dealer and spoke to ?Dwayne?, informed that CAIR was being sent. Please update this CAIR with resolution.
# # # #

msb reviewed with SM. All issues have been resolved except window shade and parts is currently attempting to locate proper part.
Reviewed owner s history and at 35000 vehicle does not qualify for OH lemon law. Customer knows they are working on shade. SM to contact customer and let them know we are working on shade and that vehicle does not meet LL.
mSB left message for parts person that works bos
msb reviewed with parts manager. This is a window, but new stock is suppos ed arrive this week.
*Contact Date:02/11/2010
Customer pay repair is documented on Repair Order#439439
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 2/11/2010 AT 04:47:687 R 19193399
Customer called stating that he was not sure about the end decision.
Writer informed customer that the SM is the contact and would get with the local BC and DM for the final decision.
Text-to-Dealer message was sent to the dealer 66487 to inform of the referral.

Customer Assistance Inquiry Record (CAIR)#								19194081
Vin	1J8GA5913	7L[redacted]	**Open Date**	12/28/2009	**Build Date**	03/23/2007		
Model Year	07	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	04/09/2007	**Dealer**	43232	**Dealer Zone**	35	**Mileage**	45,000	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	[redacted]					**Home Phone**	[redacted]	
	ELVERSON PA[redacted]					**Country**	UNITED STATES	

Recall - J24: - Advise Owner/Incomplete Recall	Advised customer of incomplete recall
Product - Fuel System - Fuel Tank - Leaks - Default	Customer states that the vehicle is having problems with the gas tank
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that the vehicle is having problems with the gas tank.
What are the customer s expectations?
Customer expects Chrysler assist him with the repair.
****End structured narrative T2 - Beginning Narrative
Customer called in and states that the vehicle is having problems with the gas tank and because the vehicle is already out of warranty he wanted to know if Chrysler can assist him with the repair.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted] .
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
Advised the customer of
incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 6:25 am. Customer states that when filling gas tank the gas doesn t shut off, gas overflows. This same issue has happened with 3 other vehicles he s owned. Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would
be at their discretion and expense. No commitment for goodwill assistance has been made at this time.
Customer requested that agent leave contact information on his home phone. Agent left a message on the 2nd preferred call back number.

Customer Assistance Inquiry Record (CAIR)# *19194310*

Vin	1J4FA2415	7L[redacted]	***Open Date***	12/28/2009	***Build Date***	09/06/2006	
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	02/17/2007	***Dealer***	44520	***Dealer Zone***	51	***Mileage***	34,508
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	SKOKIE IL[redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Seeking assistance for many repairs
What are the customer s expectations?
would like vehicle repaired several attempts have been made to repair
****End structured narrative T2 - Beginning Narrative
Customer called in stating his vehilce is still leaking from the t tops and from the rear window vehicle is moldy due to the leaks in the vehicle, the repairs have been attempted 6 times and the vehicle still leaks the steering colum still has a sound and that was never repaired states the vehicle is about to run out of warranty and would like his vehicle repaired to his satifaction before the warranty runs out.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Has an appointment at 9 am
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 10:41AM MST.
Customer was provided with agent s extension: 66141.
Writer left a message for the customer with ex. 66141. Writer stated that he would call the customer back on 12/30/09.
Writer called customer. No VM available, writer will call back on 12/31/09.
Customer is calling to see if there has been a call yet since he does not have voicemail. Writer advised that CP791 has already called once today and has scheduled a call back for tomorrow. Writer provided the customer with the reference number and the agent s extension. Writer transferred the customer to the agent s line.
Writer called customer. No VM available, wirter will contact customer back on 01/02/10.
Writer called customer. Writer will call back on 01/05/10.
Writer called customer and left a message that he would call back on 01/06/10.
Writer called customer and left a message with CAC contact and EX:66141. Writer stated that he will call customer back on 01/08/10.
Customer calls requesting to speak with ?CP791?
Customer/Caller transferred to extension # 66141
Writer called customer no VM available. Writer will call customer on 01/11/10.
Writer called customer, no VM available. Writer will call customer on 01/13/10.
Writer called customer and was informed that he won t be in until later today. Writer will call customer back on 01/18/10.
Customer calls requesting to speak withCP791
Customer/Caller transferred to extension # 66141
Writer called customer. Customer stated that his hard top is leaking, there is rotten carpet in the back, there is warter sloshing noise somewhere in the vehicle, the back window is leaking into rear speaker,

the tail lights go out often possibly due to leaks, and when fueling vehicle the fuel shoots back out when filled.
Writer advised customer that he would send an unresolved concern to dealer 44520 and advised the SM that he will be making an appointment for repairs. Customer agreed.
DIRECT-TO-DEALER # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is lines 49-53 listed above.
Agent called dealer and spoke to Ursala, informed that CAIR was being sent. Please update this CAIR with resolution.
# # # # # # # # #

Customer Assistance Inquiry Record (CAIR)# *19196508*

Vin	1J4GA3914	7L[redacted]	***Open Date***	12/29/2009	***Build Date***	05/04/2007	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	05/11/2007	***Dealer***	66804	***Dealer Zone***	51	***Mileage***	18,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	([redacted]
	CHICAGO RIDGE IL [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Customer is complaining about the fuel tank.
Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer is complaining about the fuel tank.
Recall - J24: - Advise Owner/Incomplete Recall	Informed customer of the recall.

Customer is complaining that when he fills the gas tank for his vehicle it spills out. Agent advised the customer of the pending recall J24 and also informed him to contact an authorized Chrysler, Dodge or Jeep dealership and get the recall completed free of cost. Agent transferred the call to Tier 2.5.
Why is the customer contacting Chrysler?Because when he fills the gas tank,the gas spills all over him.
What are the customer s expectations?Asking Chrysler to repair the issue.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle?Owner
Has the vehicle been diagnosed by a CDJ dealer?No
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Called customer - customer states he just wanted to make Chrysler aware of the situation and that he will take it into his local CJD dealership and have it fixed under 3/36 warranty.

Customer Assistance Inquiry Record (CAIR)# *19201091*

Vin	1J4FA64S4	6F[redacted]	***Open Date***	12/30/2009	***Build Date***	04/05/2006	
Model Year	06	***Body***	TJJS78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	10/13/2006	***Dealer***	24002	***Dealer Zone***	66	***Mileage***	55,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	MASCOT TN [redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Other - Default	

Why is the customer contacting Chrysler?customer is calling in because
his fuel tank is spilling fuel.
What are the customer s expectations?none.
Informed customer of no recalls on his vehicle.

Customer Assistance Inquiry Record (CAIR)# *19203141*

Vin	1J4FA5410 7L[redacted]	***Open Date***	12/31/2009	***Build Date***	07/06/2007		
Model Year	07	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	03/24/2008	***Dealer***	26780	***Dealer Zone***	42	***Mileage***	44,336
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	ROOTSTOWN OH [redacted]					***Country***	UNITED STATES

Recall - J24: - Advise Owner/Incomplete Recall	Customer states he was aware of this
Corporate - Warranty Coverage - Default - Default - Default	Inquiring on warranty coverage.
Product - Fuel System - Fuel Tank - Other - Default	States fuel spills out while filling tank.
Corporate - Company Information Contact - Default - Default - Default	
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that fuel tank is spitting fuel out while filling it with
gas.
What are the customer s expectations?
Assistance with repair cost.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day
Preferred call back number is [redacted] (Cell).
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
Customer states that when he puts gasoline in vehicle it spits fuel out,
not stopping when it hits the top. States he took it to dealer 26780 who
advised him that it may be a filler tube problem with the fuel tank.
Customer states that dealer told him to call CAC to see if fuel tank
replacement is covered under warranty. Writer advised that 3/36 is
expired and powertrain does not cover filler tube. Customer is seeking
assistance with repair cost. Writer advised that a case would be sent to
resolution team and that he can expect a call by 01/04/10 6pm eastern.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Writer called the dealership and talked to the SM Tom. SM stated that the
vehicle needs a new fuel tank do to the Check valve was sticking and
causing the fuel to not go in to the tank but to squirt back out. Writer
inquired about the customers loyalty to the dealership and the SM stated
that they also do maintenance at the dealership.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer loyalty.
According to the dealer, the warranty
costs of the repair are as follows:
Parts & Labor = 490.00
With the concurrence of the Service Manager, Tom,
the customer will have a co-pay of 100.00.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance
with this PA, you may contact Desiree at 800-992-1997
extension # 66127. You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed
of this decision. Please update and/or close CAIR when complete.
# #
CONTACT UPDATE - Customer was contacted today at 12:11 PM.
Customer was provided with agent s extension 66127.
Wrtier left a voice mail for the customer to fallow up with SM Tom.

REASSIGNED TO BC/DLR 42 26780 01/04/10 14:13 O 19203141
*Contact Date:01/05/2010
Service Manager at the dealership has closed the Cair# 19203141
Customer request has been fulfilled.
CAIR RETURNED FROM DEALER ON 1/05/2010 AT 10:12:587 R 19203141
2nd attempt made to contact customer on ?01/12/10 at 1:36.
Left message indicating another attempt will be made on 01/13/10 to
follow up on the repairs performed by dealer 26780.
Customer was provided with the CAC 800 number and the case manager s
extension: 66127/DU29.
3rd ATTEMPT - Called the customer to follow up on how the repair went
and the vehicle is now running. Left a message as to what the call was
about and also left the contact information for DU29.
4th ATTEMPT - Called the customer to follow up on the repair, left a
detailed message and the contact information for DU29.
Follow up 1/18/10
5th attempt made to contact customer on 01/18 at 8:05.
Left detailed message for a return call if required.
CLOSED LOOP UPDATE - customer was contacted today at 8:05 AM.
Customer was reminded if their concern recurs, they will need to call the
800 number to establish a new file, which will be assigned to the Senior
Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19208068*

Vin	1J4FA2412	7L[redacted]	***Open Date***	01/04/2010	***Build Date***	12/01/2006	
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/09/2007	***Dealer***	44680	***Dealer Zone***	51	***Mileage***	59,527
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	MADISONVILLE KY[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Pump - Leaks - Default	Customer states the fuel will come out of the filling spot.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states the fuel tank system has a problem as of a week ago.
Customer states that at different filling stations the same thing
happens: 1/4 gallon of gas squirts back at the customer when the tank
has completed the 'fill'.
What are the customer s expectations?
Customer would like to know what he can do to get it fixed. Customer
would like to know if there is any assistance from Chrysler.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day.
Preferred call back number is[redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
Informed customer that before Chrysler considers offering any goodwill
assistance outside of warranty, a diagnosis would need to be performed by
an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that
any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would
be at their discretion and expense. No commitment for goodwill
assistance has been made at this time.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 2:01 PM MST
Customer was provided with agent s extension: 66146
Writer spoke with customer. He said he can t afford the $85 to have his
vehicle diagnosed so he is just not going to worry about it right now.
Customer said he will call back if he deciceds he wants Chrysler to look
into his situation.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19208243*

Vin	1J4FA39S1	5F[redacted]	***Open Date***	01/04/2010	***Build Date***	03/08/2005	
Model Year	05	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	04/15/2005	***Dealer***	26406	***Dealer Zone***	63	***Mileage***	30,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	BATON ROUGE LA[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Customer stated that the gas tank keeps overflowing.
Corporate - Complaint Contact - Default - Default - Default	
Dealer - Service/Body Shop - Transaction - Refused Goodwill Service - Dealer Decision	
Product - Electrical - Ignition System - Defective - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer called in wanting to know what was covered under his service contract. Customer stated that the 2 issues on his vehicle are the ignition safety switch and that his gas tank keeps overflowing.
What are the customer s expectations?
N/a.
****End structured narrative T2 - Beginning Narrative
Writer transferred call to Service Contract department.
Customer called in stating that the fuel tank overflows and spills onto the ground. Customer says that the vehicle needs to vapor canister replaced, according to dealer 26406. Customer states that he spoke with a Roger at the 26406 dealer.
Customer seeking assistance with the fuel tank repair, stating that he thinks it is a safety concern. Agent provided CAIR number.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle? The 26406 dealer.
Has the vehicle been diagnosed by a CDJ dealer? Yes.
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 11:30.
Customer was provided with agent s extension: 66131.
Writer contacted Rodger SA at 26406. Rodger states that customer has no loyalty and is not willing to goodwill.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
Rodger states that he sees no reason to assist this customer.
**********SUPERVISOR CALLBACK**********
Writer contacted customer and customer was upset over Chrylers decision.
Writer backed up Case Manager JF849.

Customer Assistance Inquiry Record (CAIR)# *19217134*

Vin	1J4FA5415	8L[redacted]	***Open Date***	01/07/2010	***Build Date***	07/26/2007	
Model Year	08	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	08/16/2007	***Dealer***	68596	***Dealer Zone***	32	***Mileage***	30,002
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	ALLSTON MA[redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Leaks - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
to seek resolution to the gas tank overflowing.
What are the customer s expectations?
to obtain resolution.
****End structured narrative T2 - Beginning Narrative
Customer is calling in stating that the gas tank overflows. Customer just got vehicle back from the dealer yesterday and could not find the source of the issue. Customer is now contacting Chrysler for resolution. Writer notified the customer of the recall on the vehicle. Writer also informed the customer to take vehicle to another dealer for a second opinion. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted] ask for [redacted]
Who has possession of the vehicle? customer
Has the vehicle been diagnosed by a CDJ dealer? yes.
Reassigned to 88F
DIRECT-TO-DEALER # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is fuel spills out of the tank after the pump is removed.
Please update this CAIR with resolution.
# #
CONTACT UPDATE - Called customer - states that he is handling this issue for his boss son - States that whenever you fill the tank to full and pull the pump out of the inlet valve the fuel will start spitting back out. Customer states that he never fills the vehicle up anymore because of the fuel spilling out. Dealer replaced a hose from the inlet valve to the tank and this did not solve the problem. Customer is wanting Chryslers intervention in the matter.
REASSIGNED TO BC/DLR 32 68596 01/07/10 10:49 O 19217134
*Contact Date:01/07/2010
Service Manager at the dealership has closed the Cair# 19217134
Complaint could not be duplicated and explanation has been provided to custo
mer.
CAIR RETURNED FROM DEALER ON 1/07/2010 AT 03:46:479 R 19217134

Customer Assistance Inquiry Record (CAIR)# *19221639*

Vin	1J4FA2410 8L[redacted]	***Open Date***	01/08/2010	***Build Date***	08/10/2007		
Model Year	08	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/21/2008	***Dealer***	44629	***Dealer Zone***	71	***Mileage***	5,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	WOODLAND CA[redacted]					***Country***	UNITED STATES

Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	Caller states 'freedom' roof leaks.
Product - Fuel System - Unknown - Other - Default	Caller states fuel backsplashes.
Recall - J24: - Advise Owner/Incomplete Recall	J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Mr[redacted] states that his 2008 JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR backsplashes about a cup of fuel when filling the gas tank additionally he states that his vehicle s 'Freedom Top' leaks.
What are the customer s expectations?
Vehicle is under warranty for fuel backsplash and roof problems - recommending that he go to dealership.
****End structured narrative T2 - Beginning Narrative
J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA
Customer called in inquiring about recalls for there vehicle. I provided customer with the incomplete recall #J24 + J30 . I advised customer that they would need to contact there Chrysler, Jeep, Dodge dealership to schedule an appointment for repair.

Customer Assistance Inquiry Record (CAIR)#								19225033
Vin	1J4GA6917	7L[redacted]	**Open Date**	01/11/2010	**Build Date**	02/15/2007		
Model Year	07	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	02/22/2007	**Dealer**	68010	**Dealer Zone**	51	**Mileage**	29,000	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	[redacted]					**Home Phone**	[redacted]	
	HOFFMAN EST IL[redacted]					**Country**	UNITED STATES	

Product - Fuel System - Fuel Tank - Leaks - Default	When filling the gas tank it will overflow every time.
Corporate - Company Information Contact - Default - Default - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
When filling his gas tank if will overflow.
What are the customer s expectations?
How to correct problems.
****End structured narrative T2 - Beginning Narrative
Customer states he is having problems with the vehicle when he files the gas tank it will overflow. Customer states he went to a dealer in Schaumburg IL. But was told by this dealer it is a problem with the gas stations pumps. Writer advised customer he is almost out of the manufactures warranty it will expire on 2/22/10. Writer advised customer to take his vehicle to another dealer 68264 for diagnosis an repair. Writer also informed customer of open recall.

Customer Assistance Inquiry Record (CAIR)# *19245292*

Vin	1J4GA3915 7L[redacted]	***Open Date***	01/18/2010	***Build Date***	01/06/2007		
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/17/2007	***Dealer***	60359	***Dealer Zone***	66	***Mileage***	47,919
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	COVINGTON GA[redacted]					***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer requesting car rental.
Recall - J24: - Advise Owner/Incomplete Recall	Mopar Tow Bar.
Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Leaks - Default	

Customer called seeking assistance with the cost of repair, the vehicle spills gas out when filled.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 9:58am.
Customer said gas has been spilling when he fills tank. It has been happening for a long time. He said when gas gets to top, it blows gas everywhere.
Customer said he will take the vehicle to (60359), for diagnosis around 1/25/10.
Agent attempted to contact dealer Service Manager Marshall (SM), however, SM not available. Left message for a return call at extension 66103.
Marshall left message that he has cost.
Writer spoke with Marshall SA, and he said there is a TSB 14-001-09 revision A, telling dealer that the tube filler neck assembly, is the first part that needs to be replaced. Marshall said there is that chance, there might be another problem, but by the test he ran, this is the part that is showing needing replaced. Dealer does not have DSA, but Marshall said he will accept PA. He recommends in this case, not to charge customer a co-pay, due to customer is original owner, vehicle great shape, and have had problems previously with this part. Cost Parts $113.89, labor $165.20. Customer will have no co-pay.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on previous issues with part. According to the dealer, the warranty
costs of the repair are as follows:
Parts = $114
Labor = $165
With the concurrence of the Service Manager, Marshall,
the customer will have a co-pay of 0.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Patti at 800-992-1997 extension # 66103. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# #
Customer stating he has a problem with a light coming on and effects his traction. Looks like lightening bolt. He is not requesting assistance right now for it. Customer said he has had the vehicle to the dealer, and they reset something, but light still coming on intermittently. Writer

offered to contact dealer about the issue, but customer declined. He said if something comes up, he will call back.
REASSIGNED TO BC/DLR 66 60359 01/26/10 13:37 O 19245292
*Contact Date:01/26/2010
Service Manager at the dealership has updated the Cair# 19245292
Parts have been ordered.
Please provide update
Service Manager is in contact with owner and will ensure concerns have been addressed per the terms of the agreements. Area Manager will make follow up call today Feb 1st expressing the importance of ensuring all issues are resolved per the close loop process. cs23
Marshall SM left message that he had to add 6 retainers for the amount of $27.30, to complete repair. Adjusted pa amount from $284 to $320.
*Contact Date:02/01/2010
DCX goodwill repair is documented on Repair Order#81888
CAIR RETURNED FROM DEALER ON 2/01/2010 AT 09:25:519 R 19245292
Writer spoke with Barry SA, Marshall SM, at lunch. Barry said the customer s concerns have not been met, and he said he will have Marshall David Steele left message on writer s VM that the vehicle is worse now than when he got it repaired
CONTACT UPDATE - Customer was contacted today at 10:35am. Customer said here are bad gas fumes inside the vehicle, and customer requesting car rental, because he said he can t drive the vehicle because the fumes are too bad. Writer informed customer that Chrysler has already assisted with the repair, and declined assistance for the rental, plus vehicle is still with customer. Writer told customer, will contact him back as soon as writer hears from the dealer.
Writer spoke with Marshall SM, and he said the TSB that is out gives the repair in steps. He tried step 1 which didn t work, so now he is going to step to, which is to replace the fuel tank. Writer and Marshall agree that Chrysler will pay for the part, and customer the labor.
Marshall calling back with cost.
CONTACT UPDATE - Customer was contacted today at 8:53am. Writer told customer that Chrysler will pay for the part to replace the fuel tank, and customer the labor. Customer said to call him back and let him know how much labor is, because he feels Chrysler should cover the whole repair. He feels it is a safety issue.
Writer spoke with Barry SA, and he said the fuel tank part $267.40, vapor canister part $43.75, need replaced. Chrysler will pay parts and customer labor. Customer co-pay is $170. Writer attempted to add $311.15 to the PA, but PA locked. Writer contacted Barry and informed him of issue. Barry said he will go over the information with his GM and see if he can hold the amount, until the PA clears. Barry will call back with answer.
Writer spoke with SA Barry, he states on their end it shows the RO 81888 shows closed (PA claimed).
So a new PA will need to be created for $311.15 for fuel tank part cost (new dealer RO 82160). Customer paying $170.00 copay. Writer will request override to have current PA closed so a new PA can be created. Writer will followup with Barry afterwards.
Barry had also mentioned that the fuel tank is on national back order and customer was not happy.
Writer spoke with SA Barry again, advising a new PA has been created and assigned.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on previous issues with fuel system. According to the dealer, the warranty costs of the repair are as follows:
Parts = $311.15
Labor = $170.00
With the concurrence of the Service Manager, Marshall the customer will have a co-pay of $170.00
DIRECT-TO-DEALER # # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact PM777 at 800-992-1997 extension # 66103. You may also contact us by email at: T2email@chrysler.com. This customer has been informed

# # # #

Customer Assistance Inquiry Record (CAIR)# *19249053*

Vin	1J4GA3910 8L[redacted]	***Open Date***	01/19/2010	***Build Date***	11/29/2007		
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	03/21/2008	***Dealer***	60399	***Dealer Zone***	63	***Mileage***	43,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]565
	BOERNE TX[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Over spray
Corporate - Complaint Contact - Default - Default - Default	

Why is the customer contacting Chrysler? Customer stated that he took the vehicle to dealer 60399 for a issue with fuel overspray when the tank is filled. Customer stated that the first repair did not fix the issue. Customer stated that the dealer can not take the vehicle back until 1/26/2010. Customer stated that he is going on a business trip at that time and needs a vehicle.
What are the customer s expectations? Customer stated that he is seeking a rental vehicle.
Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business.
Preferred call back number is [redacted]
Reassigned to 88R
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 3:47 PM.
Customer was provided with agent s extension: 66002.
Writer is calling customer to inform them Chrysler is not going to participate with a rental vehicle unless there is an active SC on the account that allows us to do so.
Customer states he has a SC through a third party and will seek rental through them.
Writer is declining rental assistance at this time.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the rental request.
The vehicle warranty does not cover rental assistance..
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - customer was contacted today at 3:52 PM.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19256750*

Vin	1J4FA39S9	6F[redacted]	***Open Date***	01/21/2010	***Build Date***	12/12/2005	
Model Year	06	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	03/27/2006	***Dealer***	26272	***Dealer Zone***	32	***Mileage***	34,100
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	NEW YORK NY [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Fuel comes back out of where fuel is inserted.
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Fuel shoots back out of the fuel tank when being filled.
What are the customer s expectations?
Assistance getting the repair done.
****End structured narrative T2 - Beginning Narrative
Customer calls states the fuel shoots back out of the fuel tank when re-fuelling the vehicle. Customer states he has been to several Jeep dealers explaining the problem and they told him that this is common problem with Jeeps and that the entire fuel tank will need replacement. Customer is seeking assistance with the cost of the repair. Customer states he will accept a co-payment if goodwill assistance is provided. Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted] cell.
Who has possession of the vehicle?Customer
Has the vehicle been diagnosed by a CDJ dealer?No
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE -
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of assistance with gas tank repair.
Writer advised customer of follow on 1/28/10
Customer called in to get agent kn147 s ext # and to speak with her writer informed him of lines 21-25 but then customer disconnected the call.
Customer calls requesting to speak with KN147
Customer/Caller transferred to extension # 66160
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Writer contacted customer and customer states that he went to dealer and the dealer did not diagnose the vehicle correctly and now they are asking him to pay for another diagnoses. Customer is not sure if he wants to proceed with another diagnoses at his expense. Customer states that he will call in if he decides to get the diagnoses.

Customer Assistance Inquiry Record (CAIR)# *19263566*

Vin	1J4GA3913	7L[redacted]	***Open Date***	01/25/2010	***Build Date***	09/28/2006	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/27/2006	***Dealer***	23251	***Dealer Zone***	35	***Mileage***	37,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	KILL DEVIL HILLS NC[redacted]					***Country***	UNITED STATES

Product - Suspension - Unknown - Poor Ride - Unknown	Death wobble
Product - Fuel System - Fuel Tank - Defective - Default	Gas Spilling Out
Corporate - Complaint Contact - Default - Default - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler?
Caller states that he was driving down the freeway and the vehicle shook so bad. Caller states that he has done a research on 'death wobble' and is wondering why there has never been a recall.
What are the customer s expectations?
Caller is seeking assistance with the gas tank and the wobble in the front end.
Agent stated that death wobble can happen in any vehicle, and in order to help make a goodwill decision the caller may need to offer maintenance records. Caller stated that they have never had maintace done.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer?
Reassigned to 88F
Customer called to see if he could get faster service with another agent. Writer advised caller to wait to be called on his issue as noted in the narrative. Caller is going to have the work done and then see what happens with possible goodwill assistance.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 10;43.
Customer was provided with agent s extension: 66131.
The customer is worried about the safety of his family. Customer is wanting the vehicle to be repaired. Customer states that he doesn t want this issue to come back in 6 months like the accounts on the internet have been stating. Customer filed lemon law with us today. Writer informed customer that I would pass this information to the lemon law agent that will handle his case. Writer is closing case as per GS829.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called back today to get some information about the repair for his 'death wobble'. Customer stated that he is willing to retract his Lemon Law request if the new part installed was the redesigned Steering Dampner and not the same version of the original. Customer is concerned that if it wasn t the redesigned Front Steering Dampner, the problem will return. Customer would like CAC to verify with the dealership that the redesigned Steering Dampner was installed. Customer s next issue was the gas tank overfill. Customer wants to know if he can recieve goodwill for this repair based on his previous Jeep loyalty and the fact that he is fresh out of Warranty. Customer s 3rd request is that he wants to send in the invoice for the Steering Dampner and tie rods repair that was performed for a reimbursement review. Customer is a Jeep promoter and has previous loyalty. Reimbursement request is for $1164.45.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? no
Reassigned to 88F

* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 1:44
Customer was provided with agent s extension: 66305
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
CLOSED LOOP UPDATE - customer was contacted today at 1:51p.m
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.
Customer states he is seeking assistance with the fuel tank, writer informed the customer that a diagnosis on the vehicle would need to be completed and then at that time the file can be evaluated.

Customer Assistance Inquiry Record (CAIR)# *19265735*

Vin	1J4GA3913	7L[redacted]	***Open Date***	01/26/2010	***Build Date***	09/28/2006	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	10/27/2006	***Dealer***	13855	***Dealer Zone***	ZZ	***Mileage***	37,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	KILL DEVIL HILLS NC[redacted]					***Country***	UNITED STATES

Corporate - Company Information Contact - Default - Default - Default	Buy Back- 'death wabble'
Product - Suspension - Unknown - Poor Ride - Unknown	Death wobble
Product - Fuel System - Fuel Tank - Defective - Default	Gas Spilling Out
Corporate - Lemon Law - Default - Default - Default	Lemon Law
Corporate - Complaint Contact - Default - Default - Default	
Product - Steering - Linkage - Vibration - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? Customer stated his vehicle does the 'death Wabble'
What are the customer s expectations?Customer would like his vehicle bought back on the Lemon Law because of all of the problems he is having with it.
Customer was advised that due to the nature of their request a call back is required and will take place within one business day.
Preferred call back number is[redacted] John Cell Phone.
Who has possession of the vehicle?DL # 13855 Antwerpen CDJ 1-888-689-5691
Is this a request for Lemon Law, buy-back or replacement?YES
Reassigned to 88L
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 11:15 MST. Customer was provided with agent s extension: 66061. Agent spoke with Mr. Deboy. He claims the vehicle steering dampener may be the cause of the violent steering wobble that they allege, almost cause an accident.
At this point the customer wants to move forward with a Lemon Law request because of the information found while researching online. Agent informed customer that the matter would be referred to this dealership so it can be addressed on a local level based on that states Lemon Laws. Customer understood.
Agent called DLR# 68172 and spoke with SM-Steve. He was aware of the customers concern and also explained that the Front Steering Dampener component that was an OEM has now been redesigned for better performance. Dealership will make customer aware.
ATTENTION SERVICE DIRECTOR/MANAGER # # # #
Owner is seeking relief under the state lemon law.
This CAIR is being assigned to your dealership for further handling and review with your District Manager and/or Business Center in an attempt to resolve customer s concern.
Please contact this customer with next steps and update this CAIR
1. What does the customer allege is wrong with the vehicle? Violent Steering Wobble.
2. Was the vehicle purchased new or used? New
3. If used, what number owner is the customer and what was the mileage?
4. Is customer claiming # of repair attempts or # of days out of service? No
5. Does the condition described by the customer still exist? Yes
The only thing the customer has been told is their file will be reviewed and/or handled by the local Business Center and Dealer, and if the condition still exists, to take their vehicle to the dealer regardless
of this request.
SM-Steve is aware of D2D Lemon Law Request.
REASSIGNED TO BC/DLR 66 68172 01/26/10 13:41 O 19265735

Caller called trying to reach RM1225.
Writer transferred caller to extension #66061.
Writer is reassigning case to dealership 13855. Inform customer to stay in contact with the service department at 13855.
REASSIGNED TO BC/DLR ZZ 13855 01/27/10 12:40 O 19265735
Dealerships phone number is (410) 788-6600
Customer called concerned about the part that was installed to correct the death wobble. Customer wants verification that it was the redesigned part was installed. Customer would like to send invoice for reimbursement based on his loyalty with Jeep and the fact that he was fresh out of Warranty at the time of repairs. Customer is willing to retract his lemon law request if the steering dampner is the redesigned one.
Writer will open a new CAIR for the gas tank issue.
Customer does not want to do lemon law anymore. Case is being closed

Customer Assistance Inquiry Record (CAIR)# *19266389*

Vin	1J4FA44S5	5F[redacted]	***Open Date***	02/08/2010	***Build Date***	08/26/2004	
Model Year	05	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	08/01/2005	***Dealer***	65138	***Dealer Zone***	35	***Mileage***	52,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	WASHINGTONVILLE NY [redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	owner states fuel pump does not shut off

***** EMAIL BRIEF DESCRIPTION CONTENT *****
I have a serious safety issue with my 2005 Jeep Wrangler Unlimited. When I fuel up, the pump does not shut off, ALWAYS spilling fuel on the Jeep as wel l as the gas station. I have been banned from my local station. I am told I am a FIRE HAZARD
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center.
I am sorry to hear about the unresolved problem you are having with the fuel system. There are no recalls that pertain to this problem with your vin number. Certainly it would be suggested that you contact a Jeep dealership and have them diagnose the problem and repair it for you.

Customer Assistance Inquiry Record (CAIR)# *19271161*

Vin	1J4FA2416 7L[redacted]	***Open Date***	01/27/2010	***Build Date***	03/08/2007		
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/09/2007	***Dealer***	42762	***Dealer Zone***	32	***Mileage***	35,510
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	PITTSFIELD NH[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Fuel overflow.
Corporate - Complaint Contact - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? Customer is calling in regard to a fuel tank issue.
What are the customer s expectations? Customer expects her issue to be resolved.
Customer states that she has had to take her vehicle into the dealership quite a few times for gas spewing out when she fills the tank. Customer states that she has taken the vehicle into three dealerships regarding this issue and they have all told her that there is nothing wrong with the vehicle. Customer also states that she has a leak in her soft top that she has not previously mentioned to the dealerships. Writer advised the customer that for her fuel tank issue we will need to send her case over to our senior resolution team for further handling as an unresolved concern.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle? Owner.
Has the vehicle been diagnosed by a CDJ dealer? Yes.
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 12:20.
Customer was provided with agent s extension: 66186
DIRECT-TO-DEALER # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is gas comes back out.
Agent sent email to dealer, informed that CAIR was being sent. Please update this CAIR with resolution.
# # # # # # # # #

Customer Assistance Inquiry Record (CAIR)# *19282330*

Vin	1J4GA3911	8L[redacted]	***Open Date***	02/01/2010	***Build Date***	12/21/2007	
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/21/2008	***Dealer***	23295	***Dealer Zone***	35	***Mileage***	42,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	MIDLOTHIAN VA [redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Other - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Caller alleges that his Jeep overflows with gas when filling it up.
What are the customer s expectations?
Caller would like it repaired.
****End structured narrative T2 - Beginning Narrative
Caller alleges the dealership informed him to have fuel tank replaced and then they would determine if reimbursement would be made. Writer connected to the Service Contract Department.

Customer Assistance Inquiry Record (CAIR)#								19288499
Vin	1J4GA5913	8L[redacted]	**Open Date**	02/03/2010	**Build Date**	02/16/2008		
Model Year	08	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	04/24/2008	**Dealer**	67775	**Dealer Zone**	51	**Mileage**	37,247	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	[redacted]					**Home Phone**	[redacted]	
	FOX RIVER GROVE IL[redacted]					**Country**	UNITED STATES	

Corporate - Company Information Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Defective - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Caller states the vehicle spray fuel at the end of a fillup. States dealer found that the Fuel tank rollover valve needs repair.
What are the customer s expectations?
Would like to have the repair considered for good will as he just out of warranty
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 3:41 PM.
Customer was provided with agent s extension: 66153
Writer contacted customer to inform of goodwill process. Customer stated that vehicle has already been diagnosed by dealer 67775. Writer will contact dealer on 2/4 for further information.
Writer contacted dealer 67775 and spoke to SA Joanne who stated that she is going to check with her SM to see if they are planning on offering customer any goodwill. Joanne will give writer a call back.
Writer contacted dealer 67775 and spoke to SA Joanne who stated that they are going to offer the customer a $100 co-pay. Writer agrees with decision.

Customer Assistance Inquiry Record (CAIR)# *19290554*

Vin	1J4FA64S9 6F[redacted]	***Open Date***	02/03/2010	***Build Date***	11/12/2005		
Model Year	06	***Body***	TJJS78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	11/30/2005	***Dealer***	24230	***Dealer Zone***	74	***Mileage***	49,500
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	COLORADO SPRINGS CO[redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Fuel System - Fuel Tank - Other - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that when he fills the vehicle up with gas the vehicle over fills. Customer states that he wastes about a cup of fuel every time. Customer states that the pump will not shut off on its own until after the fuel has already spilt out. Customer states that he has done research on this issue and found out that the issue is the roll over check valve that has become faulty and that the repair is to replace the fuel tank.
What are the customer s expectations?
Customer is seeking help with repair of fuel tank issue.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
Writer did not update COIN with phone number as this is his business number and can not have his cell phone at work during the day.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 8:20AM MST
Customer was provided with agent s extension: 66197
Writer left a voice mail message requesting call back.
2nd attempt made to contact customer on 2/5/10 at 1:16PM MST
Writer confirmed customers concern with the vehicle spilling fuel when filling gas tank. Customer states that he has read online about the issue and would like assistance. Writer advised customer that in order for Chrysler to consider out of warranty assistance with repair, a diagnosis by a CDJ dealer would need to be performed. Writer advised customer that diagnosis would be at his expense. Customer states he will try to have the vehicle diagnosed within a couple of weeks. Writer provided contact information and advised customer to have dealer contact writer directly with results of diagnosis.

Customer Assistance Inquiry Record (CAIR)# *19295675*

Vin	1J4FA2415	7L[redacted]	***Open Date***	02/19/2010	***Build Date***	03/27/2007	
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/11/2007	***Dealer***		***Dealer Zone***		***Mileage***	50,794
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	DAGSBORO DE[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Gas spills out when fueling
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Email states:
Comments:Every time I put fuel in my Jeep Wrangler, and it gets near full gas comesflying out and spills all over the place. On my bumper, side of my Jeep,and on the road. It s been doing this a lot more recently. Is there arecall or TSB? This is dangerous, and absolutely ridiculous.
Dear Thomas:
Thank you for contacting the Chrysler Customer Assistance Center.
Our records indicate that the following recall campaign has not been performed by an authorized dealer:
J24 - MOPAR TOW BAR SAFETY
I did not find any recalls or TSB regarding the fuel concern.
We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles. Furthermore, your dealer is empowered 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 Customer Care Center at
877-426-5337 (877-IAM-JEEP)
Again, thank you for writing.
Comments:
Could that safety recall be removed? I don t have a mopar tow bar...
REFERENCE NUMBER: 19295675 EMAIL CASE NUMBER: 2412913
Dear Thomas:
Yes. Thank you for informing us.
Sincerely,

Customer Assistance Inquiry Record (CAIR)#							19299333
Vin	1J4GA5914	7L[redacted]	**Open Date**	02/08/2010	**Build Date**	04/11/2007	
Model Year	07	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	04/17/2007	**Dealer**	23563	**Dealer Zone**	51	**Mileage**	32,600
Name:	[redacted]					**Contact Type**	TELEPHONE
Address	[redacted]					**Home Phone**	
	BELVIDERE IL [redacted]					**Country**	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Body / Trim / Paint Finish - Paint Finish - Flaking, Peeling, Blistering - All Panels	

Customer called in regarding the paint that is bubbling and corroding, customer stated that the issue has come back. Customer stated he had this issue was fixed under warranty before hand, and the issue has arrived again. Writer advised the customer that he is currently still under warranty and to have this vehicle fixed. Customer also stated that his fuel tank doesn t stop when fueling up and it tends to spray.
Writer advised the customer to receive a diagnosis on theses issues and see what assistance can be made.
Why is the customer contacting Chrysler? Customer called in regarding the paint that is bubbling and corroding, customer stated that the issue has come back. Customer stated he had this issue was fixed under warranty before hand, and the issue has arrived again. Writer advised the customer that he is currently still under warranty and to have this vehicle fixed. Customer also stated that his fuel tank doesn t stop when fueling up and it tends to spray.
Customer called because he is once again having issues with his hinges. Customer wishes to get the case number for this complaint he filed in 02/2010. Writer states that his hinges are bubbling, rusting and coroding and he previously had 3 painted when the 3/36 was almost up. Customer was informed that there was a 5/100 warranty for perforation and he states the issue is recurring and one of the hinges is pretty bad. Cusotmer states he would like to get this case #, writer provided it to the customer. Customer also inquired about something he heard about Jeep now having a replacement hinge that is made of steel, not aluminum, writer informed him that he should ask his dealer about that.

Customer Assistance Inquiry Record (CAIR)#								19308374
Vin	1J4FA69SX	5F[redacted]	Open Date	02/26/2010	Build Date	06/16/2005		
Model Year	05	Body	TJJS77	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DR				
In Service Dt	08/01/2005	Dealer		Dealer Zone		Mileage	44,500	
Name:	[redacted]					Contact Type	E-MAIL	
Address	[redacted]					Home Phone		
	LIBERTY TWP OH[redacted]					Country	UNITED STATES	

Product - Cooling System - Fans, Pulleys, and Tensioner - Noisy - Default	At start up
Product - Fuel System - Fuel Tank - Defective - Default	Spits out gas when filling
Product - Electrical - Radio/Spkrs/Clock/Antenna - Complete Failure - Default	below 70 degrees
Product - Air Conditioning / Heater - Compressor/Clutch/R Valve - Noisy - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
various and multiple manufacturer defects
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
I have a number of issues with my Jeep. I have taken it in for service in the past only to be told that 'my problem doesn t exist' or that it is 'normal'. Here are the issues: 1. A sound occurs when the air conditioner compressor comes on. It sounds like a high frequency whine that is indicative of a bearing going out somewhere. It is itermittent. 2. The premium sound system does not work in temperatures below 70 degrees
F. 3. It spits out gas when filling. (not reported to dealer). 4. The interior heater/cooling fan has a 'tick' upon start up. Something to do with the bearing shaft. I have taken the Jeep to the dealer for items 1, 2 and 4 and only get the same response. Why would I expect differently
from the gas problem. I have read on numerous forums that the sound system issue and the gas tank issue are common. I would like to have these issues resolved. I have no intention to return to the dealer I previously visited, or any for that matter. I simply want my problems fixed. The jeep has 44K miles on it. When I first took it in for these issues it was much less. I was told there was no problem. I am quickly approaching the 'no warranty' point and I cannot be confident that
my PREVENTIVE claims were recorded or addressed. I would like resolution for these points. Sincerely, [redacted]
Dear [redacted]
Thank you for contacting the Chrysler Customer Assistance Center. We are very sorry to learn of your dissatisfaction with the handling of your Jeep 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.
If you are not happy with your current dealer you may want to get a second opinion.
We regret your dissatisfaction but hope you will understand our position. Thanks again for your email.
Comments:
I am not sure what your position is. The response is vague and gives no clear direction. Perhaps this is my fault due not clearly defining my request. I would like to know if Jeep acknowledges the gas spitting issue. I have no real intention of paying for diagnosis as has been the

standard. I will be glad to demonstrate it, but I am not willing to pay
to
have my Jeep spit gas.
Dear [redacted]:
We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles. Furthermore, your dealer is empowered 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 Customer Care Center at
877-426-5337 (877-IAM-JEEP)
Again, thank you for writing.

Customer Assistance Inquiry Record (CAIR)# *19308457*

Vin	1J4FA39S2	6F[redacted]	***Open Date***	02/26/2010	***Build Date***	12/01/2005	
Model Year	06	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	04/01/2006	***Dealer***		***Dealer Zone***		***Mileage***	23,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	STORMVILLE NY[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	fuel spills out of vehicle when filling up

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Dealer stumped by gas tank over spilling
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Dear Sir or Madam: Please reply to this inquiry by way of email, if possible. When my wrangler is being fueled, the fuel constantly spills out of the top once the tank is full. Whether the pump is old or new, and no matter if I hold the pump or auto-lock the pump, fuel spills out the gas cap and all over my paint, plastic, and the ground. I have been to the dealer twice regarding this issue. The first time, the dealer said they did not have time to look at the gas tank because it was a Saturday (even though I called first and was told to bring it in. The second time I drove to the dealer, a gentleman in the service department told me that there could be nothing done to fix this. This issue is not normal, and I am unhappy that I have been given the runaround. I work in the state of New Jersey, and there, customers are not allowed to pump their own gas. This causes constant spills for me. Please help me resolve this. Thank you.
Tier 3 Email Reply
Dear [redacted]:
Thank you for contacting the Chrysler Customer Assistance Center. We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our 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. If you would like to discuss this issue with us directly, please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).
When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:
Vehicle owner name
Vehicle owner address
Day and evening phone numbers
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Dealership where service was performed
Date of last service
Current vehicle mileage
An explanation of the problem
We have Customer Service Representatives available to address the your questions and concerns.
Thank you again for your email.
Customer Email Reply
Hello: Thank you for your cookie cutter response. However, you did not address how to proceed with a dealership that refused to diagnose my vehicle. I apologize for my tone, but I am a credible person, and I have spent a lot of money -- and I am being ignored by both the dealership and now by Lisa of customer service. Respectfully [redacted]

Customer Assistance Inquiry Record (CAIR)# *19311308*

Vin	1J4FA2419 8L[redacted]	***Open Date***	02/11/2010	***Build Date***	09/17/2007		
Model Year	08	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/29/2007	***Dealer***	68745	***Dealer Zone***	42	***Mileage***	55,404
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	CINCINNATI OH[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Fuel overflows before vehicle shuts off when filling tank
Recall - J24: - Advise Owner/Incomplete Recall	Recall J24

Customer stated when he fills his gas tank the auto shutoff shuts off too
late and the gas overflows.
Customer seeking any assistance possible.
Writer informed customer Recall J24 can be taken care of at any
authorized cdjr dealer.
Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? customer
Has the vehicle been diagnosed by a CDJ dealer? no
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 8:18 AM MT.
Customer was provided with agent s extension: 66153
Left VM.
Customer calls requesting to speak with ?Ricci?
Customer/Caller transferred to extension # 66153.
CONTACT UPDATE - Customer was contacted today at 1:23 PM MT.
Customer was provided with agent s extension: 66153
Writer contacted customer to explain goodwill process. Customer stated
that he will take vehicle to dealer 68745 soon for a full diagnoses.
Writer then contacted dealer 68745 and spoke to SA Scott to inform of
possible goodwill pending diagnoses.
Customer called requesting to speak to RB1093.
Writer transferred customer to extension #66153
Customer has an appointment with dealer 68745 on 2/18.
Writer contacted dealer 68745 and spoke to SA Dallas who stated that
customer was in for same concern on 1/21 and was charged a $78 diagnostic
fee. Dallas states that now they found that customer will need an entire
full tank. Dallas will give writer a call back with warranty pricing.
Dallas stated that warranty cost for Part: $197.40 Labor: $74.07.
-
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer satisfaction. According to
the dealer, the warranty
costs of the repair are as follows:
Parts = $197.40
Labor = $74.07
With the concurrence of the Service Manager, Dallas,
the customer will have a co-pay of $50.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Ricci at 800-992-1997
extension # 66153. You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed
of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 42 68745 02/18/10 14:42 O 19311308

per sm repair not yet complete.
msb called and spoke with dealer. Part arrived yesterday. dealer trying to
make an appointment.
*Contact Date:03/02/2010
DCX goodwill repair is documented on Repair Order#804729
CAIR RETURNED FROM DEALER ON 3/02/2010 AT 05:36:232 R 19311308

Customer Assistance Inquiry Record (CAIR)# *19313371*

Vin	1J4GA3918	7L[redacted]	***Open Date***	02/12/2010	***Build Date***	01/12/2007	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/12/2007	***Dealer***	26145	***Dealer Zone***	35	***Mileage***	30,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	BEL AIR MD [redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	Gas tank overflows with fuel
Recall - J24: - Advise Owner/Incomplete Recall	J24
Dealer - By-Pass - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated when he fills gas tank, gas overflows, also he is
requesting a buyback.
What are the customer s expectations?
Customer requesting a buyback.
****End structured narrative T2 - Beginning Narrative
Writer informed customer of Recall J24 Mopar tow bar can be taken care of
at authorized cdjr dealer.
Writer informed customer of Recall J24 Mopar tow bar can be taken care of
at authorized cdjr dealer.
Customer was advised that due to the nature of their request
a call back is required and will take place within one business day.
Preferred call back number is cell [redacted]
Who has possession of the vehicle? Customer
Is this a request for Lemon Law, buy-back or replacement? buyback
Reassigned to 88L
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 10:56.
Customer was not provided with agent s extension.
Writer called customer, advised that buyback request has been filed.
Writer called dealer, spoke to SM, advised of customer request and that
CAIR is being sent.
ATTENTION SERVICE MANAGER/DIRECTOR # # # # # #
Owner is requesting that their vehicle be repurchased or replaced.
This CAIR is being assigned to your dealership for further handling and
review with your District Manager and/or Business Center in an attempt
to resolve customer s concern. The information below was compiled based
on corporate records. Please contact this customer with next steps and
update this CAIR. 30802
+ + + + + + + Buyback / Replacement Research + + + + + + +
1. What does the customer allege is wrong with the vehicle? Fuel spillage
from tank
2. Was the vehicle purchased new or used? New
3. If used, what number owner is the customer? N/A
4. Per the warranty history, how many related repairs have there been? No
related repairs
5. Total number of days out of service? 39
6. Date of first related repair attempt? No related repairs
7. Mileage of first related repair attempt? No related repairs
8. This vehicle was purchased in what state? Maryland
9. Is this a safety state? Yes
10. Has there been a Direct-to-Dealer CAIR previously sent? No
11. Has there been any Business Center involvement? Yes, CAIR 17546011
12. Is the vehicle currently at an authorized dealer? No
13. Does the condition described by the customer still exist? Yes
The only thing the customer has been told is their file will be reviewed
and/or handled by the local Business Center and Dealer, and if
the condition still exists, to take their vehicle to the dealer
regardless

of this request.
REASSIGNED TO BC/DLR 35 26145 02/22/10 12:46 O 19313371
Dealer performed a TSB and replaced the fuel filler neck and ESIM. Area ma
nager has aske the SM John Loucks to call the owner and ask to have the Jee
p brought back in for further review. Conrad GLeber Area Mgr
*** SERVICE MANAGER PLEASE UPDATE CAIR ***
Area Manager is in discussion w/ Service Director at Adams and has decised
not to repair anything else untill we can identify (recreate the condition)
If the service dept cannot duplicate the issue then they are performing rep
airs in the dark. If the owner or his father can helpt eh dealership re-cr
eate the condition then we will attempt to repair. At this time the CAIR i
s being closed. The owner has not been able to show the dealership persone
l athe condition. COnrad Gleber

Customer Assistance Inquiry Record (CAIR)#									19317305
Vin	1J4FA2912	5P[redacted]	**Open Date**	02/15/2010	**Build Date**	02/07/2005			
Model Year	05	**Body**	TJJL77	JEEP WRANGLER SE 4X4 SPORT UTILITY 2-DR					
In Service Dt	04/04/2005	**Dealer**	26666	**Dealer Zone**	63	**Mileage**	74,000		
Name:	[redacted]					**Contact Type**	TELEPHONE		
Address	[redacted]					**Home Phone**	[redacted]		
	FRISCO TX[redacted]					**Country**	UNITED STATES		

Product - Fuel System - Fuel Tank - Leaks - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
The customer said when he tries to fill his vehicle with gas it will spill all over the side of the vehicle.
What are the customer s expectations?
The customer wanted to know if there is a recall on this vehicle.
****End structured narrative T2 - Beginning Narrative
Customer calls seeking recall information. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.
The customer was provided with the cair number.

Customer Assistance Inquiry Record (CAIR)# *19325946*

Vin	1J4GB391X	8L[redacted]	***Open Date***	03/05/2010	***Build Date***	08/25/2007	
Model Year	08	***Body***	JKTM74	JEEP WRANGLER UNLIMITED X 4X2 SPORT UTILITY 4-DOOR			
In Service Dt	11/17/2007	***Dealer***	68510	***Dealer Zone***	66	***Mileage***	48,360
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	CUMMING GA[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	fuel spills when fueling up
Recall - J24: - Advise Owner/Incomplete Recall	
Recall - J30: - Advise Owner/Incomplete Recall	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
fuel system issue
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Comments:
I have been enjoying my 2008 4 door wrangler until the last few months because of fueling issues. Everytime I gas up, gas comes spewing back out onto the ground, my car, and the ground. It is probably as much as a pint of gas and this is disgusting and a major safety hazard. I can no longer fill my tank completely and have done all the trouble shooting. I have also gone online and read hundreds of the same exact complaint. What are you doing to address this huge safety hazard? Thank you.
Dear Suzanne:
Thank you for contacting the Chrysler Customer Assistance Center.
I regret the problem your Jeep Wrangler has experienced when filling up with fuel 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 we are unable to diagnose this problem via email. We must recommend contacting your authorized 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 our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.
Also, our records indicate that the following recall campaigns have not been performed by an authorized dealer:
J24 MOPAR TOW BAR
J30 TRANSMISSION FLUID TEMPERATURE WARNING
We suggest that you contact your local authorized Jeep dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.
Please take a copy of this message with you at the time of service to aid the process. Please note that your dealership does not require a copy of the recall notice to perform the needed service. If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Customer Assistance Inquiry Record (CAIR)# *19340057*

Vin	1J4GA3919	7L[redacted]	***Open Date***	02/23/2010	***Build Date***	04/23/2007	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	05/05/2007	***Dealer***	62621	***Dealer Zone***	66	***Mileage***	53,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	SEMINOLE FL[redacted]					***Country***	UNITED STATES

Corporate - Recall - Default - Default - Default	
Product - Fuel System - Fuel Tank - Leaks - Default	

Why is the customer contacting Chrysler?Customer is having problems with their gas tank overflowing.
What are the customer s expectations?Customer wants to know if there is a recall on his vehicle.
Customer alleges when he fills his gas, the tank overflow and splashes everywhere. Customer states he feels this is a health and safety issue.
Customer states he has done research and found that customers have had the gas tank replaced under Chrysler and it has fixed the problem.
Customer states its obviously a defect and he wants Chrysler to help assist in replacing his defective gas tank.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle? Customer
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Customer is the original owner of vehicle. No other CDJR vehicles in household history. No service contract.
CONTACT UPDATE - Customer was contacted today at 12:21 pm MST. Writer left a voice message informing another attempt will be made on 2/25.
If customer calls back in, please advise:
Inform customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Inform customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of a fuel tank repair
Based on the information at hand, agent is considering the following: possibly 50/50 split depending on diagnosis.
Customer calls requesting to speak with ?carmen?
Customer/Caller transferred to extension # 66067
the customer is stating that the diagnosis is not complete. Writer has advised that a diagnosis needs to be done before we can offer any assistance.
The customer cannot afford to pay for a diagnosis.
CLOSED LOOP UPDATE - customer was contacted today at 12:03 pm MST. Writer informed that a diagnosis does need to be done before out of warranty assistance can be considered. Customer states he s unable to pay for a diagnosis at this time.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19351190*

Vin	1J8GA641X	7L[redacted]	***Open Date***	02/26/2010	***Build Date***	03/22/2007	
Model Year	07	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	04/13/2007	***Dealer***	67775	***Dealer Zone***	51	***Mileage***	43,419
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	LK IN THE HLS IL[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
customer states his vehicle is shooting out fuel when he puts gas in his tank.
What are the customer s expectations?
customer seeking goodwill assistance.
****End structured narrative T2 - Beginning Narrative
Customer is seeking goodwill assistance for new fuel tank.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle?customer
Has the vehicle been diagnosed by a CDJ dealer?Y
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 5:28 PM.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Writer called dealer and spoke with SA Joann, she alleges the customer has an appointment on March 4, writer requested a returned call once the customer goes in for diagnosis. Writer called customer and informed him that we will follow up with him and the dealership on Thursday.
Customer is original owner, has owned 4 Chrysler vehicles, no SC , and oow by 7,197 miles. Writer called dealer and spoke with SA Doug, he alleges that the customer gas tank needs to be replaced as there was sticking which is causing the neck to close up and causing fuel to spill out. SA alleges that this is an internal failure and nothing that the customer could have caused. Customer also mentioned a concern about the wireless remoteless entry, there is a piece that has failed in the inside, writer asked if the customer had did anything to cause this to fail, SA alleges that this is something that the customer could not have caused.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $319.55
Labor = $167.40
With the concurrence of the Service Manager, Doug
the customer will have a co-pay of $175.00.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Cecilia at 800-992-1997 extension # 66068. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 51 67775 03/04/10 11:57 O 19351190
*Contact Date:03/08/2010

Service / Parts Director at the dealership has updated the Cair# 19351190
Parts have been ordered.
*Contact Date:03/12/2010
Service / Parts Director at the dealership has updated the Cair# 19351190
Parts have been ordered.
*Contact Date:03/16/2010
DCX goodwill repair is documented on Repair Order#268377
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 3/16/2010 AT 02:28:142 R 19351190
CONTACT UPDATE - Customer was contacted today at 224-858-4571
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer states vehicle repaired and working properly.
CLOSED LOOP UPDATE - customer was contacted.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19356832*

Vin	1J4FA44S3	6F[redacted]	***Open Date***	03/01/2010	***Build Date***	10/08/2005	
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	01/03/2006	***Dealer***	68250	***Dealer Zone***	74	***Mileage***	37,987
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	LITTLETON CO [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Hoses and Lines - Defective - Default	Rollover valve.

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer called the dealer and described the problem with the gas tank spillover.
What are the customer s expectations?
To have the repair completed under warranty or part since the issue is safety.
****End structured narrative T2 - Beginning Narrative
Customer called the dealer and stated the problem and they said to call us for assistance and cost of repair. The gas spills out when filling the vehicle whether he does by hand and tries to stop or has the pump locked. Said he is looking for assistance on the cost of the repairs.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
Who has possession of the vehicle, Customer
Has the vehicle been diagnosed by a CDJ dealer, no but the customer called dealer #68230, SM unknown.
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 8:04 AM MST
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer calls requesting to speak with ?brian?
Customer/Caller transferred to extension # 66076
CONTACT UPDATE - Customer was contacted today at 4:48 PM MST
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
2nd attempt made to contact customer on 03/04/10 at 3:19 PM MST
Writer called several times but phone rang busy.
2nd attempt made to contact customer at 3:15pm MST 03/04/10
Customer was provided with agent s name and Brand number.
Customer states that he has not had a diagnosis completed at a dealership yet.
Writer informed customer that before Chrysler considers offering any goodwill
assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of assistance with cost for repairs.
Based on the information at hand, agent is considering the following: $100 co-pay. Customer is just 2 months and 1000 miles out of warranty/2nd owner.
Customer will try to take vehicle into dealership tomorrow 03/05/10.
Writer agreed to set up follow up date to reach customer 03/05/10.
Writer spoke with SM Mike. The customer has an appointment for 03/08/10. he will call back after the diagnosis is complete.
Writer received a message with diagnostic information. The vehicle needs a new fuel tank
Warranty costs are

Parts $358.40
Labor $97.90
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 66146
Agent attempted to contact dealer Service Manager (SM), however,
SM not available. Left message for a return call at extension 66146
Writer spoke with SM Mike. SM and writer agree that the customer should
recive assistance and only pay a $100.00 deductible.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on ?describe the reason why this
goodwill is being offered?. According to the dealer, the warranty
costs of the repair are as follows:
Parts = 358.40
Labor = 97.90
With the concurrence of the Service Manager, Mike
the customer will have a co-pay of $100.00.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Brian at 800-992-1997
extension # 66146. You may also contact us by email at:
T2email@chrysler.com. This customer has not been informed
of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 74 68250 03/11/10 10:19 O 19356832
AREA MANAGER WILL FOLLOW UP WITH SERVICE MANAGER TO INSURE COMPLIANCE
WITH GOODWILL ASSITANCE OFFER.
*Contact Date:03/12/2010
Service Manager at the dealership has updated the Cair# 19356832
An appointment has been set with the customer.
*Contact Date:03/16/2010
DCX goodwill repair is documented on Repair Order#516525
CAIR RETURNED FROM DEALER ON 3/16/2010 AT 03:54:879 R 19356832
AREA MANAGER FOLLOW UP WITH SERVICE MANAGER WHO ADVISED THAT FUEL TANK
WAS RECEIVED AND WILL BE INSTALLED FOR CUSTOMER ON 3-17-10.

Customer Assistance Inquiry Record (CAIR)# *19358576*

Vin	1J4GA5917	7L[redacted]	***Open Date***	03/02/2010	***Build Date***	05/01/2007	
Model Year	07	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	05/18/2007	***Dealer***	44796	***Dealer Zone***	32	***Mileage***	26,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	NEW BEDFORD MA[redacted]					***Country***	UNITED STATES

Dealer - Service/Body Shop - Personnel - Discourteous/ Rude - Unknown	Customer states the SA's and SM are not helpful.
Product - Fuel System - Fuel Tank - Other - Default	Tank Overflows
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Leaks - Default	

Why is the customer contacting Chrysler? Customer states that he has had his vehicle in the dealership and they cannot diagnose the problem. Customer also states that when he tries to fill up the gas tank the gas overflows.
What are the customer s expectations? Customer states that he would like Chrysler to help get the gas tank off of back order and he also alleges that he would like Chrysler to contact the Dealer 44796 to see if they are using all their resources to diagnose the leak in his roof.
Customer states that the dealer stated that they would have an SM contact him with answers to his concerns but he never got a phone call. Customer alleges that dealer stated that the gas tank is on back order and will not be delivered until April 28th. Customer states that dealer alleges that there is nothing that they can do about the back order.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Writer called the dealer to speak with the SM Kim. She states that the customer has not been to the dealership since November 2009 @ 21,785 and that was the only time he has been in. SM states that there is a fuel tank on order part number 52059729AH. Writer got with expediting and they states that it was shipped 2/26/10 UPS direct to dealer.
CONTACT UPDATE - Customer was contacted today at 11:10 am MST. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Writer got the customers VM. Writer left a message requesting a call back, writer will follow up 3/4/10.
Customer calls requesting to speak with DQ15
Customer/Caller transferred to extension # 66300
2nd attempt made to contact customer on 3/4/10 at 4:30 pm MST. Writer got in contact with the customer and informed him that the part was shipped 2/26/10. Customer states he wonders why his wife that it wouldn t be till April. Customer states that the dealer has not been very helpful with this issue and he states that no one has called him back. Customer states he is going to get the repair done there this onetime and find another dealer. Customer would like to make a complaint against the people in Service. Writer advised his complaint will be documented and handled internally. Customer understood and was happy.
CLOSED LOOP UPDATE - customer was contacted today at 4:30 pm MST. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19369625*

Vin	1J4FA44S0	6F[redacted]	***Open Date***	03/17/2010	***Build Date***	03/14/2006	
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	04/06/2006	***Dealer***	60219	***Dealer Zone***	66	***Mileage***	49,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]		1008 EMILY LN			***Home Phone***	
	BEAUFORT SC[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Leaks - Default	owner states gas spills when filling up

***** EMAIL BRIEF DESCRIPTION CONTENT *****
gas spilling when filling up on 06 wrangler unlimited
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
gas spills over on every single fill up as does countless people on the jeepforum i just got this jeep aprox. 6 months ago & this makes my 7th 1 a lot of people are ready to getrid of them including me. any help on the way
***
Dear [redacted]:
Thank you for contacting the Chrysler Customer Assistance Center. Since the vehicle you purchased has an expired warranty, you would need to authorize a dealer to diagnose the current problem and provide an estimate. At that time, if you let me know what dealer you are going to and when you will be going there, I can talk to the dealer and see if we can authorize partial assistance on this repair.
Thanks again for your email.
***
hi, i took my jeep to butler dodge in beaufort, sc this morning 3-24-10 at
8:30 tonya is who your contact would be. thanks tim
***
Writer spoke to Tonya, and gave her my direct line for further contact.
***
Dea[redacted]:
Thank you for contacting the Chrysler Customer Assistance Center. I did speak to Tonya and once they have diagnosed the problem she will call me with an update.
Thanks again for your email.
***
hi carol, wondering if you spoke with tonya they said i need a new gas tank
aprox. 850. what do you think you'll can do to help out. thanks tim
***
Email states:
Dear [redacted]:Thank you for contacting the Chrysler Customer Assistance Center.I did speak to Tonya and she will be contacting you this morning with an update.Thanks again for your email.
**(Owner is a good customer with six Chrysler vehicles).
***Tonya called back and said the part is on backorder. The part # is 52059617ag. Writer advised her to put an order in the system and upgrade it in 24 hours. She will contact the customer with the information.
AM reviewed w/Tawnya at dealership. Call centered offered 50/50 goodwill on tank replacement. Dealer to process claim and request authorization from AM once processed. djo1

Customer Assistance Inquiry Record (CAIR)# *19375003*

Vin	1J4FZ2419 8L[redacted]	***Open Date***	03/08/2010	***Build Date***	11/27/2007		
Model Year	08	***Body***	JKUL72	JEEP WRANGLER X 4X4 RHD SPORT UTILITY 2-DOOR			
In Service Dt	02/22/2008	***Dealer***	67679	***Dealer Zone***	66	***Mileage***	44,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	SAN MATEO FL[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Fuel spills out.
Referral - Tier Three - Default - Default - Default	Fuel spills out.
Recall - J30: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Caller states he is unable to completely fill his Jeep with gas because the fuel tank will spit fuel out of the opening when filling. Customer states he has called on this before. Caller also states he has had the dealership diagnose and they told him there is nothging they can do, Chysler has not provided a resolution for this. Caller also states he has found hundreds of account about this online (TSB).
What are the customer s expectations?
Caller would like his tank repaired.
****End structured narrative T2 - Beginning Narrative
CAIR 18584925 is in reference to this problem indicating we would contact customer when a solution for this problem was found.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is[redacted]
Who has possession of the vehicle? Caller
Has the vehicle been diagnosed by a CDJ dealer? Yes
Reassigned to 88F
Alt telephone number is[redacted]
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Customer is the original owner of vehicle. Has no other CDJR vehicles in household history. No service contract.
CONTACT UPDATE - Customer was contacted today at 3:50 pm MST. Writer left a voice message informing another attempt will be made on 3/10.
Writer needs to confirm which dealership diagnosed vehicle and if its been diagnosed recently.
The customer states he will be taking his vehicle into dealer 67679 to get a current diagnosis. The customer states he took the vehicle into them when his vehicle was still covered under 3/36 last year and they were unable to figure out how to repair the issue. The customer states this is his only source of transportation and may be seeking rental assistance if the repair will take longer than one day. Writer advised the customer to schedule the diagnosis at the dealer and call us back or have the dealer call to report what was determined.
CONTACT UPDATE - Customer was contacted today at 12:39 pm MST. Writer left a voice message inquiring if he has taken his vehicle into the dealership for a diagnosis yet. Writer will make another attempt.
Customer stated that he took the vehicle in about a week ago for the diagnosis. Customer stated that he took it to Beck s 67679. Customer stated that he rode with one of hte techs and they filled up the gas and it did back flow after the second click. Customer stated that it normally happens on the first click. Customer stated that he is not sure what to do know and is seeking for CM to call dealership and customer.
Customer requesting a call back at[redacted]home number.
BECK dealership was contacted today at 2:22 pm MST. Writer left a voice message for SM, Adam Posey, inquiring on the diagnosis. Writer provided toll free number and extension, and requested a call back.
CONTACT UPDATE - Customer was contacted today at 2:27 pm MST. Writer left a voice message informing as soon as the SM from the dealership is

contacted for more information, customer will receive a call back. Writer received voice message from SM, Adam. SM states the customer brought the vehicle to the dealership on 3/23, but the technicians were unable to duplicate customer s concern. Upon further review, SM states that customer has been 'topping off' the fuel tank when he fills up, and this is what s causing the fuel to 'spit' back at him. SM states he has explained situation to customer, and no repairs are needed.

Customer Assistance Inquiry Record (CAIR)# *19378485*

Vin	1J4GA3919	8L[redacted]	***Open Date***	03/09/2010	***Build Date***	02/29/2008	
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	04/09/2008	***Dealer***	67753	***Dealer Zone***	51	***Mileage***	31,500
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	WASHINGTON IL[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Gas comes out when gas kicks it off.
Recall - J30: - Information Request	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer wanted to know if there was a recall for the gas spilling everywhere when he kicks off the gas when filling his vehicle up.
What are the customer s expectations?
Customer would like this problem documented.
****End structured narrative T2 - Beginning Narrative
Customer calls seeking recall information. Advised the customer of incomplete recall J30 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# *19388997*

Vin	1J4GA591X	7L[redacted]	***Open Date***	03/12/2010	***Build Date***	07/28/2006	
Model Year	07	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/09/2007	***Dealer***	67657	***Dealer Zone***	51	***Mileage***	77,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	BLOOMINGTON IL [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	Spills out gas
Corporate - Warranty Coverage - Default - Default - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler?
Caller states that his gas tank is over flows when he fills up. Caller states that his owners manual states to contact the CCAS if they experience this problem. Caller states that it is a huge hazard and would like any type of assistance.
What are the customer s expectations?
Caller is seeking assistance with the gas tank.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted]
When is the preferred call back time? Morning
Who has possession of the vehicle?Owner
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
*
Customer calls seeking recall information. Advised the customer of incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 11:48.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer purchased the vehicle OOW, second owner, No goodwill will be provided.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *

Customer Assistance Inquiry Record (CAIR)# *19393840*

Vin	1J4GA5910	7L[redacted]	***Open Date***	03/15/2010	***Build Date***	12/21/2006	
Model Year	07	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	02/03/2007	***Dealer***	08911	***Dealer Zone***	35	***Mileage***	33,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	25[redacted]					***Home Phone***	[redacted]
	BETHLEHEM PA[redacted]					***Country***	UNITED STATES

Corporate - Excessive Contacts - Default - Default - Default	
Product - Fuel System - Fuel Tank - Leaks - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler? Customer states that he wrangler that her vehicle overflows fuel when filling with fuel.
What are the customer s expectations? Csutomer would like this covered under warranty.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
Preferred call back number is [redacted] Cell.
When is the preferred call back time? Morning or Afternoon Any time.
Who has possession of the vehicle? Customer.
Has the vehicle been diagnosed by a CDJ dealer? No
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 7:49 MST.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. VM left at [redacted] Cell.
Customer calls requesting to speak with RM1225
Customer/Caller transferred to extension # 66077
Caller states she hasn t gotten a call since Tuesday on her case.
Informed caller the case manager is working hard to get the case taken care off however they are very busy. Informed caller the message will be delivered to the case manager that she would like a return call.
CM spoke with Ms. Bell. Has not taken vehicle to deaership yet due to diagnostic fees.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of Fuel Tank leak / Spilling when fueling.
Based on the information at hand, agent is considering the following:
CM spoke with DLR# 08911, SM - George. SM has reviewed the customers concern with the CM and based on low mileage and out of warranty by 1 month, the dealership is willing to work with the customer and use their DSA if needed to assist the customer.
SM advised CM to have the customer call the dealership and ask for SM - George. The dealership will follow up from this point with the customer and use their DSA if necessary.
No Need for further follow up by CAC.
CLOSED LOOP UPDATE - customer was contacted today at ?insert time?. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19396407*

Vin	1J4GA3916 8L[redacted]	***Open Date***	03/15/2010	***Build Date***	02/21/2008		
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	08/30/2008	***Dealer***	68600	***Dealer Zone***	71	***Mileage***	47,430
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	SURPRISE AZ [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default

Why is the customer contacting Chrysler?
Caller states that when he fills up with gas it spills back out. Caller states that he will fill his tank with gas and then hears a click and removes the nozzel, imeditly the gas will burp out, 3 cups worth. Caller states the dealer gave him an over the phone diagnose. Caller states the dealer stated that the gas tank will need to be replaced.
What are the customer s expectations?
Caller is seeking assistance with the gas tank.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes over the phone
If a CDJ dealer has diagnosed, what is the dealer name or code?Dealer Name : AVONDALE CHRYSLER-JEEP
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 10:10 AM MT.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer called requesting to speak to case manager RB1093. Writer attempted to transfer but was unsuccessful. Writer informed customer a hand written note will be delivered. Customer is requesting a call back today.
Customer requested an update in the case. Writer informed customer that there is no update at this time. Customer refused to leave a message for RB1093.
CONTACT UPDATE - Customer was contacted today at 12:39 PM MT.
Writer contacted customer who stated that he has not had a diagnoses done yet but will take vehicle to dealer 68600 soon. Writer then contacted dealer 68600 and spoke to SA Dustin/Brian to inform of possible goodwill pending diagnoses.
CONTACT UPDATE - Customer was contacted today at 10:36 AM MT.
Writer contacted customer who stated that vehicle was diagnosed by dealer 68600 on 3/18/10 and he needs a roll over valve.
Writer contacted dealer 68600 and left a VM for SA Brian asking for a call back with warranty cost.
Writer received VM from SA Brian who stated that they are going to be assisting customer with a Parts/Labor split and will contact customer soon with decision.
CONTACT UPDATE - Customer was contacted today at 11:08 AM MT.
Writer contacted to inform of goodwill decision that dealer 68600 has made regarding repair. Writer recommended that customer contact dealer for further information.

Customer Assistance Inquiry Record (CAIR)#								19397957
Vin	1J4GB5913	7L[redacted]	**Open Date**	03/16/2010	**Build Date**	06/20/2007		
Model Year	07	**Body**	JKTP74	JEEP WRANGLER UNLIMITED SAHARA 4X2 SPORT UTILITY 4-DOOR				
In Service Dt	07/17/2007	**Dealer**	66999	**Dealer Zone**	66	**Mileage**	42,486	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	1[redacted]					**Home Phone**		
	EAST POINT GA[redacted]					**Country**	UNITED STATES	

Recall - J24: - Advise Owner/Incomplete Recall	Customer stated she doesn't have tow bar
Product - Fuel System - Fuel Tank - Leaks - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that vehicle intake valve is faulty and gas is splashing back out. Customer was referred by dealership to contact CAC for assistance.
What are the customer s expectations?
To get assistance with repair.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted] anytime)
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Who has possession of the vehicle? Customer has vehicle
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?Ed Voyles
Reassigned to 88F
* * * * * * * * * * SENIOR RESOLUTION TEAM * * * * * * * * * *
Agent contacted the dealer, spoke with Sa Alan, he looked up the customer s records and states the customer has not been in since february and that was for an oil change.
CONTACT UPDATE - Customer was contacted today at 2:08pm MST
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer states she did t have an official diagnosis.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of fixing the gas tank.
Based on the information at hand, agent is considering the following:
Dealer called state that the vehicle is in for diagnosis and will advise of what he finds.
SA Allan request to speak with case manager. Per SA the total warranty cost to fix the fuel tank is $448.91. Writer transfer dealer to extension 66124.
Customer was offered a $100 co-pay has since been fixed. Agent was considering a $200 co-pay until informed by the customer it was $100, however stands by the dealer decision, Customer was happy with the repair. Agent authorizing PA forwarding to dealer.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.
With the concurrence of the Service Manager,
the customer will have a co-pay of $100
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional

assistance with this PA, you may contact Mike at 800-992-1997
extension # 66124. You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
# # # #

Customer Assistance Inquiry Record (CAIR)#							19400416
Vin	1J4GA591X	7L[redacted]	**Open Date**	03/16/2010	**Build Date**	03/20/2007	
Model Year	07	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	04/06/2007	**Dealer**	68938	**Dealer Zone**	63	**Mileage**	30,000
Name:	[redacted]					**Contact Type**	TELEPHONE
Address	[redacted]					**Home Phone**	[redacted]
	DYERSBURG TN [redacted]					**Country**	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Spills while filling
Dealer - Service/Body Shop - Personnel - Lack of Product Knowledge - Technician	

Why is the customer contacting Chrysler?Complaint.
What are the customer s expectations?To have the vehicle repaired.
Customer stated that the dealer has had the vehicle twice for the fuel spilling out after filling. Customer stated that the problem has not been repaired. Customer does not want to take the vehicle back to them. Writer advised customer to take the vehicle to another dealer.

Customer Assistance Inquiry Record (CAIR)# *19415484*

Vin	1J4FZ2412 8L[redacted]	***Open Date***	03/23/2010	***Build Date***	03/06/2008		
Model Year	08	***Body***	JKUL72	JEEP WRANGLER X 4X4 RHD SPORT UTILITY 2-DOOR			
In Service Dt	04/11/2008	***Dealer***	64178	***Dealer Zone***	63	***Mileage***	44,587
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	PEARLAND TX[redacted]					***Country***	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Customer requesting rental vehicle.
Product - Fuel System - Unknown - Other - Default	Gas spewing from fuel tank, when filling.
Recall - J24: - Advise Owner/Incomplete Recall	Mopar tow bar.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
customer states her airbag light is on and she is very concerned.
Customer states gas is throwing gas back when filling her tank.
What are the customer s expectations?
Seeking assistance.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? no
If a CDJ dealer has diagnosed, what is the dealer name or code?64178
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 2:44
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
1 new Chrysler vehicle. No Service Contract. 8,587 miles OOW. In by time.
CONTACT UPDATE - Customer was contacted today at 2:55pm.
Customer said the airbag light goes on intermittently. She took vehicle to (64178), and they wanted her to leave the vehicle with them for a couple of days, but wouldn t put her in a loaner. Customer said she wants Chrysler to pay for the repairs and a car rental. Writer told her, cannot consider a rental, or assistance before vehicle is diagnosed, and she is responsible for diagnosis fee, if any. Customer said she will take vehicle to (64178) for diagnosis.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66103.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of repair of airbag light and gas spewing from fuel tank, when filling.
Based on the information at hand, agent is considering the following: $100 co-pay.
CONTACT UPDATE - Customer was contacted today at 6:50am.
Writer spoke with dealer, and she said she has an appointment at 8am on 3/30/10. Writer told her, will contact her back after getting diagnosis information.
Dealer not DSA.
Writer spoke with Mike SM(64178), and he said the airbag it needs a clock spring, in steering column. Fuel issue needs filler tube. Vehicle

purchased from this dealer, but not loyal to dealer. Mike said he would be willing to put customer in a loaner for a day, while repair being completed. He said he will need to order the parts. He said parts $358.40, total. Labor $161.46, clock spring $197.40, airbag sensor $160. Writer and Mike agree for customer to pay $100 co-pay. Mike said he will contact customer with offer, and will accept PA to assist with repair.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer could not have prevented repairs needed. According to the dealer, the warranty costs of the repair are as follows:
Parts = $358
Labor = $197
With the concurrence of the Service Manager, Mike, the customer will have a co-pay of $100.
DIRECT-TO-DEALER # # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Patti at 800-992-1997 extension # 66103. You may also contact us by email at: T2email@chrysler.com. This customer not been informed of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 63 64178 03/31/10 13:21 O 19415484
*Contact Date:03/30/2010
DCX goodwill repair is documented on Repair Order#74770
CAIR RETURNED FROM DEALER ON 3/31/2010 AT 05:51:081 R 19415484
CLOSED LOOP UPDATE - customer was contacted today at 6:51pm. Writer spoke with customer, and she said vehicle is repaired. She filled the tank twice with gas, and it hasn t spit back at her. She thanked writer for calling.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19415701*

Vin	1J4FA64S4	6F[redacted]	***Open Date***	03/23/2010	***Build Date***	02/15/2006	
Model Year	06	***Body***	TJJS78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	03/04/2006	***Dealer***	68499	***Dealer Zone***	74	***Mileage***	59,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	NASHWAUK MN[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that when he fills his vehicle, fuel spills and splashes back out of the tank.
What are the customer s expectations?
Customer is seeking assistance in the repair or replacement of the fuel tank.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF)Owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No)no
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Writer spoke with customer stated fuel spills out of his gas tank. Customer stated he has a service contract. Customer stated vehicle was at dealership several days ago. Stated I would contact dealership for information.
Writer spoke with Assistant service manager Tina stated vehicle was in on the 23rd. She would check with the service advisor, it has not been diagnosed. Customer would be responsible for any diagnostic fees. Stated I would contact customer back. Left my information to call once it is diagnosed.
Writer spoke with customer stated he would need to take into Chrysler dealership for diagnosed Stated he would be responsible for any diagnostic fees. Stated to customer it is not covered under his service contact. Customer stated he would not be taking it to the Chrysler dealership he cannot afford it.
CLOSED LOOP UPDATE - customer was contacted today at 12:53 pm. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)#							19418529
Vin	1J8GA591X	7L[redacted]	**Open Date**	03/24/2010	**Build Date**	01/06/2007	
Model Year	07	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/17/2007	**Dealer**	23097	**Dealer Zone**	32	**Mileage**	58,000
Name:	[redacted]					**Contact Type**	TELEPHONE
Address	[redacted]					**Home Phone**	[redacted]
	WATERBURY CT [redacted]					**Country**	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler?
Customer wanted to complainabout the problems these vehicles have with the gas overflowing.
What are the customer s expectations?
Customer expects a resolution from Chrysler with this matter.
Customer called in for the same issue notated on CAIR # 19266116 and states that he wanted to know what Chrysler is doing about the problems these vehicles have with the gas overflowing. Customer states that he was calling NHTSA to complain about this situation and he wanted to talk with a higher person at Chrysler or he will contact CNN and the news papers informing them about this problem and that Chrysler doesn t want to take care of. Writer informed customer that agent can notate his complain on file and also send a request to the sr. resolution team for assistance.
Customer was very upset and wanted to talk with a supervisor right now and today because no one will contact him back. Writer informed customer that he will receive a supervisor call in one hour.
Customer calls seeking recall information. Advised the customer of incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer states that when he is filling up, the gas sprays back out. Customer wants this fixed by Jeep. Customer states that there is a tube that it getting clogged. Writer offed to have the Senior Resolution Team call him and see if Jeep can assist with the repair. Customer states that he won t be bought off and he wants to speak with a supervisor to make sure that this becomes public and a recall. Customer doesn t just want Chrysler to cover this up by. Customer continues to insult Chrysler. Customer states that he knows he will never get a call back and he isn t getting any assistance. Writer informed him that Jeep is trying to assist him and he wasn t accepting.
Supervisor MC1030 is researching this case. If customer calls back please advise he will receive his call back.
Supervisor call.
Customer is very upset about the problem with his gas tank and he wants a recall isues to fix this as Chrysler knows that this is a defect. He doesnt want a 'temporary fix' he wants somebody to tell him that we are aware of and it will be addressed nationwide so that nobody will get hurt. Customer is stating that he saw service bulletins over the internet ('you tube') and that the dealer told him that they are aware of this issue and its happenning all the time. Customer will not verify the dealer and he is saying he is going to go to CNN.
Advised customer that in order for him to get his vehicle fixed and for Chrysler to consider out of warranty assistance we will need a diagnosis done. customer refused said its not worth his time and it will not fix other people problems
Supervisor Callback
Customer stated he is concerned with an alleged problem of the gas spewing out of the filler neck.
Customer does not want assistance with repair unless it is covered 100%.
Customer stated that he feels that a recall should be issued for this

problem. Advised customer that we could look into assistance but did not make any commitments as to what we would assist with or how much. Customer declined offer for assistance.

Customer Assistance Inquiry Record (CAIR)# *19423775*

Vin	1J4FA39S3	5F[redacted]	***Open Date***	03/25/2010	***Build Date***	05/26/2005	
Model Year	05	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	08/25/2005	***Dealer***	64784	***Dealer Zone***	51	***Mileage***	32,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	WAUSAU WI [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default

Why is the customer contacting Chrysler? Customer called in stating that he is having issues with the gas tank.
What are the customer s expectations?Customers wants Chrysler to fix the issue.
Customer called in stating that the last 3 times he has filled up his vehicle with gas. The gas tank spits back the gas. Customer states that this is a safety issue and this not being a wearable item it should be fixed by jeep. Customer states that his vehicle is only 32000 miles and wants Chrysler to fix the issue.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (No)
If a CDJ dealer has diagnosed, what is the dealer name or code? 64784.
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Customer is the third owner and only has used vehicles in history. OOW by a year and a half. No CSC.
CONTACT UPDATE - Customer was contacted today at 5:16.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Customer states he actually has 37,000 miles. Writer advised he will not be assisted due to being oow.
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Informed customer that Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer states Chrysler will be forced to replace his fuel tank, even though he is oow.

Customer Assistance Inquiry Record (CAIR)# *19428211*

Vin	1J4GA3918	7L[redacted]	***Open Date***	03/30/2010	***Build Date***	10/16/2006	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/15/2007	***Dealer***	67643	***Dealer Zone***	42	***Mileage***	70,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	MASSILLON OH[redacted]					***Country***	UNITED STATES

Product - Frame - Unknown - Other - Default	Customer inquiry on gas tank issue

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Fuel spillage
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
Everytime I fill the fuel tank, reguardless of pump, or temperature or station, the tank burps when it reaches full, and discards a considerable
amount of fuel out on the ground.
*****END OF CUSTOMER EMAIL*****
Dear Timothy:
Thank you for contacting the Jeep Customer Assistance Center.
If you are currently experiencing a concern with your Jeep Wrangler, we recommend that you contact your factory-authorized dealership for an appointment for proper diagnosis and repair.
Thanks again for your email.
*****END OF CAC RESPONSE*****

Customer Assistance Inquiry Record (CAIR)# *19435689*

Vin	1J8GA6410	8L[redacted]	***Open Date***	03/31/2010	***Build Date***	09/29/2007	
Model Year	08	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	10/15/2007	***Dealer***	41026	***Dealer Zone***	66	***Mileage***	73,062
Name:	[redacted]					[redacted]	
[redacted]	[redacted]					***Home Phone***	[redacted]
	TRYON NC[redacted]					***Country***	UNITED STATES

Recall - J30: - Information Request	Customer says he is going in today for this recall.
Product - Fuel System - Fuel Tank - Leaks - Default	Customer says that gas splashes out after filling the tank.
Corporate - Recall - Default - Default - Default	Customer seeking if there are recalls on the fuel tank.
Recall - J24: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer says that the fuel tank splashes out gas when being filled.
What are the customer s expectations?
Customer seeking for the concern to be covered.
****End structured narrative T2 - Beginning Narrative
Customer called in stating that his fuel tank splashes out gas when filling. Customer says he contacted the 41026 dealer to set up the J30 recall, and informed them of this concern. Customer says the 41026 dealer advised him to contact us as he is out of warranty.
Agent informed customer that there were no recalls on his vehicle concerning the fuel tank.
Customer seeking assistance with the concern, stating that it would have been covered under warranty.
Agent provided CAIR number, and stated we could not guarantee anything outside of warranty.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted] first, then home.
Preferred Afternoon/Evening call back number is cell first then [redacted].
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code? N/A
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Writer is assisting BS653.
CONTACT UPDATE - Customer was contacted today a t1:45 pm mst.Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Writer spoke with customer and advised Jeep needs diagnosis at dealership in order to look at any assistance out of warranty . Customer states was just at dealer for recall J30. Customer states will go back to dealership for diagnosis and writer explained that there may be fee and this is his responsibility. Customer understands. Writer provided cair number and brand number and agent BS653 name. Writer advised will call dealer and let them know customer will be coming in for diagnosis and based on this Jeep may provide some assistance.
Writer left message for Mike King SM at dealer 41026 and provided cair number and call back information for BS653.
Writer also provided VIN and reason for call to Mike on message.
Writer contacted dealer 41026.
Service Manager, Mike, is out for the day. Service Advisor, Vickie, dealer states she is aware of the customer. He is a good customer. She states the customer is coming to the dealership 04/07/10 for the fuel tank concern. Writer provided the SA with the case manager s information. Brian at 800-992-1997, extension 66146. It was requested the SM contacts the case manager after the vehicle is diagnosed with the diagnosis,

warranty costs for parts and labor, the dealer recommendation.
Writer also advised it would be appreciated if the dealer could SUDSA the repair for their good customer.
Follow up will take place on 04/08/10.
Service Manager, Mike King from dealer 41026 called to get a hold of BS653. Service manager has the parts prices and they are as followed: gas tank warranty price $215.25 & labor $78. Writer has attempted to get with BS653 and only has been get to the voicemail.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction goodwill is being offered?. According to the dealer, the warranty costs of the repair are as follows:
Parts = $215.25
Labor = $78.00
With the concurrence of the Service Manager, Mike, the customer will have a co-pay of $150.00
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Brianat 800-992-1997 extension # 66146. You may also contact us by email at: T2email@chrysler.com. This customer has not been informed of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 66 41026 04/09/10 16:01 O 19435689
*Contact Date:04/12/2010
Service Manager at the dealership has updated the Cair# 19435689
Parts have been ordered.
*Contact Date:04/16/2010
DCX goodwill repair is documented on Repair Order#166137
CAIR RETURNED FROM DEALER ON 4/16/2010 AT 09:15:790 R 19435689
CLOSED LOOP UPDATE - customer was contacted today at 9:33 AM MST
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.
***CAC follow up survey. Noone available.

Customer Assistance Inquiry Record (CAIR)# *19444967*

Vin	1J4FA49S5	6F[redacted]	***Open Date***	04/05/2010	***Build Date***	02/27/2006	
Model Year	06	***Body***	TJJH77	JEEP WRANGLER SPORT 4X4 SPORT UTILITY 2-DR			
In Service Dt	03/18/2006	***Dealer***	66689	***Dealer Zone***	32	***Mileage***	26,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	BARDONIA NY[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
The customer is stating that there is something wrong with the fuel tank.
The customer is out of the warranty period. The dealership is suggesting
the customer to call Chrysler to see if we can offer assistance.
What are the customer s expectations?
Assistance with the repairs.
****End structured narrative T2 - Beginning Narrative
****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
The customer is stating that there is something wrong with the fuel tank.
The customer is out of the warranty period. The dealership is suggesting
the customer to call Chrysler to see if we can offer assistance.
What are the customer s expectations?
Assistance with the repair.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is xxx-xxx-xxxx
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 66689, :
ROCKLAND CHRYSLER JEEP DODGE
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
The customer s household has been the original owner of 6 vehicles.
There is a history of loyalty to Jeep.
The Service manager was not available. The writer spoke with SA Andre.
when she goes to fill the vehicle with gas. gas will shoot out at her.
There is a check valve that doesn t shut off. He stated the Service
Manager already extended assistance with DSA and offered the customer a
$400.00 deductible.
CONTACT UPDATE - Customer was contacted today at 7:53 AM MST
Customer was provided with agent s name and brand number if the customer
needs to re-contact the agent. The writer spoke with the customer. She
stated she wasn t aware of any offer from the dealership. She stated
they had told her to call Jeep to request assistance. The writer
explained that he would need to speak with the service manager to verify
information but the SM was not abvailable. the writer willl call back on
04/07/10
Customer states she does not have the decision.
Agent transferred the customer to BS653.
The writer spoke with the customer and explaine dthat this was an offer
already extended by Jeep thorugh dealer 66689. The customer stated she
doesn t like the service at that dealership. She stated they don t
provide good customer service. She is considereing having the vehicle
looked at by a different dealer. She will call back with her decision.
Writer contacted the customer at[redacted] at 12:05 to inquire if the
customer will take her vehicle to dealer 66689 or another authorized CDJR
dealership.
The customer was not available. A message was left disclosing the nature

of the call. Another contact attempt will be made on 04/21/10. The customer may also contact Jeep at 877-426-5337. She may request to speak with her case manager, Brian or she may ask any associate to update her decision.
2nd attempt made to contact customer on 4/22/2010 at 10:27 AM MST
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
3rd attempt made to contact customer on 04/23/2010 at 9:39 AM MST
Left detailed message for a return call if required.
Why is the customer contacting Chrysler? Customer is calling in to speak to her CM Brian.
What are the customer s expectations? Customer expects to process this claim further.
Writer told the customer that he ll transfer the call over to Agent#BS653.
Writer inquired with BS653 to obtain a voice mail left by the customer on 04/23/10. Per BS653, there was not a voice mail left by the customer.
Writer contacted the customer at [redacted] at 8:20 to inquire on the dealership the customer would like to work with regarding the fuel tank concern.
The customer was not available. A message was left stating the nature of the call. It was advised another contact attempt will be made on 04/28/10 or the customer may contact Jeep at 877-426-5337 she may request any associate to update the dealership she wishes to work with or she may request the case manager Brian/BS653 to provide or leave a message indicating the dealership she will work with.
4th attempt made to contact customer on 04/29/10 at 4:49 PM MT.
Left detailed message for a return call if required.
The writer left a voice mail asking if the customer reached a decision about what dealership they would like to work with.
3rd attempt made to contact customer on 04/30/2010 at 10:03 AM MST
Left detailed message for a return call if required.
4th attempt made to contact customer on 05/03/2010 at 1:18 PM MST
Left detailed message for a return call if required.
Customer returning agents call. Customer calls requesting to speak withBS653
Customer/Caller transferred to extension # 66146
Customer calls requesting to speak with BS653
Customer/Caller transferred to extension # 66146
Customer/caller transferred to extension #66146
The writer spoke with the customer. she feels that as a jeep owner $400 is too much to pay for this repair. Writer recoghnizes that the customer s household is the original owner of six vehicles. The customer can pay the $400.00 and then send in the repair order for reimbursement of $200.00 to thank her for being a loyal Jeep customer.
Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
Dealer called to get the general idea of how to bill the Customer. Writer informed him of Narrative lines 32-33. Dealer SA will call back if further assistance is needed.
Customer called in to thank her case manager for the assistance he has provided. Writer informed caller that this would be documented for Brian.

Customer Assistance Inquiry Record (CAIR)# *19445981*

Vin	1J4GA6913 7L[redacted]	***Open Date***	04/05/2010	***Build Date***	07/10/2007		
Model Year	07	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	07/24/2007	***Dealer***	63474	***Dealer Zone***	35	***Mileage***	50,215
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	BEL AIR MD[redacted]					***Country***	UNITED STATES

Recall - J24: - Advise Owner/Incomplete Recall	Customer advised the vehicle does not have a Mopar tow bar.
Product - Fuel System - Unknown - Defective - Default	Dealer 63474 replaced the filler neck.
Corporate - Product Information - Default - Default - Default	

Customer states when he fills the vehicle with fuel it squirts out when it gets full. Customer states the dealer informed him the amount for repair is about $400.00 for the repair that is not guaranteed to work. Customer states the dealer is going to replace the filler neck and if that does not work then they will replace the gas tank. Customer states he has found many others with same issues on the internet. Customer is seeking a definite repair and assistance with the repair. Customer states he told the dealer to start repair for filler neck.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]-cell
Preferred Afternoon/Evening call back number is [redacted]-cell
Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 63474
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Writer spoke with customer stated he has a problem with his gas tank. When he is filling the gas tank, it squirts out. The dealership will replace the filler tube first, if that does not work, they may replace the gas tank. Customer is saying this is a safety issue. This is the vehicle his wife drives and his children ride in. Customer asking for assistance with the repair.
Writer spoke with Gary stated warranty parts 81.35, 32.54 = 113.89, labor 176.00. Offer customer pay labor, Chrysler pay the part.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on will assist in the repair of the filler neck. According to the dealer, the warranty costs of the repair are as follows:
Parts = 81.35, 32.54 = 113.89
Labor = 176.00
With the concurrence of the Service Advisor, Gary, the customer will have a co-pay of 176.00.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Judy at 800-992-1997 extension # 66092. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 35 63474 04/06/10 13:22 O 19445981
Close CAIR Conrad Gleber
CLOSED LOOP UPDATE - customer was contacted today at [redacted] at 2:34 to inquire on the satisfactory of the repair.

Customer states the repair is satisfactory. He no longer has any problems.
Advised the customer of incomplete recall J24 for this vehicle. Customer states the vehicle does not have a Mopar Tow Bar.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)#									19452395
Vin	1J4FA39S2	6F[redacted]	**Open Date**	04/07/2010	**Build Date**	12/01/2005			
Model Year	06	**Body**	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR					
In Service Dt	04/01/2006	**Dealer**	26727	**Dealer Zone**	32	**Mileage**	25,000		
Name:	[redacted]					**Contact Type**	TELEPHONE		
Address	[redacted]					**Home Phone**	[redacted]		
	STORMVILLE NY [redacted]					**Country**	UNITED STATES		

Corporate - Dealer Information - Default - Default - Default	
Corporate - Recall - Default - Default - Default	
Product - Fuel System - Fuel Tank - Leaks - Default	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer wanted to know if it was a common problem with Jeeps to have their fuel tank leak when it is full.
What are the customer s expectations?
He wanted more information concerning his fuel tank leaking. The dealership told him that this was a common problem. Writer informed the customer that their are no curreant recalls on his vehicle.
****End structured narrative T2 - Beginning Narrative
Customer called in because gas spills out of the top of the gas tank when the tank is full. The customer stated that the dealership allegedly said that this was common. Writer informed the customer that their are no open recalls.

Customer Assistance Inquiry Record (CAIR)#								19456813
Vin	1J8GA591X	8L[redacted]	**Open Date**	04/08/2010	**Build Date**	12/06/2007		
Model Year	08	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	12/21/2007	**Dealer**	44852	**Dealer Zone**	35	**Mileage**	36,513	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	[redacted]					**Home Phone**	[redacted]	
	NORFOLK VA[redacted]					**Country**	UNITED STATES	

Recall - J30: - Other	Recall Complete.
Product - Fuel System - Fuel Tank - Other - Default	overfolws.

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that she need the gas tank replaced.
What are the customer s expectations?
Customer is seeking out of warranty assistance.
****End structured narrative T2 - Beginning Narrative
Customer called in stating that she has her vehicle is having issues with the fuel tank. Customer states that when she feels up the tank it overflows. Customer states that the vehicle is over 500 miles only and is seeking Chrysler to assist her with the issue. Customer states that it will cost over $700 to replace and would like Chrysler to extend the warranty for the 500 miles.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted].
Preferred Afternoon/Evening call back number is [redacted].
Who has possession of the vehicle? (Owner)
Has the vehicle been diagnosed by a CDJ dealer? (Yes)
If a CDJ dealer has diagnosed, what is the dealer name or code?44852
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
1 current new, household 2, used previous, Chrysler vehicles. Expired Owner Care Convenience Service Contract. 500 miles OOW, in by time.
CONTACT UPDATE - Customer was contacted today at 11:52am.
Write spoke with Sari, and she said she took vehicle to (44852), last week, and they said the fuel tank needs repalced.
Writer spoke with John SA. He said SM Clinton Pai, is gone until Monday 4/12/10. John was busy, but did verify the fuel tank needs replaced. John said he will give SM message to contact writer, and took writer s information.
Customer is aware of recalls, and she said they have been completed.
Writer considering $100 co-pay.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66103.
Writer spoke with Clinton SM, and he said vehicle needs a gas tank, wasn t properly venting, probably check valve bad. Clinton said he would prefer not to use DSA because customer did not purchase from his dealership, but will accept a PA. Writer and Clinton agree for customer to pay $100 co-pay. He will call back with cost.
CONTACT UPDATE - Customer was contacted today at 8:17am.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Informed her, she will get a call back with offer, after dealer calls writer back with the necessary information.
Clinton SM left message that cost for parts $267.40, labor $98.10. Wants to know what Chrysler wants to do.
Agent attempted to contact dealer Service Manager Clinton (SM), however, SM not available. Left message for a return call at extension 66103.
Writer left message with SM, that would like to do a $100 co-pay to customer, since just out of warranty, and to call writer back with

answer, and then writer will create PA.
CONTACT UPDATE - Customer was contacted today at 12:16
Writer spoke with customer, and updated her, and informed her, will get
a call back as soon as writer is able to speak with SM to finalize the
details.
Clinton left message that is is ok for writer to submit PA, with $100
co-pay to customer. He just wants to know who is contacting the customer.
Writer spoke with Clinton, and he will contact the customer.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on ?describe the reason why this
goodwill is being offered?. According to the dealer, the warranty
costs of the repair are as follows:
Parts =$267
Labor =$98
With the concurrence of the Service Manager, Clinton,
the customer will have a co-pay of $100.
DIRECT-TO-DEALER # # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Patti at 800-992-1997
extension # 66103. You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
# #
REASSIGNED TO BC/DLR 35 44852 04/16/10 17:07 O 19456813
Requested update from dealer
CONTACT UPDATE - Customer was contacted today at 6:26pm.
Customer was provided with agent s name and brand number if the customer
needs to re-contact the agent.
*Contact Date:04/22/2010
Service / Parts Director at the dealership has updated the Cair# 19456813
The vehicle has been diagnosed.
2nd attempt made to contact customer on 4/22/10 at 3:32pm.
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
Customer states the part is on back order and she wants to know why she
has to pay the co-pay. Writer explained the offer is final and will not
be changed. Writer informed the customer if a recall is issued in the
future she can send the repair information for possible reimbursement.
Customer asked for an address to send a complaint.
Cusotmer was provided the Chrysler Customer Assistance address.
Dealership 44852 called in to make sure what the co-pay was for the
goodwill. Writer advised dealership that of lines 66-66. Dealership OK
with that.

Customer Assistance Inquiry Record (CAIR)# *19477698*

Vin	1J4GA5916	7L[redacted]	***Open Date***	04/16/2010	***Build Date***	01/22/2007	
Model Year	07	***Body***	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	03/19/2007	***Dealer***	26662	***Dealer Zone***	32	***Mileage***	46,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	FAIRHAVEN MA[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	
Recall - J24: - Information Request	

Why is the customer contacting Chrysler?
Customer called in regarding their vehicle; customer stated customer stated the vehicle is spitting gas back when he fills up his vehicle with gas.
What are the customer s expectations?
Customer is seeking assistance for the repair of the fuel tank.
Writer advised the customer that their concerns would be documented and escalated for possible goodwill assistance. No guarantees were made to the customer.
Writer advised the customer of the incomplete recalls on the vehicle.
J24
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle?OWner.
Has the vehicle been diagnosed by a CDJ dealer? No.
If a CDJ dealer has diagnosed, what is the dealer name or code?26662
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 7:59 am mst
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Spoke to customer. Advised that we need to see if this is something that can be covered under his SC. Advised customer I will follow up with him.
Customer calling to see if the fuel system is covered under the sc. Csr stated no it is not and he would need to stay in tough with the case manager. Customer agreed.
Writer advised the customer of the incomplete recalls on the vehicle.
J24
Customer calls requesting to speak with JN589
Customer/Caller transferred to extension # 66384
Customer oow 30 days and 11k miles.
customer owns 3 new 2 used.
Customer has SC
Customer calls requesting to speak with ?JN589?
Customer/Caller transferred to extension # 66092
2nd attempt made to contact customer on 4:18 PM mst 4/20/2010
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
customer calling stating that he wants to speak with case holder writer transferred
Writer spoke with customer stated he fuel tank spills when he is filling it. Stated he would need to take to the Chrysler dealership for diagnose. He would be responsible for any diagnostic fees. Stated I would contact dealership and leave my information to call once it is diagnosed.
Customer asking for assistance with the repair. Contact dealership 26662.
Writer spoke with SA Debbie stated customer was going to come in today, but he cancelled. Left my information to call once it is diagnosed.
Writer spoke with Debbie at dealership 26662 they will order the gas tank

and will be using their DSA from their end. Customer will pay the labor,
Chrysler will pay the part.
CLOSED LOOP UPDATE - no need for additional follow-up.
Called customer on 5/4/10 to conduct survey no answer no message left.

Customer Assistance Inquiry Record (CAIR)# *19485916*

Vin	1J4GA641X	7L[redacted]	***Open Date***	04/20/2010	***Build Date***	03/27/2007	
Model Year	07	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/23/2007	***Dealer***	24173	***Dealer Zone***	71	***Mileage***	33,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	PORTLAND OR[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Gas sprays out while pumping gas.

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated when he pumps gas into his vehicle it often sprays out once the tank is full.
What are the customer s expectations?
Customer is seeking information about any open recalls for this issue on his vehicle.
****End structured narrative T2 - Beginning Narrative
Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #J24? for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Writer informed the customer that there is no recall for the gas tank issue and he will be notified if a recall is issued later on in the future.

Customer Assistance Inquiry Record (CAIR)# *19489667*

Vin	1J4GA391X	8L[redacted]	***Open Date***	04/21/2010	***Build Date***	08/16/2007	
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	09/29/2007	***Dealer***	23633	***Dealer Zone***	74	***Mileage***	49,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	KANSAS CITY MO[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	gas come right back out when being filled.
Product - Body / Trim / Paint Finish - Vinyl Roof - Other - Default	leaks
Recall - J24: - Advise Owner/Incomplete Recall	
Recall - J30: - Advise Owner/Incomplete Recall	

Why is the customer contacting Chrysler?Customer bought vehicle from jack miller chrysler in
Kansas city, MO. Customer had brought to the dealers attention about the leaking the vehicle was experiencing and the dealer told customer to adjust jeep top and it would be fine. the vehicle has had the issue since day one of purchase of the vehicle. After Jack Miller Chrysler closed customer took the vehicle over to Overland Park . Overland Park told the customer to repair the issue with the leak it will cost $455.00. the customer also addressed with the dealer the concern regarding the the gas tank. Customer states that when putting gas in the vehicle gas comes back out and spills everywhere. Customer states that about a cup full of gas comes back out of the vehicle. Customer states that the dealer states that the cost of that repair will be $670.00. Total for both repairs is $1125.00. Customer is asking for assistance with the cost of both repairs.
What are the customer s expectations?Customer is asking for assistance with the cost of both repairs.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? (Owner/Dealer/IRF) owner
Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) yes
If a CDJ dealer has diagnosed, what is the dealer name or code?23633
Reassigned to 88F
**********CASE MANAGER**********
Customer oow by 13k miles in by time.
No SC lifetime PT
Owner of 1 new vehicle
No previous warranty repairs on the top.
CONTACT UPDATE - Customer was contacted today at 2:03 pm mst
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Lvm for customer
The customer states no one has tried to contact him since 4-22-10 and he is calling to find out what is going on with his case. The writer informed the customer his CM will be notified to contact him later today at the phone number provided.
SA CoryThe roof leak can be repaired by replacing the header it is warped. The fuel tank needs to be replaced as well. These concerns are not customer caused.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66146
The writer spoke with the customer and informed him that more information is still needed from the service manager, but after it is received a final decision will be made.
Dealer calls back with information previously requested.
Dealer transferred to original agent working CAIR
Customer calls requesting to speak with BS653

Customer/Caller transferred to extension # 66146
Customer has an after market soft top and it deformed not warrantable.
Gas tank needs to be replaced. He stated he would contact his DSM to get approval on the gas tank. The dealership stated they will handle the customer, no need for further follow up from CAC.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19492031*

Vin	1J4FA39S4	5F[redacted]	***Open Date***	04/22/2010	***Build Date***	09/16/2004	
Model Year	05	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	06/23/2005	***Dealer***	60426	***Dealer Zone***	51	***Mileage***	62,548
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	SUN PRAIRIE WI [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	Fuel sprays out the tank when filling.

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated that when he pumps his gas the gasoline sprays out on him no matter how slow he pumps it.
What are the customer s expectations?
Customer is asking if chrysler know that this is happening to alot of these vehicles.
Customer is seeking assistance from Chrysler to fix this issue.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?Dealer#60426
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Contact will be made by end of business day 04/23/10.
Writer reviewed customer loyalty: Customer is original owner of the vehicle, 2 vehicles owned, 4 in household, 2 original owners. Customer is still under the powertrain warranty, but out of original warranty by 25000 miles and 2 years. There are no service contracts on the vehicle. There are no TSB s. Tech Tips or recalls for these vehicles for this kind of issue.
Writer called dealer 60426 and requested to speak with SM, Ed. Writer was informed SM is not in today and will be back Monday. Writer requested SM s voicemail. Writer was informed SM does not have a voicemail. Writer will contact dealer back 04/26/10 to speak with SM, Ed.
CONTACT UPDATE - Customer was contacted today at 12:50 pm EST at 608-341-6823.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Customer states that there are hundreds of Jeeps on forums who have complained of this exact same issue. Customer states he read that it may possibly become a recall. Writer informed customer that she will contact the dealer back 04/26/10 as well as the customer and see what we can do to offer assistance.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of the repair of the gas tank.
Based on the information at hand, agent is considering the following:
A reasonable co-pay for the repair.
Writer called dealer 60426 and requested to speak with SM, Ed. Writer was informed SM, Ed is off until 04/29/10. Writer will call dealer back 04/29/10. No voicemail available.
CONTACT UPDATE - Customer was contacted today at 5:35 pm EST at 608-341-6823.

Writer stated she would contact customer back 04/29/10. Customer states that is not a problem.
Writer called dealer 60426 and requested to speak with SM, Ed. Writer was informed SM, Ed will not be in until the afternoon. Writer will contact back later today.
CONTACT UPDATE - Customer was contacted today at 608-341-6823. Writer left message informing customer that the case manager will be in contact on Monday May 3.
Writer called dealer 60426 and requested to speak with SM, Ed. Writer was informed SM, Ed has gone home for the day.
2nd attempt made to contact customer on 05/05/10 at 6:10 pm EST at [redacted].
Customer states his situation has not changed. Writer will contact customer back 05/07/10.
Writer called dealer 60426 and requested to speak with SM, Ed. Writer spoke with SM, Ed who stated that they have not seen the vehicle as of yet. SM, Ed requested the customer contact SA, Rob to set up an appointment. SM, Ed took writer s information for contact back once diagnosis is performed.
3rd attempt made to contact customer on 05/12/10 at 1:30 pm EST at [redacted]
Writer spoke with customer, directed customer to contact SA, Rob to set up an appointment. Writer will contact customer back 05/13/10 to verify appointment date.
CONTACT UPDATE - Customer was contacted today at 10:00 am EST at [redacted].
Writer left message stating she would contact back 05/18/10.
2nd attempt made to contact customer on 05/18/10 at 9:25 am EST at [redacted].
Customer states he made an appointment for today at 1:00 pm. Writer will contact customer and dealer back 05/19/10.
SA Rob at Dealer calls/emails back with information previously requested.
Warranty parts $358.40
Warranty labor $157.68
Other Information - Dealer states he will wait for call back 5/19/10.
Writer called dealer 60426 and requested to speak with SM, Ed or SA, Rob. Rob states the vehicle needs a new gas tank. There s a valve inside the gas tank which is not closing the fill tube and is squirting out at the customer. Rob states he considers this a failed part. Rob states he does not believe this should wear out this early. Rob states they cannot physically see the part but they know what s going on because of the symptoms. Customer could not have caused or prevented this issue. Customer does have loyalty to the dealership. SA, Rob states the customer has been working with the dealer since they opened. SA, Rob would like us to take care of this through Chrysler.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the loyalty the customer has displayed. According to the dealer, the warranty costs of the repair are as follows:
Parts = $358.40
Labor = $157.68
With the concurrence of the Service Manager, Ed, 62548
the customer will have a co-pay of $150.00 - PA authorization for $380.08
DIRECT-TO-DEALER # # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Lisa at 800-992-1997 extension # 66063. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# #
3rd attempt made to contact customer on 05/19/10 at 3:00 pm EST at [redacted].
Writer informed customer of offer. Customer states he accepts but will have to wait a couple of weeks to pay. Writer suggested calling the dealer and notifying them of the delay. Writer informed customer he has

REASSIGNED TO BC/DLR 51 60426 05/19/10 15:04 O 19492031
*Contact Date:05/20/2010
DCX goodwill repair is documented on Repair Order#307265
Request was reviewed with DM.
CAIR RETURNED FROM DEALER ON 5/20/2010 AT 08:58:143 R 19492031
Called customer could not reach.
CLOSED LOOP UPDATE - customer was contacted today at 10:45.
Customer was reminded if their concern recurs, they will need to call the
800 number to establish a new file, which will be assigned to the Senior
Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19496594*

Vin	1J4GA3914	7L[redacted]	***Open Date***	04/23/2010	***Build Date***	05/04/2007	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	05/11/2007	***Dealer***	66804	***Dealer Zone***	51	***Mileage***	24,085
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	CHICAGO RIDGE IL [redacted]					***Country***	UNITED STATES

Product - Engine - Unknown - Other - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

Customer called requesting to speak to a regional manager or DM for his area. Customer states that he needs to speak with someone higher up about the several repairs on vehicle. Writer advised customer that the contact information is not available for the DM.
Customer states that he originally had issues with fuel spilling out when filling gas tank. Customer receives gas cap warning and the engine malfunction light. Customer has had several repairs since March and April 2010, and the issue keeps resurfacing. Customer is seeking assistance from Chrysler in resolving issue.
Writer advised customer that the case may be sent to the dealer as an unresolved concern to ensure the dealer is utilizing the appropriate resources to properly diagnose and repair vehicle. Writer advised that when the case is sent to the dealer as an unresolved concern, a copy of the file is also sent to the DM for his region.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 66804
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at10:10 am. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Writer spoke with customer who is very frustrated with his vehicle and the dealership. Customer has taken vehicle into dealerhip numerous times in the past month and when he leaves he goes right back since the dealership cannot seem to fix the concern. Customer has had entire fuel system replaced and he states the dealership installed defective gas tank and then ordered another one and since it has been installed he gets engine light on and gas cap warning light on and he is displeased with the service at the dealership as well as with the vehicle that he states his payment every month is over 550
.00. Writer advised to take vehicle back to dealership and his case will be turned over to the dealer and hopefully the DM will get involved and we can have resolution for him. Customer understands since he is under warranty this is process and he will need to work with the dealership.
DIRECT-TO-DEALER # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.
The unresolved concern is engine light is on and gas cap warning light is on. Agent called dealer and spoke to Terry,ASM ,informed that CAIR was being sent. Please update this CAIR with resolution.
# #
Writer spoke with Terry who states the gas cap warning light can trigger the engine light to come on. Terry was advised customer will be bringing vehicle in later today and that cair is coming over.

REASSIGNED TO BC/DLR 51 66804 04/26/10 12:35 O 19496594
*Contact Date:04/26/2010
Service Manager at the dealership has updated the Cair# 19496594
An appointment has been set with the customer.
*Contact Date:04/30/2010
Warranty repair has been documented on Repair Order#509715
CAIR RETURNED FROM DEALER ON 4/30/2010 AT 04:57:452 R 19496594
CLOSED LOOP UPDATE - no need for additional follow-up.
CAC follow up survey. No answer.

Customer Assistance Inquiry Record (CAIR)#							19497692
Vin	1J8GA6915 7L[redacted]	**Open Date**	04/26/2010	**Build Date**	01/08/2007		
Model Year	07	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	01/19/2007	**Dealer**	26662	**Dealer Zone**	32	**Mileage**	14,700
Name:	[redacted]					**Contact Type**	TELEPHONE
Address	[redacted]					**Home Phone**	
	FALL RIVER MA[redacted]					**Country**	UNITED STATES

Product - Fuel System - Unknown - Leaks - Default	fuel spills out of tank
Recall - J24: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer calling about the problem with the fuel spilling out of tank
What are the customer s expectations?
Customer wants goodwill
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is same
Who has possession of the vehicle? Owner. Has vehicle been diagnosed by a CDJ dealer? No. If a CDJ dealer has diagnosed, what is the dealer name or code? will be taken to dealer 26662
Reassigned to 88F
Customer states he and his wife are upset about the situation with the fuel spilling out. Customer states since vehicle is used for business he sees this as a safety concern and would like the concern resolved.
Customer calling is the owner of the business.
1* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Customer calls requesting to speak with PR628
Customer/Caller transferred to extension # 66199
Customer calls seeking recall information. Advised the customer of incomplete recall J24 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Customer calls requesting to speak with ?PR628?
Customer/Caller transferred to extension # 66199
DEALER: Called and spoke to Larry, SM, who stated that the vehicle needed a new gas tank. SM states that he would be happy to work with Jeep on the repair under goodwill. He stated that the warranty costs are around Parts $400 and Labor about $150. SM to call back with actual prices.
CONTACT UPDATE - Called the customer and discussed his concerns. He states that the gas does not shut off properly causing it to spew out of the tank. Explained that writer had spoken to the SM and he has agreed to work with Jeep in the repair of the vehicle. Customer states that the problem is a safety issue and Jeep should be recalling the vehicles for the repair under recall, that there are many vehicle like his that has had the same problem, he has seen the postings on the internet. Explain that as of now it is not a recall, and he is out of warranty by time only and therefore Jeep would like to assist him in the repair. Explained about the $150 co-pay, although he would like to have paid nothing, has agreed that he will pay $150 co-pay and Jeep will pay the balance of the cost of the repair.
Customer will call the SM or Debbie, SA, and let them know that he is has accepted Jeep s offer for assistance as was agreed with the SM.
CUSTOMER S CORRECT PHONE NUMBER:[redacted]
DEALER: Called and spoke to SA who states that the customer has an appointment on 5/4/10 to have the new tank put on the vehicle. Spoke to SM who stated that he will call after the repair is completed he will

call with the actual amount of the repair.
CUSTOMER: Customer called and he stated he took the vehicle in and the repair was complete and works great.
CLOSED LOOP UPDATE - customer was contacted today at 2:37 on 5/18/10 Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19506360*

Vin	1J4GA6918	7L[redacted]	***Open Date***	04/28/2010	***Build Date***	07/10/2007	
Model Year	07	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	07/21/2007	***Dealer***	68817	***Dealer Zone***	51	***Mileage***	62,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	1[redacted]					***Home Phone***	
	GODFREY IL[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Defective - Default	overspray

Why is the customer contacting Chrysler? Customer is calling about cair 19031791. Customer stated that he was told to get a diagnostic with the issue of fuel overspray when he fills up the tank. Customer stated that he went to dealer 68817 for a diagnostic.
What are the customer s expectations? Customer is seeking assistance with the repair.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 68817
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
The writer spoke with SM Rick. The vehicle needs a new fuel tank. This is caused by defect. He stated he is willing to work at warranty rates but per the mileage it is beyond his authorization with DSA.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction
. According to the dealer, the warranty
costs of the repair are as follows:
Parts = 267.40
Labor = 165.87
With the concurrence of the Service Manager, Rick,
the customer will have a co-pay of $200
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Brian at 800-992-1997 extension # 66146. You may also contact us by email at: T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
# #
CONTACT UPDATE - Customer was contacted today at 8:26 AM
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
The customer thinks the offer is fair. He will call the dealership to schedule an appointment.
REASSIGNED TO BC/DLR 51 68817 04/29/10 10:27 O 19506360
*Contact Date:05/03/2010
Service Manager at the dealership has updated the Cair# 19506360
An appointment has been set with the customer.
Based on the documented handling above and Ser. Mgr. input that an appt. has been scheduled nothing further needs to be done regarding this issue.
File is being closed at this time. A.M. Tom Long 314-691-7129 cell.

Customer Assistance Inquiry Record (CAIR)# *19513119*

Vin	1J4FA69SX	6F[redacted]	***Open Date***	04/30/2010	***Build Date***	10/26/2005	
Model Year	06	***Body***	TJJS77	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DR			
In Service Dt	12/10/2005	***Dealer***	60136	***Dealer Zone***	35	***Mileage***	24,500
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	ALDIE VA [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Pump - Leaks - Default

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that the gas spills out and the dealer states it s the fuel tank sensor.
What are the customer s expectations?
Customer is seeking goodwill assistance.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 60136
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Contact will be made by end of business day 05/03/10.
Writer reviewed customer loyalty: Customer is original owner of the vehicle, only vehicle owned, only vehicle in household. There are no service contracts on the vehicle. Customer is within warranty by mileage but out 1 year 6 months.
Writer called dealer 60136 and requested to speak with SM, Chris Morrison. Writer was directed to SM s voicemail.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66063.
CONTACT UPDATE - Customer was contacted today at 1:10 pm EST at [redacted]
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Writer informed customer writer would contact back 05/04/10 after speaking with the SM.
Writer called dealer 60136 and requested to speak with SM, Chris.
Agent attempted to contact dealer Service Manager (SM), however, SM not available. Left message for a return call at extension 66063.
CONTACT UPDATE - Customer was contacted today at 4:10 pm EST at [redacted].
Writer left message stating she would contact back 05/05/10.
Writer called dealer 60136 and requested to speak with SM, Chris. Writer was informed SM, Chris will not be back until after 12:00 pm EST.
2nd attempt made to contact customer on 05/06/10 at 11:35 am EST at [redacted].
Customer states that the dealer has not been in contact. Writer informed customer she will contact back 05/07/10 after speaking with the SM.
Customer calls requesting to speak with Lisa
Customer/Caller transferred to extension # 66063
Customer calls requesting to speak with LD339
Customer/Caller transferred to extension # 66063
Writer called dealer 60136 and requested to speak with SM, Chris. Chris states the customer has had maintenance done through the dealer. Chris states this is nothing the customer could have caused or prevented. Chris states he would be willing to go 50/50 for the repair.
CONTACT UPDATE - Customer was contacted today at 4:35 pm EST at 571-641-5246.

Writer informed customer that we would be willing to assist with the repair and we are waiting on the SM for pricing for the repair of the vehicle. Writer will contact dealer and customer back 05/13/10 to inform customer of the proposal to assist. Writer recommended customer look into a service contract for further issues.
Writer called dealer 60136 and requested to speak with SM, Chris. Writer was transferred to SA, Charter who assisted the customer with the vehicle.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on some loyalty displayed by the customer.
According to the dealer, the warranty costs of the repair are as follows:
Parts = $358.40
Labor = $85.50
With the concurrence of the Service Manager, Chris
the customer will have a co-pay of $221.95 - PA authorization $250.95.
DIRECT-TO-DEALER # # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Lisa at 800-992-1997 extension # 66063. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# #
CONTACT UPDATE - Customer was contacted today at 11:30 am EST at [redacted].
Writer left message with customer stating the offer extended to him.
Writer instructed customer to contact dealer and speak with SA, Charter.
REASSIGNED TO BC/DLR 35 60136 05/14/10 11:35 O 19513119
reassigned to tis5
AM reviewed CAIR with SM Chris. SM will contact customer to set up appointment.
Customer wanted to see if he could lower the copay. Writer transferred call to LD339.
Customer calls requesting to speak with LD339
Customer/Caller transferred to extension # 66063
Writer received message from customer requesting a lowering of the co-pay for the repair.
CONTACT UPDATE - Customer was contacted today at 2:45 pm EST at [redacted]
Writer left message with the customer explaining that the offer was final and non-negotiable. Writer stated customer has 30 days to accept the offer.
AM contacted SM Chris. SM has attempted 2 times to set an appointment with the customer. Customer still has not contacted the dealership to set an appointment.
The offer of goodwill still stands 30 days from the date of offer.
AM is closing CAIR since dealership has attempted to set an appointment with the customer on 2 occasions.
Customer stated that he has an appointment for 5/21/10. Writer will follow up 5/24/10 to ensure that vehicle was repaired correctly.
Customer stated that he has not picked up his vehicle yet. Customer stated that he was not satisfied with the co-pay and felt that it should have been lower since his vehicle has low mileage. Writer explained to him that a lot thing go into making the goodwill decision and that was the most the Chrysler was willing to offer. Writer informed the customer that if he is not satisfied with the repair to contact Chrysler.
CLOSED LOOP UPDATE - customer was contacted today.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.
Chris Morrison(SM) called in from dealer 60136. Caller stated that he needed the PA adjusted to 296.50. Caller stated that he was out of the office for a Chrysler training and his SA gave the incorrect amounts for the repairs. Writer informed caller that I could make the adjustment and he can now submit the claim for $296.50.

Customer Assistance Inquiry Record (CAIR)#								19525867
Vin	1J4GA5911	8L[redacted]	**Open Date**	05/05/2010	**Build Date**	11/02/2007		
Model Year	08	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	11/20/2007	**Dealer**	26406	**Dealer Zone**	63	**Mileage**	21,593	
Name:	[redacted]					**Contact Type**	E-MAIL	
Address	[redacted]					**Home Phone**		
	BATON ROUGE LA[redacted]					**Country**	UNITED STATES	

Product - Fuel System - Fuel Tank - Other - Default	Customer complaining about gas tank overflowing every time she fills up

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Gas tank overflow
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
My gas tank overflows every time I fill up. It happens at various gas stations so I know it is a problem with my Jeep. I have searched the internet and there are numerous people complaining about the issue. There
are even videos online showing it happen. I have even spoke to the service
technician about it my last 3 times I ve gotten my oil changed. The first
time I went they never heard of it happening. The second time I went the technician said that his vehicle has the same problem and that Jeep is working on it. The last time I went the technician said that there still isn t a solution. I would like to know the status of where Jeep stands on
this problem. I am concerned for my safety at the pump and also damage the fuel spilling out is causing to my vehicle. I look forward to hearing
from you concerning this matter. Thank you, [redacted]
***** END OF CUSTOMER EMAIL *****
Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center regarding the fuel tank issue on your 2008 Jeep Wrangler.
I regret the dissatisfaction you have experienced in attempting to resolve your vehicle s issue and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are used in product development and quality analysis.
Unfortunately, given the many variables involved, we are unable to diagnose your vehicle s problem via email. 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.
If your concerns are still not resolved after consulting another dealer, please contact our office at the following phone number:
877-426-5337 (877-IAM-JEEP), 8:00 a.m. to 8:00 p.m. ET, Monday through Friday, to speak with one of our Customer Service Representatives.
Thanks again for your email.
***** END OF CAC EMAIL *****

Customer Assistance Inquiry Record (CAIR)# *19526002*

Vin	1J8GA6919 7L[redacted]	***Open Date***	05/05/2010	***Build Date***	06/02/2007		
Model Year	07	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/08/2007	***Dealer***	68467	***Dealer Zone***	42	***Mileage***	39,838
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	MIDLAND M[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default

Assistant Service Manager [redacted] calling from dealership, stating the customer is telling them that he is only responsible for a $100 copay for the current repair. Current issue is with the fuel tank spilling gas. Dealer states they have no PA or authorization for this repair. Writer advised customer called in January for a separate issue where there was a $100 copay (CAIR #: 19216771) but customer has not contacted CAC regarding the new issue and no goodwill review or decision has been made. Writer advised there is record of the customer contacting service contracts to determine how to purchase a contract and he was referred to the dealership.

Customer Assistance Inquiry Record (CAIR)#							19537687
Vin	1J4GA5914	7L[redacted]	**Open Date**	05/10/2010	**Build Date**	05/07/2007	
Model Year	07	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	06/23/2007	**Dealer**	65666	**Dealer Zone**	66	**Mileage**	28,000
Name:	[redacted]					**Contact Type**	TELEPHONE
Address	[redacted]					**Home Phone**	[redacted]
	TAMPA FL[redacted]					**Country**	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	Customer states the gas tank overflows.

Why is the customer contacting Chrysler?
Customer is contacting Chrysler because the gas is overflowing from his gas tank.
What are the customer s expectations?
Customer expects to document this complaint while he is under warranty so that he can definitely get this taken care of.
Customer states he has researched this and found a TSB regarding this as 14-001-09. Customer is seeking to document this in as many places as possible so that it is known that he had this issue.
Writer informed customer that since he is under warranty, his complaint would definitely be documented, but if this is a manufacturing defect, the dealership will cover this under the 3/36 warranty.
Customer understood and wrote down reference number if he needed to call back again.

Customer Assistance Inquiry Record (CAIR)#								19560934
Vin	1J4GA6915	7L[redacted]	**Open Date**	05/18/2010	**Build Date**	07/09/2007		
Model Year	07	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	07/27/2007	**Dealer**	23245	**Dealer Zone**	35	**Mileage**	37,000	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	[redacted]					**Home Phone**	[redacted]	
	NEWARK DE[redacted]					**Country**	UNITED STATES	

Product - Fuel System - Unknown - Other - Default	
Recall - J30: - Advise Owner/Incomplete Recall	

Customer calls seeking recall information. Advised the customer of incomplete recall J300 for this vehicle. Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.
Why is the customer contacting Chrysler? Customer alleges at 29,000 miles when he would fill his vehicle with fuel, it would spit back out at him. Customer states the part was on back order for six months, he has it now but the vehicle is no longer under warranty.
What are the customer s expectations? Customer would like the repair done while under warranty.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? NEWARK CHRYSLER JEEP DODGE
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 10:52 PM MT.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
The write left a voice mail stating this case will be worked by the case manager.
The writer left a message for the Service Director (SD) (Dave) to contact the writer about potential goodwill.
The SD and the writer agree to a $25.00 co-pay.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer retention. According to the dealer, the warranty
costs of the repair are as follows:
Parts: $267.40
Labor: $69.39
With the concurrence of the Service Director, Dave,
the customer will have a co-pay of $25.00.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Travis at 800-992-1997 extension # 66158. You may also contact us by email at: T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# #
Customer called requesting to speak with Travis. Writer transferred call to 66158, and informed customer call went to voice mail. Customer wanted to leave a cell phone number for a call back from[redacted].
CONTACT UPDATE - Customer was contacted today at 8:44 AM MT.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
The writer left a voice mail, the writer is not sure what the writer needed to update in the case.
Customer calls requesting to speak with ?TP324?
Customer/Caller transferred to extension # 66158
Customer still requesting cae manager.
Reassigned to tp324.
2nd attempt made to contact customer on 5/20/10 at 2:51 PM MT.
Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
3rd attempt made to contact customer on 5/21/10 at 7:51 PM MT.
Left detailed message for a return call if required.
The writer left a voice mail.
4th attempt made to contact customer on 5/24/10 at 8:09 AM MT.
Left detailed message for a return call if required.
The customer stated that the repair was completed, the customer was not happy that they had to pay a $25.00 deducible, the writer let the customer know that the repair has a 12/12 warranty because the customer participated in the cost.
Chris from the delaer called to find out why they can t get the PA to go through. Writer was not able to find a PA in GWA so got a hold of the case manager and transferred for further assistance.
The writer created the PA for the repair. The Warranty Administrator (WA) (Chris) submitted the claim.

Customer Assistance Inquiry Record (CAIR)# *19562072*

Vin	1J4FA44SX	6F[redacted]	***Open Date***	05/19/2010	***Build Date***	08/27/2005	
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	09/16/2005	***Dealer***	26793	***Dealer Zone***	63	***Mileage***	50,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	ALBUQUERQUE NM [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default

Why is the customer contacting Chrysler?Complaint.
What are the customer s expectations?Goodwill assistance.
Customer stated that the vehicles fuel spills out while filling the vehicle. Customer wants Chrysler to pay for the repair. Writer informed the customer that an agent will contact them by the end of business tomorrow.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is 5[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Owner.
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 11:53 a.m
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of the fuel tank
Based on the information at hand, agent is considering the following:
Customer states he states he had a IRF dealer diagnose the vehicle, writer informed the customer that once the vehicle has been diagnosed by an authorized dealer Chrysler will research the information and look into assisting with the repairs. Customer states he has an aftermarket sc on the vehicle and is looking into what the sc will cover. Customer is not satisfied with having to have the vehicle diagnosed and that there is no guarantee on the repairs. Customer states he received the information he needed and disconnected the call. Based on the information received by the customer, writer is closing the file until further notice from the customer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19563384*

Vin	1J8GA3912	8L[redacted]	***Open Date***	05/19/2010	***Build Date***	10/06/2007	
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/13/2007	***Dealer***	44825	***Dealer Zone***	66	***Mileage***	28,145
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	GREENEVILLE TN[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Pump - Leaks - Default	
Recall - J24: - Advise Owner/Incomplete Recall	
Recall - J30: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated that every time he fills up his gas tank the fuel will
spew out.
What are the customer s expectations?
Customer is seeking for a resolution to this issue.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 3:00 PM.
Customer was provided with agent s name and brand number if the customer
needs to re-contact the agent.
Writer contacted customer and discussed their issue.
Customer is stating when he fills up the vehicle with fuel, The fuel
will shoot out all over the place.
Writer informed customer he is covered under this 3/36 still and repair
should be covered if this is not due to neglect or abuse.
Writer informed customer we would send over an unresolved concern to his
dealership seeking resolution.
Writer is calling dealership to inform SM Steve cair would be sent out to
his dealership.
DIRECT-TO-DEALER # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to
resolve this customers concern(s). If needed, seek assistance from your
District Manager, Business Center or STAR.
The unresolved concern is fuel leaking or shooting out of gas tank when
they fill vehicle with fuel.
Agent called dealer and spoke to SM Steve, informed that CAIR
was being sent. Please update this CAIR with resolution.
# #
Please assign cair to dealership 44825.
REASSIGNED TO BC/DLR 66 44825 05/20/10 15:36 O 19563384
*Contact Date:05/26/2010
Service / Parts Director at the dealership has updated the Cair# 19563384
An appointment has been set with the customer.
*Contact Date:05/26/2010
Service Director at the dealership has updated the Cair# 19563384
An appointment has been set with the customer.
Please provide update
*Contact Date:06/07/2010
Service Director at the dealership has updated the Cair# 19563384
An appointment has been set with the customer.

Please provide update
The owner has not recontacted the dealer to make a firm appointment. When they get back into the locality, an appointment will be set, and the vehicle will be repaired.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#								19578542
Vin	1J8GA5917	7L[redacted]	**Open Date**	05/25/2010	**Build Date**	12/08/2006		
Model Year	07	**Body**	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	01/20/2007	**Dealer**	43951	**Dealer Zone**	32	**Mileage**	47,000	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	[redacted]					**Home Phone**	[redacted]	
	DURHAM CT[redacted]					**Country**	UNITED STATES	

Product - Fuel System - Fuel Tank - Other - Default	
Recall - J24: - Advise Owner/Incomplete Recall	
Recall - J30: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer calling stating that she is having trouble with her fuel tank. Customer states that when she is filling her car up gas will spill out of the tank when the vehicle is full. Customer states that she has taken her vehicle in twice before to dealership 43951 while the vehicle was still under warranty and this is the third time she has taken it in and now the dealership is telling her that she will need a new gas tank.
What are the customer s expectations?
Customer would like the repairs to be covered. Customer knows that she is out of warranty, but she took her vehicle in twice before while it was under warranty and the dealership couldn t find the problem.
****End structured narrative T2 - Beginning Narrative
Writer advised customer of incomplete recall J24 and J30. Customer is the original owner of the vehicle. Customer shows in vehicle history that they have owned two Chrysler vehicles, but currently only owns this vehicle purchased new.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 43951
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
SM Al states the vehicle does need a new fuel tank. Sm states he will assist the customer with the repairs. Writer informed the Sm that a call to the customer will be made.
CONTACT UPDATE - Customer was contacted today at 8:24 a.m
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Writer left a detailed message regarding the information provided by the SM, writer will follow up 5/27.
Customer states she did contact the Sm Al he informed the customer that she will be responsible for 20 percent of the total on the repairs.
Customer states she is taking the vehicle into the dealer on 6/1, writer will follow up 6/2.
Writer contacted the customer to follow up with the repairs to the vehicle. Customer states the vehicle is at the dealer now for the repairs, follow up will be made 6/3.
Writer left a detailed message regarding the follow up on the repairs to the vehicle. Follow up 6/7.
SM was not available, Sa Skip states the dealer did assist with the repairs with a customer co-pay of $120.00. Sa states the repairs are complete.
1st contact call made to the customer to ensure that repairs and service was satisfactory. Customer was very satisfied.
CLOSED LOOP UPDATE - customer was contacted today.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19588048*

Vin	1J4FA44S8	6F[redacted]	***Open Date***	05/28/2010	***Build Date***	06/23/2006	
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	03/05/2007	***Dealer***	60455	***Dealer Zone***	51	***Mileage***	49,877
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	CHESTERTON IN[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	Spits out gas.

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer states that the gas tank is spitting out gas.
What are the customer s expectations?
Customer would like some assistance to be repaired.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is xxx-xxx-xxxx
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? NO
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Writer researched the subsequent owner s information and found on 05/11/10 (19530791) he emailed CAC stating 'I purchased on 4/26/2010 from Schaumburg Toyoya (Illinois) with an odometer reading of 48837 miles. my e-mail is[redacted] Thank you'
* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
Chrysler will not participate in the repair.
The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.
* *
If the customer has the vehicle diagnosed by an certified CDJR dealership, at his discretion and expense, the decision may be reconsidered. However having the vehicle diagnosed may not change the decision.
CONTACT UPDATE - Customer was contacted today at 219-728-1144 at 10:37 to obtain additional information regarding the concern, i.e., when the concern begin? And to discuss the updated information. The customer was not available. A message was left stating the nature of the call and a contact attempt will be made on 06/02/10.
Customer was provided with agent s name[redacted] and brand number[redacted] f the customer needs to re-contact the agent.
Customer calls requesting to speak with ES789
Customer/Caller transferred to extension # 66111
Customer was contacted at 12:52 pm. Customer had writer look at CDJ dealers in his area and will take vehicle to dealer 60455.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of assistance with the repair of the fuel spewing out of the tank. Based on the information at hand, agent is considering the following: based on diagnosis
Writer called dealer 60455.
Writer left message with gal who answered for the service manager to return call. Call back information and ext. was provided.

Dealer SM Ron called and states customer will not pay the diagnosis fee of 100.00 and Ron states if customer cannot or will not pay diagnosis fee he does not feel as though he is a good candidate for assistance. Writer attempted to return call and service is closed. Will contact dealer on 6/7.
Writer called dealer and spoke with Ron Sm. Ron states customer does not want to pay for the diagnosis and stated he will do the repair himself. Customer was contacted at 1:03 pm on 6/7. Customer states he called dealership and did not want to pay a diagnosis fee. Writer advised that as long as diagnosis comes back as not customer caused by abuse or neglect that the fee can be rolled into the goodwill offer. Customer states will recontact Ron at dealership and try to get vehicle into dealership in the next couple days. Writer has set follow up with dealer for 6/9.
Dealer called. Sm Ron called and asked writer to return call .
Writer spoke with Ron who states customer has called and will be coming in with the vehicle either the end of this week or early next week Ron states he will return call to writer once diagnosis is done.
Writer spoke with SM Ron who is a new dealership and advised that if Chrylser is going to provide goodwill assistance we work with warranty cost for parts and labor. Writer advised Ron to check with his warranty clerk for the correct parts and labor involved and return call to writer and writer also advised that would look at 50/50 split at best as customer has recently purchased the vehicle and did not purchase service contract and he purchased it oow.
Ron called with warranty cost ; labor is 100.44 and parts are 415.10. Total cost 515.54. Customer co-pay is 257.77.
As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction. According to the dealer, the warranty
costs of the repair are as follows:
Parts = 415.10
Labor = 100.44
With the concurrence of the Service Manager, Ron,
the customer will have a co-pay of 257.77. # # # # # # # # # # # #
DIRECT-TO-DEALER # # # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact [redacted]
extension # 66111. You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
# #
Customer was contacted at 8:22 on 6/16 on 219-728-1144 . Customer was not available. Message left with reason for call.
Unable to reach customer by telephone, left message with text back number [redacted]
so customer can return text indicating their availability.
REASSIGNED TO BC/DLR 51 60455 06/16/10 10:25 O 19588048
6.18.10 Asking SM to update ASM on status of the above concern/AJE.
*Contact Date:06/21/2010
DCX goodwill repair is documented on Repair Order#37416
CAIR RETURNED FROM DEALER ON 6/21/2010 AT 07:38:952 R 19588048
The writer called the customer for the first time.
The writer called the customer for the second time.
CLOSED LOOP UPDATE - customer was contacted today at 10:34 AM. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)#								***19594935***
Vin	1J4FA44S5	6F[redacted]	***Open Date***	06/01/2010	***Build Date***	09/17/2005		
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR				
In Service Dt	02/27/2006	***Dealer***	26632	***Dealer Zone***	51	***Mileage***	51,700	
Name:	[redacted]					***Contact Type***	E-MAIL	
Address	[redacted]					***Home Phone***		
	GURNEE IL [redacted]					***Country***	UNITED STATES	

Product - Fuel System - Fuel Tank - Defective - Default	Fuel tank

***** EMAIL BRIEF DESCRIPTION CONTENT *****
My 2006 Wrangler spits fuel at me
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
With in the last two years ever time I fill up my Jeep the fuel spits out proir to shutting off the pump handle. Every Dealer that I have talk to says that I have to replace the fuel tank. Why is it that there are several years of jeeps with the same issue and Chrysler has done nothing to
fix it?
*****END OF CUSTOMER EMAIL*****
Your message concerning a problem with your Jeep Wrangler was received and reviewed by the Customer Assistance Center. Please accept our apology for the problems you have experienced.
A review of our records indicates that your Wrangler does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.
If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.
Thank you for your email inquiry.
*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)# *19598288*

Vin	1J4FA69S1	6F[redacted]	***Open Date***	06/02/2010	***Build Date***	03/08/2006	
Model Year	06	***Body***	TJJS77	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DR			
In Service Dt	04/29/2006	***Dealer***	44953	***Dealer Zone***	42	***Mileage***	31,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	LEO IN[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Hoses and Lines - Defective - Default

Customer would like assistance with repair of fuel system since issues began since they were within warranty, customer stated that issue was taken to dealership, and they said that it was fixed and should not spill anymore, yet customer s daughter who drove vehicle went away to college and vehicle wasn t driven for many months, 10 mths, and now that she came back and went to fill it up it did it again, and now she was OOW.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?
Dealer Code 44953
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 12:04 MST.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent. Writer spoke with Mr.[redacted] He states the issue involves the gas filler neck which spits out gas when filling up the tank. The issue was addressed while the vehicle was under warranty, however, the vehicle was in storage and not used. When filling the tank, the fuel spillage is still occurring. Customer seeks assistance with OOW repair on fuel tank issue.
Customer states the vehicle was taken to dealership within the past two Weeks.
Writer called dealer 44953.
Writer spoke with James SA who states estimated cost is 242.00.[redacted] states it is a restricted filler tube that needs to be replaced. James states customer is loyal at the dealership. James states to offer customer 78.00 co-pay and he will do the repair at warranty cost.[redacted] checked the warranty cost and states at warranty repair is 77.70. Writer asked if he would be willing to do repair at warranty cost and that is where the 78.00 co-pay is coming from.
Customer was contacted at 11:24 am and advised that his co-pay for the repair is 78.00. Customer accepted the offer.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19602966*

Vin	1J8GA6912	7L[redacted]	***Open Date***	06/03/2010	***Build Date***	06/20/2007	
Model Year	07	***Body***	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	07/02/2007	***Dealer***	45437	***Dealer Zone***	42	***Mileage***	57,345
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	NORWALK OH [redacted]					***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	fuel tank spilling gas

Told tow bar is not available.
[redacted] gas tank is spilling gas when fueling; once it get full it burps gas out and runs down on muffler.
Kevin wants this fixed. Paint bubbles off hinges; wants this repaired (not right).
Dealership
Baumann Auto Group...Norwalk, OH 44857...Phone: 419-668-3300
will not fix it. Told there was a 5 step process but Kevin says it doesn t work.
He feels there should be a recall or covered by warranty.
[redacted] wants vehicle fixed at no costs.
Contact numbe[redacted] anytime
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Writer spoke with Josh at dealership 45437 stated vehicle has never been seen at dealership. He stated a local mechanic shop called Smiley Automotive has been the one to do repairs on this vehicle. Dealership gave them TSB information for the repair. He does not know if they repaired the vehicle.
CONTACT UPDATE - Customer was contacted today at 3:05 pm. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
2nd attempt made to contact customer on 06/08/10 at 4:30 pm. Left message indicating another attempt will be made.
Customer was provided with agent s name and Brand number.
Writer spoke with customer stated he has a issue with gas spilling out of his tank. He also has a issue with his paint on his hinges. Stated he would need to take to a Chrysler dealership for diagnose. He would be responsible for the diagnostic fees. Stated I would contact dealership and leave my information to call once it is diagnosed.
Agent attempted to contact dealer Service Manager, however, SM not available. Left message for a return call at extension 66092.
Writer left message in general voice mail box for SM to call once customers vehicle is diagnosed.
Writer spoke with customer stated he has not had a chance to get his vehicle in yet. He would be calling the dealership on Monday.
Writer spoke with Kim at dealership 45437 customer has not made an appointment to bring his vehicle in yet.
Writer spoke with customer he is a traveling salesman he does not have another vehicle that he can use when this one is in the shop. Customer states he works weekends. Customer stated when he gets time he would contact dealership to make an appointment. Stated to customer I would close the case until he can gets time to take his vehicle in. He can call and reopen the case. Dealership also has my information.

Customer Assistance Inquiry Record (CAIR)# *19607367*

Vin	1J4FA2418 7L[redacted]	***Open Date***	06/04/2010	***Build Date***	04/13/2007		
Model Year	07	***Body***	JKJL72	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	05/03/2007	***Dealer***	24028	***Dealer Zone***	66	***Mileage***	34,500
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	CARY NC [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	gas sprays out of the tank
Product - Body / Trim / Paint Finish - Conv Top / Sunroof / T-Top - Other - Default	really hard to put on.
Product - Body / Trim / Paint Finish - Air Bag - Air Bag Lamp On/Flashing - Default	
Product - Body / Trim / Paint Finish - Unknown - Other - Unknown	
Recall - J24: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer stated that he has some issues with this vehicle. Customer stated that the gas sprays out of the tank, also the air bag light keeps coming on and off, the customer stated that the window crank is too low and it digs into his knees.
What are the customer s expectations?
Customer just wabted Jeep/Chrysler to be aware of these issues with this vehicle.
****End structured narrative T2 - Beginning Narrative
Writer provided the customer with reference number and also documented the complaints for the customer.
Customer calls seeking recall information. Advised the customer of incomplete recall ?recall #J24? for this vehicle. Customer was advised to
contact a Chrysler, Dodge, or Jeep dealer to schedule an appointment to complete recall repair.

Customer Assistance Inquiry Record (CAIR)# *19609926*

Vin	1J4FA5414 8L[redacted]	***Open Date***	06/07/2010	***Build Date***	07/31/2007		
Model Year	08	***Body***	JKJP72	JEEP WRANGLER SAHARA 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/17/2007	***Dealer***	66697	***Dealer Zone***	66	***Mileage***	27,928
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	FT WALTON BCH FL[redacted]					***Country***	UNITED STATES

Product - Fuel System - Unknown - Other - Default	fuel spills out while trying to fill up vehicle
Recall - J30: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Why is the customer contacting Chrysler?
Customer is calling in seeking reimbursement for towing and repairs.
What are the customer s expectations?
Customer expects reimbursement.
****End structured narrative T2 - Beginning Narrative
Customer called in stating that when you try to fill the vehicle up with gas that it spills out. Customer also states that after the dealership supposedly fixed the problem the vehicle broke down and that they had to get the vehicle towed to their dealership. Customer is requesting reimbursement towards towing and repairs.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 66697
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - Customer was contacted today at 7:58 AM MT.
Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
Customer called in wanting to speak with case manager. Writer advised caller that case manager just wanted to speak with him about his case and she will be calling back tomorrow around the same time. Customer states he goes to work around 9 AM MT. Customer will be waiting for case managers call.
The writer contacted SA Michelle who states the fuel tank was repaired on 1-29-10 and the customer had their vehicle towed to Jiffy Lube and had to pay to have the seal fastened. The SA states she will have the SM call back to discuss a possible workmanship issue.
The customer states the IRF informed him the quick connect line between fuel tank and engine wasn t connected properly and snapped into place when the tank was replaced. The writer advised the customer to take his complaint up with the SM or GM because this is considered a workmanship issue and not a defect with the product. The customer understands.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# ***19663848***

Vin	1J4GA3917	7L[redacted]	***Open Date***	06/24/2010	***Build Date***	01/19/2007	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	03/26/2007	***Dealer***	60009	***Dealer Zone***	66	***Mileage***	56,200
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	SAINT CLOUD FL[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	TSB SB-14-002-09
Dealer - By-Pass - Default - Default - Default	customer service

Caller going to have recalls completed J24 and J30.
Caller also wants Service Bulletins done about ability to fill gas tank without overflow.
Contact phone numbe[redacted] anytime EST
Escalating
Customer called back to confirm if exhaust manifold was covered under emission warranty. Writer advised customer not an emission covered repair. Customer also stated that per information from NHTSA recall number K13 should be released by Chrysler no later than 7/13/10.
Customer also wants to know about TSB SB-14-002-09. Customer is hoping to have all concerns fixed at one time.
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Follow up for NU9.
Customer owns five new vehicles.
The vehicle has no service contracts.
Basic and power train warranty are expired by 20,200 miles, and three months.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 2:06 PM.
Customer stated that he has kept on his vehicle maintenance. Customer stated that he wants to get the recalls completed on the vehicle.
Customer stated that he would like the TSB 14-002-09 repaired. Customer would like all his concerns addressed. Writer instructed customer to complete diagnosis so we can consider out of warranty assistance on the fuel tank concern.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of fuel tank repair.
Based on the information at hand, agent is considering the following: Customer copay $100, needs authorization, customer has owned five new vehicles.
Customer stated he put a transmission cooler in the vehicle to address the recall J30, and would possibly like reimbursement. Writer informed customer that he would need to mail in his documentation to the recall reimbursement department for them to determine reimbursement.
Advised customer to submit original repair order & proof of payment to:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the reimbursement is dependent upon verification of all documents requested.
Customer seeking dealer location information. Provided the customer with name/address/telephone for a nearby dealer 41874.
Customer stated that the passenger exhaust manifold header on his vehicle

is cracked. Customer stated that he believes that when the engine and transmission are placed into the vehicle, that it stresses the flange and exhaust. Customer stated that the flange should be left loose when building the vehicle, until everything is installed, so it doesn t stress the parts.
Writer informed customer that he would be contacted on Monday to determine appointment date at the dealership.
2nd attempt made to contact customer on 6/29/10 at 10:46 AM EST. Customer states his appointment is on Thursday at 8:00 AM. Customer states he has replaced the cracked header. Writer informed customer writer will call dealer on Thursday to see about diagnosis. Customer asked if the break line recall that has not been issued is something writer can cover for him so he does not have to make a return visit.
Customer calls requesting to speak with NU9
Customer/Caller transferred to extension # 66328
Lori from the dealer is calling to get some clarification because the customer is at her dealer with a case. Lori stated that customer has never been in their dealer and don t know what is going on. Writer advised Lori after reading the case what the case is about. Lori stated that she will talk to the customer and see if he want to pay for the diagnosis fee then they can diagnose the vehicle.
Customer states that he has purchased at least six vehicles. Customer states that he had to drive over 60 miles to have the dealership to find out that his mopar tow bar isn t even on his vehicle. Customer states that he had to pay $100.00 to have the dealership tell him that his fuel tank over flows. Customer states he should not of had to pay that and now chrysler has lost a customer and he was very loyal to he states. Customer states that he can take a video of the overflow and send it to us as well as put it on utube.
Writer called dealer and spoke with SM Randy, he states the last time the customer was seen is in the dealer was 11/2/07. Writer explained the customer left a voice mail stating he would like to see if the diagnosis fee could be waived and that he was at the dealer. Randy states no ticket is opened if the customer declines diagnostic fees. Writer provided CAIR number and writers contact number and will call customer to see if he is going to approve the diagnosis.
Writer called customer to discuss the diagnosis. Customer states he does not think he should pay for the diagnosis when he is being referred to the dealer by Jeep. Writer informed customer that Jeep does consider the diagnosis the customer’s responsibility up front and that writer was considering as much assistance as possible because of the customer’s loyalty. Customer states that he is willing to video tape the issue he has and the dealership can look at it online. Writer explained that what is needed is for a dealer, who is certified and contracted with Jeep, to diagnose the concern and be able to provide the problem, solution and repair cost via the diagnosis. Customer states his time has been wasted by going to the dealership and missing work for nothing to be done.
Writer sympathized with customer and apologized for the inconvenience and inquired if the customer would be willing to return to the dealer to have the diagnosis so writer can look to assist with the repair cost. Customer states he would not be willing to do that, that he would prefer to install the parts himself and be reimbursed for the cost of parts. Writer informed customer that the assistance will only be provided if the work is performed at the dealer. Customer understood and states that he does not intend on returning to the dealer and will record the fuel spilling back out on the internet and NHTSA. Writer sympathized, valued and apologized to the customer and informed him if he reconsiders taking the vehicle to the dealership that Jeep would look into the assistance with the repair. Customer understood.
CLOSED LOOP UPDATE - customer was contacted today at 8:45 AM MT. Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19664831*

Vin	1J4GA3912	7L[redacted]	***Open Date***	06/24/2010	***Build Date***	04/16/2007	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	07/14/2007	***Dealer***	54623	***Dealer Zone***	51	***Mileage***	50,356
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	COLLINSVILLE IL[redacted]					***Country***	UNITED STATES

Corporate - Complaint Contact - Default - Default - Default	
Product - Drivability - Unknown - No Start - Default	
Product - Fuel System - Unknown - Defective - Default	

Customer called in stating that the vehicle will not start when it is hot out. Customer states that she got the battery replaced by the dealership last summer, but the problem is back. Customer states that his gas tank overflows as well. Customer alleges that she is out of warranty, and is looking for assistance.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted].
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer?No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 8:03 AM MST
Customer was not available.
Left a message indicating another attempt would be made.
Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.
Customer calls requesting to speak with CM
Customer/Caller transferred to extension # 66146
The writer spoke with the customer. he stated he also has a problem with the vehicle shaking that the dealer could not diagnose previously.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of repairing the no start issue, the gas tank and the shaking problem,
Based on the information at hand, agent is considering the following:customer pays 50% as a co-pay
The writer spoke with the service manager. He will call back after the diagnosis.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted]
Customer was not available.
Left a message indicating another attempt would be made.
The writer spoke with the customer. They traded the car in already. He does not need any more assistance.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19688218*

Vin	1J4GA3914	7L[redacted]	***Open Date***	07/02/2010	***Build Date***	03/27/2007	
Model Year	07	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	04/19/2007	***Dealer***	24221	***Dealer Zone***	74	***Mileage***	31,143
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	LAFAYETTE CO[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default

Briefly summarize why the customer is contacting Chrysler: Customer stated that when he fills his tank with gas there is gas that will spray out of the tank. Customer took the vehicle to the dealer and he was told that the gas tank needs to be replaced.
Briefly summarize what the customer is expecting: Customer is seeking assistance with the repair.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 24221
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Customer owns one used vehicle.
Customer is the second owner on the vehicle.
The vehicle has one ESSENTIAL CARE - 1 YEAR / 4 OIL CHANGES expired service contract.
Basic and power train warranty are expired by three months.
Writer spoke with service manager, Ken. SM stated that the vehicle has not been seen since 6/1/10, and it was just for a routine oil change. SM stated that there is no diagnosis for a fuel tank. Writer informed SM of CAIR information, and customer contact information. SM stated he would contact the customer to determine expectations.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 10:31.
Customer was not available.
Left a message indicating another attempt would be made.
Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.
Next agent: Inquire if the dealership listed is correct, as they do not have a diagnosis on the fuel tank.
Customer called in seeking information on case. Customer stated that the vehicle was not fully diagnosed however the dealer did quote him a price. Customer was informed of notes and was informed that a diagnosis has to be done in order to look into assistance. Customer understood and stated that he will call the dealer for a diagnosis appt.
Agent answered a call from the SM ken and he informed me the customer does need a new fuel tank, agent and SM agree that because the customer is just outside of warranty by time that Chrysler will assist in the repair, customer co-pay will be $150.00.
DIRECT-TO-DEALER # # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Blade at 800-992-1997.
You may also contact us by email at:
T2email@chrysler.com. This customer has been informed of this decision. Please update and/or close CAIR when complete.
# #

REASSIGNED TO BC/DLR 74 24221 07/06/10 18:06 O 19688218
*Contact Date:07/08/2010
Service Director at the dealership has updated the Cair# 19688218
Parts have been ordered.
Per Parts and Service Director, Ken Kokoszka on 7/9/10, the appointment had not yet taken place and he believed it was set by the customer for today, 7/12/10 and stated he would update CAIR once resolved.
Customer is now scheduled for today. As repair involves the fuel tank, he is in the process of using the fuel he currently has so he can leave vehicle at dealer with as little in the tank as possible at his own choosing.
Customer still has not been in, SM believes he is still trying to use his fuel.
Per Service 7 Parts Director, Ken Kokoszka, the owner still has not brought vehicle in and they did call and leave him a message (date and time not specified) and owner has not yet returned call. Closing CAIR, owner has been made aware of his concern reolution plan if he chooses to work with dealer.
NOTE: Part(s) are in, waiting on owner.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19720760*

Vin	1J4FA39S9	6F[redacted]	***Open Date***	07/13/2010	***Build Date***	02/09/2006	
Model Year	06	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	05/28/2006	***Dealer***	24028	***Dealer Zone***	66	***Mileage***	64,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	APEX NC [redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	gas sprays out of tank

Briefly summarize why the customer is contacting Chrysler: Customer stated that he wants to complain about an issue with the vehicle.
Briefly summarize what the customer is expecting: Customer stated that he wants to complain about an issue with the vehicle. Customer stated that gas spills out of the tank when he fill up. Customer stated that he has an appointment with the dealer on Monday. Agent informed the customer that I will document the issue.

Customer Assistance Inquiry Record (CAIR)#								19723843
Vin	1J8GA6913	7L[redacted]	**Open Date**	07/14/2010	**Build Date**	02/16/2007		
Model Year	07	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	03/28/2007	**Dealer**	24097	**Dealer Zone**	71	**Mileage**	24,000	
Name:	[redacted]					**Contact Type**	LETTER	
Address	[redacted]					**Home Phone**	[redacted]	
	FOREST HILLS NY[redacted]					**Country**	UNITED STATES	

Product - Fuel System - Fuel Hoses and Lines - Other - Default

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer states his vehicle needs a new filler tube due to fuel spilling out when topping off the tank.Customer states he took vehicle into dealer in March when it was just out of warranty but dealer just received part.
Briefly summarize what the customer is expecting:
Customer would like this repair to be covered under warranty.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code?66325 Bayside
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Writer contacted dealer 66325 and spoke to Nat, SA for customer, he states the car has been fixed already, customer paid retail price for the repair but Nat thinks he s a 'cool guy' and if we want to reimburse him, he deserves it.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 2:04 pm EST
Customer was not available. Left a message.
If customer calls back please lverifye the amount that he paid. Acording to the dealer, customer paid $370.00. If this is right please let him know that Writer will reimburse $270.00 out of the $370.00
Please advise customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321
Advised customer to make a copy of these documents for their records.
Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number (CAIR). Advised customer the goodwill offer is dependent upon verification of all documents requested.
next agent please update CAIR. thanks.
Costumer called and states that costumer actually paid $522.00 advised to submitt documents and proof of payment, but only $270.00 are authorized at this time. verified informatrion and updated the cair.
Writer contacted the customer. Spoke to him for 3 seconds and call was disconected.
Writer contacted the customer again and got voice mail. Customer was informed again to submit paperwork.
Reimburse amount: $270.00
POSTMARK DATE: 072110; DATE RECEIVED: 072610
Documents received from customer.
****
Customer submitted documents for request for reimbursement for repair to

the fuel filling tube on their vehicle 19723843 , on line 41 in CAIR,
reimbursement in the amount of $270.00.
Customer's proof of payment is: credit card receipt
Date of repair:03/29/2010
Labor $210.00
Parts $156.40
Tax (8.75%)$32.06
Misc. Charges $n/a
Total $398.46
Previous promise for goodwill is 270.00.
Writer is submitting check for approval in the amount of $270.00.
**********end of narrative**********
Approved

Customer Assistance Inquiry Record (CAIR)# *19726615*

Vin	1J4GA3919	8L[redacted]	***Open Date***	07/15/2010	***Build Date***	09/29/2007	
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	11/08/2007	***Dealer***	26333	***Dealer Zone***	63	***Mileage***	42,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	
	OKLAHOMA CITY OK[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	
Recall - J30: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer calling stating that he had a problem with the fuel tank spilling over when he fills up with gas. Customer stated that he took his vehicle to dealership 26333 while the vehicle was still under warranty and they were supposed to have fixed the problem. Customer states that his vehicle is now out of warranty and back at dealership 26333 with the same issue. Customer states that the dealership said that they would not be able to cover the repair under warranty and they are charging him a diagnosis fee.
Briefly summarize what the customer is expecting:
Customer would either like the repairs covered under warranty or be able to get his vehicle back without being charge a diagnosis fee.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Dealer
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 26333
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Vehicle is OOW by 6000 miles, in by time.
1 new
No SC
SM Chris stated that the vehicle needs a
Vent solenoid replaced.
SM stated that the vehicle had the viper canister replaced under warranty.
SM stated that he will help the customer at the dealer level.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 12:39.
Agent informed customer that the dealer will be contacting him soon to help him out at the dealer level.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19755174*

Vin	1J4GA3914 8L[redacted]	***Open Date***	07/23/2010	***Build Date***	10/27/2007		
Model Year	08	***Body***	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR			
In Service Dt	03/08/2008	***Dealer***	41383	***Dealer Zone***	66	***Mileage***	31,000
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	SANFORD FL[redacted]					***Country***	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	
Product - Fuel System - Fuel Tank - Defective - Default	
Recall - J24: - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: Customer stated he has a restriction on the vehicle and would like it lifted.
Customer is confused on the reason having gas tank issues would have to do with his supercharger that was added to the vehicle.
Briefly summarize what the customer is expecting: Customer would like the restriction lifted to be able to have work done on the vehicle.
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is 3[redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 41383
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Customer is 3 owner and is still under warranty there is not a service contract. There not any other vehicles in history or household.
Dealer 41383 service is closed writer could not confirm repair needed on vehicle.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 4:20.
Customer was not available.
Left a message indicating another attempt would be made.
Unable to reach customer by telephone, left message with text back number so customer can return text indicating their availability.
Writer will follow up 07/27/10.
Restriction on vehicle is for engine only the gas tank is not part of the engine. Customer can take to another dealer or work with DM at current dealer for resolution. Only the DM can remove a restriction on vehicle.
The customer Kevin Roberson called in (not the name shown in coin)
Customer calls requesting to speak with Alicia
Customer/Caller transferred to extension # 66127
Writer gave customer lines 27-30 customer states that was aware that there could be a restriction on engine but problem is for gas tank.
Writer told customer that will contact dealer 41383 to get more information. Customer states his SA is Chris R. phone number [redacted]
Unable to reach SA Chris by telephone, left message with text back number so dealer 41383 can return text indicating their availability.
Writer will follew up 07/28/10.
Dealer calls requesting to speak with Alicia
Customer/Caller transferred to extension # 66127
Customer calls requesting to speak with AT802
Customer/Caller transferred to extension # 66127
Customer states that dealer has spoken to DM and that the DM has declined the repair. Writer told customer that if DM has declined repair no one at Chrysler can over rule decision. Writer told customer that will contact dealer 07/29/10 for more information.
SA Chris calling, writer advised lines 45-48. SA states customer has been complaining of a bubbling paint concern and an issue with the fuel

tank. (whenever he adds fuel it spills out). SA states the vehicle just an engine restriction (due to modification) but that does not affect customer s two complaints. SA is calling to get clarification regarding the still-pending request for assistance.
Dealer calls requesting to speak with AT802
Caller transferred to extension # 66127
Writer received message from SA Chris 41383 indicating call back number as [redacted] SA Chris was not available writer left message stating that with mileage provided by customer still under 3/36 and verifying that the restriction is only for engine. Writer need to know if repair needed due to lack of maintenance, outside impact, environmental ect.. or if it will be covered under 3/36 for manufacture defect. Writer will try back later today.
Writer received message from SA Chris indicating that the DM did decline repairs and that there is not any coverage for vehicle. Writer confirmed that there is not coverage showing in system.
Writer informed customer that has to work with dealer to for repair and that Chrysler cannot authorize repair or remove restriction. Customer states that will contact dealer or attorney. Customer states will not purchase a Chrysler in future.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)# *19760031*

Vin	1J4BA6D17	AL[redacted]	***Open Date***	07/26/2010	***Build Date***	05/20/2010	
Model Year	10	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	07/21/2010	***Dealer***	41461	***Dealer Zone***	32	***Mileage***	7,013
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	FOXBORO MA[redacted]					***Country***	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Corporate - Rental Vehicle - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Fuel System - Fuel Tank - Other - Default	

Briefly summarize why the customer is contacting Chrysler: Customer stated him and his family are on vacation from MA going to NH. Customer states they were filling up when his gas tank started spilling out gas and touched the exhaust. Customer stated that they rushed to get kids out of the vehicle for fear of things blowing up. Customer states that they do no feels safe anymore with his Jeep vehicle anymore.
Briefly summarize what the customer is expecting: Customer would like a rental vehicle because he has no vehicle to get him home. Customer would also like Chrysler to buy his vehicle back.
Customer was advised that due to the nature of their request a call back is required and will take place as soon as their case is reviewed. Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is[redacted]
Who has possession of the vehicle? Dealership
Is this a request for Lemon Law, buy-back or replacement? Buy Back
Reassigned to 88L
Reassigned to I2R for follow-up.
Customer called to get an update on the case. Customer is requesting buyback. Customer says the vehicle is at the dealership, he does not have the vehicle.
Writer informed customer the case has been sent to the correct department for review and they will contact the customer once they have a change to review the case.
********Cathy Nelson with ISG I2R Owner Retention Task Force Team is assisting with this CAIR. If the customer should call, please request them to contact Cathy Nelson at 888-542-7239, extension 502. Thank you.**********
07/28/10 CN146:
Per Chris (service manager) at Dick Poulin Chrysler the front roll over valve on the gas tank came lose and spilled gas. They repaired the vehicle, but the customer abandoned it and had a limo come get him inorder to take him home.
07/28/10 CN146:
Both called, leaving a voice mail for, and emailed the DM CMJ advising of vehicle issue. Advised that the customer has abandon the vehicle. Requested she respond with recommendations.
07/28/10 CN146:
Completed the initial call with the customer. The customer was at a gas station while traveling and gas started pouring out of the tank while he was filling it up. The customer will not be picking the vehicle up and insists Chrysler take him out of it, as there was obvious trauma for the nature of the concern. He said that the gas came out near the exhaust pipe and people came running to assist in getting his children out of the vehicle.
07/29/10 CN146:
Per the DM CMJ the customer is to be offered a replacement vehicle and ISG is to negotiate the terms.
07/29/10 CN146:

Called the customer and offered a vehicle replacement and he accepts. He did mention compensation for expenses incurred in is limo rental for the trip home and trip interruption. Advised him that Chrysler has offered the replacement. The customer seems to understand.
07/29/10 CN146:
Per the DM CMJ Planet Chrysler called her and stated that they had an agreement with the customer to go get the vehicle and they would reimburse him a payment and the customer was satisfied with that as these vehicles are very hard to locate. Called the customer and advised that this offer is still available and that these vehicles are very hard to locate. The customer stated that he is insulted by the offer of one car payment reimbursement and wants full expenses reimbursed for inconveniences incurred. He will accept reimbursement for no less than three car payments. Called the DM and advised of this. She will let the replacement offer stand.
7/29/10 Emailed rw100 the vehicle replacement template for authorization and processing. Awaiting template approval. Follow up on 7/30/10. CM
7/29/10 Received confirmation from DGD at Chrysler confirming replacement template has been approved and submitted. Customer is satisfied with offer. Closing file and CAIR. CM

Customer Assistance Inquiry Record (CAIR)# *19799821*

Vin	1J4GA6410	8L[redacted]	***Open Date***	08/05/2010	***Build Date***	08/29/2007	
Model Year	08	***Body***	JKJS72	JEEP WRANGLER RUBICON 4X4 SPORT UTILITY 2-DOOR			
In Service Dt	09/12/2007	***Dealer***	23061	***Dealer Zone***	32	***Mileage***	41,500
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	SCITUATE R[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	over flows

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Custoemr states that the gas tank overflows.
Briefly summarize what the customer is expecting:
Customr is seeking assistance in having this repaired.
****End structured narrative T2 - Beginning Narrative
Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is [redacted]
Preferred Afternoon/Evening call back number is [redacted]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] 9:55
Customer states the dealer did order the gas tank and the sc will cover the repairs. Writer will follow up with the customer on 8/11.
Writer contacted the customer to follow up on the repairs to the vehicle, writer left a detailed message.
Customer calls requesting to speak with ?CZ58?
Customer/Caller transferred to extension # 66305
Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.
Writer contacted the customer to follow up on the repairs. Writer left left a detailed message seeking information if the repairs have been completed and covered under the sc.
CONTACT UPDATE: Contacted the customer at [redacted] and was informed that all the repairs have been complete on the vehicle, and everything is properly working.
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.
Customer states that he has not filled his tank yet to see if its is reocurring writer informed the customer that if there is an issue to contact the 800 number.

Customer Assistance Inquiry Record (CAIR)# ***19800379***

Vin	1J4FA44S4	6F[redacted]	***Open Date***	08/05/2010	***Build Date***	10/06/2005	
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	10/17/2005	***Dealer***	45178	***Dealer Zone***	42	***Mileage***	86,000
Name:	[redacted]					***Contact Type***	LETTER
Address	[redacted]					***Home Phone***	[redacted]
	GOODRICH MI[redacted]					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Other - Default	fuel tank spit back

Request from VSO for recovery of fuel tank for evaluation.
Spoke to Lisa at dealership, explained request, owner will need rental.
The Fuel Tank Assy and Fill Tube need replacement.
POSTMARK DATE: 080510; DATE RECEIVED: 081010
Provided dealer with Pa for repair and rental UN08005920811.

Customer Assistance Inquiry Record (CAIR)# ***19852026***

Vin	1J4FA44S4	6F[redacted]	***Open Date***	08/19/2010	***Build Date***	08/17/2005	
Model Year	06	***Body***	TJJH78	JEEP WRANGLER 4X4 SPORT UTILITY 2-DR			
In Service Dt	05/06/2006	***Dealer***	67703	***Dealer Zone***	63	***Mileage***	34,979
Name:	[redacted]					***Contact Type***	TELEPHONE
Address	[redacted]					***Home Phone***	[redacted]
	FT HOOD TX [redacted]-					***Country***	UNITED STATES

Product - Fuel System - Fuel Tank - Leaks - Default	gas spilling out
Corporate - Recall - Default - Default - Default	

Customer called in inquiring about open recalls on their vehicle. CAC updated COIN information. CAC advised customer that there are no outstanding recalls that need to be completed on their vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall Customer was reading online about a recall about a pin and it was breaking because it was plastic. Customer also read about gas spilling out of tank that he has experienced. Agent stated to take it to dealership to have it fixed and to hang on to all documents in the event it does become a recall they could submit for possible reimbursement.

Customer Assistance Inquiry Record (CAIR)#								19855258
Vin	1J4GA6913	7L[redacted]	**Open Date**	08/20/2010	**Build Date**	07/10/2007		
Model Year	07	**Body**	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY 4-DOOR				
In Service Dt	07/24/2007	**Dealer**	63474	**Dealer Zone**	35	**Mileage**	53,899	
Name:	[redacted]					**Contact Type**	TELEPHONE	
Address	[redacted]					**Home Phone**	[redacted]	
	BEL AIR MD [redacted]					**Country**	UNITED STATES	

Recall - J24: - Advise Owner/Incomplete Recall	Says this recall does not apply to his vehicle.
Product - Fuel System - Fuel Tank - Leaks - Default	
Recall - J30: - Advise Owner/Incomplete Recall	

****Begin structured narrative T2 - Beginning Narrative
Briefly summarize why the customer is contacting Chrysler:
Customer says he has an ongoing problem with the fuel system.
Customer says that when the gas tank is nearly full when being filled, it
will shoot back gas, and that this was the same problem he had in case
19445981. Customer says the filler neck was replaced at this time.
Customer says he has always worked with Gary Millay in service.
Briefly summarize what the customer is expecting:
Customer is seeking assistance with the repair, stating that the fuel
tank will need to be replaced.
****End structured narrative T2 - Beginning Narrative
Agent provided CAIR number.
Customer was advised that due to the nature of their contact a call back
is required and will take place within one business day by COB their time
Preferred Morning/Midday call back number is[redacted]
Preferred Afternoon/Evening call back number is same as above.
Who has possession of the vehicle? Dealer 63474
Has the vehicle been diagnosed by a CDJ dealer? Yes
If a CDJ dealer has diagnosed, what is the dealer name or code? 63474
Reassigned to 88F
Advised the customer of incomplete recalls J24 and J30 for this vehicle.
Customer was advised to contact a Chrysler, Dodge, or Jeep dealer to
schedule an appointment to complete recall repair. Customer says the
Mopar tow bar does not apply to his vehicle.
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
writer called dealer and spoke with Gary.
Gary sa stated needs a fuel tank.
dealer called star and the problem reocured.
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on Customer satisfaction
According to the dealer, the warranty
costs of the repair are as follows:
Parts = $267.40
Labor = $67.77
With the concurrence of the Service Manager, Gary
the customer will have a co-pay of $100.00
DIRECT-TO-DEALER # # # # # # # # # # # #
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
A pre-auth has been created within GWA. If you need additional
assistance with this PA, you may contact Clarissa at 800-992-1997
extension # 66396. You may also contact us by email at:
T2email@chrysler.com. This customer has been informed
of this decision. Please update and/or close CAIR when complete.
# #
CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[redacted] at 6:13
advised customer of offer.

customer satisfied.
REASSIGNED TO BC/DLR 35 63474 08/23/10 18:21 O 19855258
Area manager concurs - close CAIR. Conrad
Contact Update: Contacted the customer at [redacted] 9:51 AM MDT, and left a voice mail indicating a follow up call will be made.
Writer contacted customer and was advised that he has not picked the vehicle up yet. Customer would like a follow up call later in the week.
2nd attempt to contact customer, agent spoke with owner he stated that he just picked up the vehicle and it appears to running great. Agent informed customer that the cair will closed. Customer understood. And was provided brand number.
CLOSED LOOP UPDATE - customer was contacted today at 10:50am MST Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)# *19880084*

Vin	1J4FA39S1	6F[redacted]	***Open Date***	08/28/2010	***Build Date***	06/19/2006	
Model Year	06	***Body***	TJJM77	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DR			
In Service Dt	03/26/2007	***Dealer***	44073	***Dealer Zone***	66	***Mileage***	16,000
Name:	[redacted]					***Contact Type***	E-MAIL
Address	[redacted]					***Home Phone***	[redacted]
	CONWAY SC[redacted]					***Country***	UNITED STATES

Dealer - By-Pass - Default - Default - Default	
Product - Fuel System - Fuel Tank - Other - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****
Fuel tank overflows
***** END EMAIL BRIEF DESCRIPTION CONTENT *****
When fueling up the gas tank will over flow regardless of how fast the pump
runs. This seems dangerous and needs to be repaired. My dealer says there
have been no recalls. I have less than 16,000 miles on this Jeep. Please advise.
*****END OF CUSTOMER EMAIL*****
Dear[redacted] :
Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!
We are very sorry to learn of the issues you have had with your vehicle.
Your email was reviewed by Customer Care for Jeep vehicles and has been forwarded to a more appropriate area for their attention and response.
This referral action will provide the best opportunity for your request.
Thanks again for your email and have a wonderful day!
Sincerely,
Matt
Customer Service Representative
Jeep Customer Assistance Center
*****END OF CAC EMAIL RESPONSE*****
*****FORWARDING TO 88F DUE TO GAS TANK OVERFLOW ISSUE*****
* * * * * * * * * * CASE MANAGER TEAM * * * * * * * * * *
Customer is the 2nd owner of vehicle. No other CDJR vehicles in household history. No service contract.
CONTACT UPDATE - 1st Contact attempt, phone number dialed, [redacted] at 9:40 am MST. Customer confirmed his concern and states that the fuel tank will overflow, no matter which gas station he takes his vehicle to. Customer also confirmed that he has not had a formal diagnosis on the vehicle yet.
Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time.
Customer states he will contact the CONWAY dealership to schedule an appointment. Writer advised that a follow up call will be made on 9/3.
Text-to-Dealer message was sent to the CONWAY dealer to inform of the referral.
Customer calls requesting to speak with CM1101
Customer/Caller transferred to extension # 66308
Customer calls requesting to speak with CM1101
Customer/Caller transferred to extension # 66308
Customer calls requesting to speak with CM1101
Customer/Caller transferred to extension # 66308
Conatcted customer, spoke with Mrs.[redacted] she confirmed that the vehicle was taken to dealer 44073 and they were told to try a few things, so that s what they were doing. Agent advised that the dealer will be

contacted to gather additional information and the case manager will be in contact with the customer.
David states that there is a TSB out regarding this issue which advises of a test for the customer to do prior to making an further diagnosis/repair. David states that he provided the TSB information to the customer and instructed the customer to call back if they feel the vehicle still needs to be repaired.
Follow up for 9/9/10 to find out if customer is still in need of assistance.
CONTACT UPDATE - Customer was contacted today at 3:05 pm MST. Customer states he s going to try to let the gas nozzle sit for 1 - 1 1/2 minutes before pulling it out of the gas tank, to see if this resolves his concern. Writer advised that if this doesn t fix the issue, to take the vehicle back to the dealership, and SA, David, will get back in touch with writer for further resolution options.
CLOSED LOOP UPDATE -
Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.