

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFCG5CC[REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE OVERLAND 4X4

[REDACTED]

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser

#:6327110384)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J323161306)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 120300

Repair Information

Report#: [REDACTED]

Open Date: 08/30/2012

Mileage: 3222

Warr Built Dt: 12/03/2011

Supplier RP:

Dealer Information

Zone/Cd: 42-63975

Name: MILOSCH'S PALACE CHRYSLER JEEP

Address: 3800 S LAPEER RD

LAKE ORION, MI 483591325

Phone: 248 393-2222

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:COOLER I CAN ORDER, BUT YOU SAY TO REPLACE THE PRESSURE LINE OUR PARTS DEPARTMENT ONLY SHOWS 2 \ RETURN\ LINES CONNECTING TO THE COOLER. AND 1 PRESSURE LINE THAT DOES NOT CONNECT TO THE COOLER AT ALL. ARE YOU TELLING ME TO REPLACE THE COOLER AND THE LINES THAT CONTINUES TO POP OFF OR ARE YOU TELLING ME TO REPLACE THE COOLER AND THE PRESSURES LINE THAT IS NOT CONNECTED TO THE COOLER OK SO I WILL REPLACE THE COOLER AND BOTH RETURN LINES THAT CONNECT TO IT

Service Action:NO POWER STEERING \r\n\r\nDUPLICATED : YES - ANY. REPAIRS AND TESTS PERFORMED : VEHICLE CAME IN ABOUT 3000 MILES AGO AND FOUND THE EHPS COOLER HAD CAME OFF OF COOLER SPITTING OUT ALL OF THE STEERING FLUID CAUSING THE VEHICLE NO POWER STEERING. I RECONNECTED THE HOSE TO THE COOLER BLAMING IT ON THE FACT THAT IT WAS NEVER PROPERLY INSTALLED FROM THE FACTORY IN THE FIRST PLACE. BUT IT IS 3000 MILES LATER AND THE SAME HOSE HAS CAME OFF AND I CANT BLAME IT ON FAULTY INSTALLATION BECAUSE I KNOW I DID IT CORRECTLY THE LAST TIME. I FOUND NO CODES OR BULLETINS FOR THIS CONDITION. WHY DOES THIS PARTICULAR HOSE CONTINUE TO COME OFF BY ITSELF. TECHCONNECT SEARCH : STEERING\r\n\r\nDANIEL, LET S REPLACE THE P/S COOLER AND PRESSURE LINE. THANKS NICK DANIEL EVERYTHING GOING TO THE COOLER. NICK THANKS NICK NEW P/S HOSES AND COOLER. SO FAR VEHICLE HAS NOT RETURNED

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFCG9CD [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE OVERLAND 4X4

[REDACTED]

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser

#:6337110516)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J340161597)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 121306

Repair Information

Report#: [REDACTED]

Open Date: 08/24/2012

Mileage: 4709

Warr Built Dt: 12/13/2011

Supplier RP:

Dealer Information

Zone/Cd: 35-65725

Name: COURTS MOTORS INC

Address: 102 ORCHARD PARK RD

HURRICANE, WV 255261258

Phone: 304 562-9011

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: LEAK FLUID REPLACED BOTH RETURN LINES AND COOLER- FILLING FLUID- STARTED BLEW OFF COOLER LINE AGAIN CAME IN 7/9/12 FLUID LEAK CHECK OUT BLOW SEALS OUT OF RACK. REPLACE RACK REFILLED FLUID STARTED UP AND BLOWED SIDE OUT OF COOLER HOSE HAS 900 MILES SINCE LAST IN REPLACE PUMP ASSM AT 5606 MILES PUT STEERING RACK ON TODAY 7-13 FILLED FLUID STARTED UP AND BLEW SIDE OF COOLER HOSE OUT WITHIN SEC. LASTED 762 MILES BLEW OUT PS COOLER HOSE- ENTIRE PS SYSTEM HAS BEEN REPLACE BEFORE JEEP RETURNED WITH BLOWN OUT PS HOSE ON 8-6 MIKE VOLTMAN WANTS TO FLUSH RACK AND REPLACE ENTIRE SYSTEM

Service Action: SWAPPING PARTS OF A KNOWN GOOD VEHICLE TO DETERMINE WHICH COMPONENT IS CAUSING THIS CONCERN. IF EVERYTHING IS SWAPPED AND THE CONCERN STILL HAPPENS WE MAY HAVE A FAULTY RACK AGAIN. HAVE WE REMOVED ALL LINES AND BLEW THROUGH THEM WITH A AIR CHUCK TO DETERMINE IF ANY RESTRICTIONS ARE

FOUND AS FOR REPLACING THE ENTIRE SYSTEM AND FLUSHING THE RACK THIS MAY FIX THE CONCERN I WOULD SUGGEST CONSULTING WITH THE SERVICE MANAGER FOR THE NEXT BEST ROUTE OF ACTION. PLEASE KEEP ME POSTED. THANKS BRYAN RIGHT NOW IT FIXED WAIT AND SEE WHAT HAPPENS LEAK FLUID DUPLICATED : YES - START UP REPAIRS AND TESTS PERFORMED : FIRST TIME IN PS HOSE BLEW OFF COOLER, SPRING CLAMP SEEM GOOD -POSSIBLE HOSE NOT INSTALL CORRECTLY AT FACTORY- REINSTALL HOSE FILL FLUID TEST DROVE OK- 600 MILES LATER SAME PROBLEM REINSTALLED HOSE WITH WORM CLAMP FILLED FLUID STARTED UP BLEW THE OTHER HOSE OFF COOLER TECHCONNECT SEARCH : POWER STEERING HOSE
ADVISED PATRICK, AT THIS POINT I AM SEEING A FEW CASES THAT HAVE TO DEAL WITH RESTRICTIONS THAT HAVE BEEN FOUND IN THE RETURN LINES AND THE COOLER. WE MAY WANT TO START AT THIS POINT AND DETERMINE IF WE CAN FIND ANY DEBRIS BLOCKING THE PASSAGES AT THIS TIME. KEEP ME POSTED WITH DETAILS. THANKS BRYAN PATRICK AT THIS POINT IT SEEMS LIKE IT MAY BE IN THE RACK IF THE LINES HAVE ALL BEEN REPLACED ALREADY. WE MAY WANT TO CONSIDER REPLACING THE PUMP FIRST JUST TO ELIMINATE ALL OTHER COMPONENTS BEFORE THE RACK IS REPLACED. UNLESS WE CAN ISOLATE IT TO AN EXACT COMPONENT I WOULD START WITH THE PUMP BEFORE THE RACK. IF ANY FURTHER ASSISTANCE IS NEEDED FEEL FREE TO CONTACT ME. THANKS BRYAN REPLACED PS PUMP- TEST DROVE 50 MILES RELEASED TO CUST SO FAR SO GOOD PATRICK THANKS FOR THE UPDATE. IS THE CONCERN NOW GONE PLEASE REPORT BACK DETAILS. THANKS BRYAN PATRICK IT SOUNDS LIKE SOMETHING HAS A RESTRICTION AT THIS POINT. WE NEED TO DETERMINE IF WE CAN BLOW AIR FREELY THROUGH ALL COMPONENTS INCLUDING ALL LINES AND THE COOLER. THERE IS NOT MUCH TO THE SYSTEM THAT WILL CAUSE THIS TO HAPPEN. WE HAVE TO HAVE A RESTRICTION AT SOME POINT THAT IS CAUSING THE LINES TO BE OVER PRESSURIZED AND CAUSING THE CURRENT CONCERN. VERIFY THAT NOTHING IS PINCHED, OR BENT THAT MAY CAUSE EXCESSIVE PRESSURE. IN THE MEAN TIME I WILL FORWARD THIS CASE UP FOR REVIEW. THE AGENTS THAT WILL REVIEW THIS HAVE GONE FOR THE WEEKEND AND WILL NOT BE BACK UNTIL MONDAY 7-16. SOMEONE SHOULD BE IN CONTACT ON THAT TIME. IF ANY FURTHER QUESTIONS COME UP OR FURTHER PROGRESS IS MADE FEEL FREE TO CONTACT ME. THANKS BRYAN PRESSURE HOSE PAT SORRY FOR THE DELAYED RESPONSE I HAVE BEEN OUT OF THE OFFICE FOR THE PAST WEEK. AT THIS POINT WE HAVE TO BE MISSING SOMETHING OR WE HAVE ANOTHER FAULTY COMPONENT. WHERE DO WE STAND AT THIS POINT, HAVE WE DONE ANYTHING ELSE TO TRY TO REPAIR THIS VEHICLE PLEASE REPORT BACK DETAILS. THANKS BRYAN PAT AT THIS POINT IT SEEMS LIKE SOMETHING IS WORKING INCORRECTLY EVEN THOUGH IT WAS REPLACED. WE MAY WANT TO START

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFAG5CD [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE LAREDO 4X4

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser

#:6123211039)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J127260171)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 051014

Repair Information

Report#: [REDACTED]

Open Date: 08/06/2012

Mileage: 2500

Warr Built Dt: 05/10/2012

Supplier RP:

Dealer Information

Zone/Cd: 35-43724

Name: SAFFORD CHRYSLER JEEP DODGE OF

Address: 6801 COMMERCE ST

SPRINGFIELD, VA 221502602

Phone: 703 866-1700

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:POWER STEERING LEAK HELLO TIM, AFTER REPLACING BOTH COOLER LINES AND COOLER. I CLEANED ENTIRE FASCIA, CONDENSOR ,RADIATOR AND ENTIRE AREA. I ADDED FLUID AND STARTED VEHICLE. AS SOON AS SYSTEM STARTED TO BUILD PRESSURE, THE COOLER IINE BLEW OFF AGAIN, SPRAYING FLUID EVERYWHERE.DO YOU THINK MAYBE PUMP IS NOT RETURNING FLUID TO RESIVOIR AND LETTING PRESSURE BUILD TOO HIGH HELLO TIM, I REMOVED LINES AND INSPECTED ,NO CONTAMINATES FOUND. REPLACED PS ELECTRIC PUMP ASSY AND BLED SYSTEM. SEEMED OK AT FIRST. WHEN I RESTARTED JEEP WHILE AT IDLE,BLEW LINE OFF AGAIN AT COOLER. ONLY PARTS LEFT ARE STEERING GEAR AND PRESSURE LINE FROM PUMP TO GEAR. SEEMS LIKE GEAR MUST BE BYPASSING FLUID AT TOO HIGH OF PRESSURE BACK TO COOLER HELLO AGAIN. WE HAVE BEEN IN CONTACT WITH OUR ZONE REP AND TECH ADVISER ABOUT THIS ALSO. WE REPLACED THE GEAR AND REMAINDER OF LINES THAT WERE NOT REPLACED PREVIOUSLY. AS SOON AS SYSTEM WAS BLED AND STARTED TO BUILD PRESSURE THE LOWER COOLER LINE BLEW OFF AGAIN.ALL LINES,PUMP,COOLER

AND GEAR HAVE BEEN REPLACED .NEED HELP FROM ENGINEERING .\n\nCUST HAS CONTACTED CHRYSLER AND SOMEONE FROM NHTSA IS COMMING TOMORROW TO INSPECT.

Service Action: REPLACE THE COOLER AND LINES. NOT TOO MANY PUMP ISSUES LINES AND COOLER. KEEP ME POSTED. TIMB. CALLED DEALER. CURRENTLY THE COOLER(COOLER TO PUMP) HOSE BLOWS OFF AS STARTED. FOUND NO RESTRICTIONS PRIOR TO THIS REPAIR. ADVISED TO PULL HOSE OFF PUMP LOOK FOR ANY RESTRICTION TO PUMP. CHECK OUT FLUID CLOSELY FOR CONTANINATION. IF ANY CONTAMINATION FOUND REPLACE ENTIRE P/S SYSTEM PARTS. TIMB. START WITH THE PRESSURE LINE THEN GEAR. CALLED DEALER. CURRENTLY THE TIRES AND RIMS ARE OEM. TECH REPORTS THAT THEY HAVE A ZONE REP INVOLVED AT THIS TIME. THE (ALL) LINES AND RACK WERE REPLACED. CURRENTLY NEED TO SEPERATE THE COOLER LINE AND ADD A HOSE AT COOLER THESE 2 HOSES FEED INTO A BUCKET. TURN KEY ON AND REPORT IF THERE IS PRESSURE COMMING FORM THE PUMP COOLER LINE. THERE WILL BE PRESSURE FROM THE COOLER SO ADVISE TO HAVE 2 TECHS ONE TURN KEY AND OTHER AT LINE SEEING IF PRESSURE FROM PUMP ON COOLER LINE. TIMB. REPLACED ENTIRE SYSTEM AT ONE TIME PER CHRYSLER ENGINEERS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFAG9CD [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE LAREDO 4X4

[REDACTED]

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser
#:6132210551)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J137260943)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 051817

Repair Information

Report#: [REDACTED]

Open Date: 06/21/2012

Mileage: 13

Warr Built Dt: 05/18/2012

Supplier RP:

Dealer Information

Zone/Cd: 35-45249

Name: DAVID DODGE CHRYSLER JEEP

Address: 1801 ROUTE 202

GLEN MILLS, PA 193428178

Phone: 610 358-5300

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:POWER STEERING RETURN HOSE REPEATEDLY BLOWS OFF THE COOLER

Service Action:RESPONSE: \n\nHELLO HENRY. PERFORM A PRESSURE AND FLOW TEST ON THE SYSTEM AND DOCUMENT THE RESULTS. INSPECT THE POWER STEERING RETURN LINES FOR RESTRICTIONS. INSPECT THE RETURN LINE HOSE CLAMP. INSPECT THE POWER STEERING FLUID FOR EVIDENCE OF CONTAMINATION. VERIFY THAT THE CORRECT POWER STEERING FLUID IS INSTALLED; THERE IS DIFFERENT FLUID FOR REGULAR POWER STEERING AND ELECTROHYDRAULIC POWER STEERING. IT MAY BE NECESSARY TO REPLACE THE RETURN LINES. PLEASE REPORT RESULTS. THANK YOU, JUWAN W. PRESSURE TEST CLEARED AND FLUSHED LINES ANSDD COOLER

Correction:

QNA - Quality Narrative Analyzer Detail Report

Lease Car Evaluations Report#: [REDACTED]

Vehicle Information

Repair Information

Dealer Information

VIN: 1C4RJFCG5CC [REDACTED]

Report#: [REDACTED]

Zone/Cd: ZZ-19028

Model Year: 2012

Open Date: 06/21/2012

Name: CHRYSLER CORPORATION

Make/Model: CHRYSLER

Mileage: 3500

Address: 800 CHRYSLER DRIVE

GRAND CHEROKEE OVERLAND 4X4

Warr Built Dt: 12/03/2011

AUBURN HILLS, MI 48326-2757

[REDACTED]

Supplier RP:

Phone:

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser

#:6327110384)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J323161306)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 120300

Service Narrative Information

Evaluator's Comment: 130 Engine/Transmission, Fluid leaks. STEERING PUMP FLUID LEAKED. LOSS OF STEERING FLUID (2ND TIME).

Service Action:

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFAG1CD [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE LAREDO 4X4

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser
#:6327111176)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J323161376)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 120301

Repair Information

Report#: [REDACTED]

Open Date: 06/03/2012

Mileage: 3125

Warr Built Dt: 12/03/2011

Supplier RP:

Dealer Information

Zone/Cd: 32-41917

Name: DUTCHESS CHRYSLER JEEP DODGE

Address: 2285 SOUTH RD

POUGHKEEPSIE, NY 126015581

Phone: 845 462-7700

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:NO POWER STEERING

Service Action:NO POWER STEERING DUPLICATED : YES - POWER STEERING IS EMPTY, BLEW LINE OFF COOLER REPAIRS AND TESTS PERFORMED : RECONNECTED LINES AND VERIFIED THEY WERE TIGHT.EVACUATED AIR AND ONCE PUMP STARTED TO DRAW FLUID DOWN IN RESEVOIR IT BLEW THE LINE OFF AT COOLER AGAIN. THE LINE THAT BLOWS OFF IS FROM THE RACK TO COOLER AND I BLEW AIR THROUGH THE COOLER AND DID NOT OBSERVE ANY RESTRICTIONS TECHCONNECT SEARCH : POWER STEERING GEAR TO COOLER*****\nJEREMY CALLED TO DISCUSS, THERE IS NO WAY TO PERFORM A FLOW AND PRESSURE TEST AND IT IS A NEW SYSTEM. FOUND ANOTHER CASE WITH THE SAME PROBLEM. TURNS OUT THERE WAS A PIECE OF PLASTIC IN THE RETURN LINE AND IT WAS RESTRICTING THE RETURN LINE CAUSEING EXCESSIVE PRESSURE. JEREMY IS GOING TO REMOVE THE LINE AND INSPECT FOR THE PLASTIC OR ANY BLOCKAGE FOR THAT MATTER AND CALL

BACK ON MY PRIVATE LINE. RON REMOVED RETURN LINE FROM PUMP, FOUND LINE WAS RESTRICTED. CUT LINE OPEN AND IN CRIMPED SECTION THERE APPEARS TO BE A BRASS OR PLASTIC ORIFICE THAT ONCE MANIPULATED WITH A SMALL PICK ALLOWED AIR FLOW. REPLACED RETURN LINE AND BLED POWER STEERING SYSTEM. VERIFIED OPERATION.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFAG5CC[REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE LAREDO 4X4

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser
#:6340110152)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J341161580)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 121401

Repair Information

Report#: [REDACTED]

Open Date: 05/20/2012

Mileage: 10743

Warr Built Dt: 12/14/2011

Supplier RP:

Dealer Information

Zone/Cd: 51-45222

Name: GANDRUD DODGE CHRYSLER JEEP

Address: 2300 AUTO PLAZA WAY

GREEN BAY, WI 543023704

Phone: 920 468-1212

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:NO POWER STEERING, GREEN FLUID LEAKING FROM FRONT.

Service Action:NO POWER STEERING, GREEN FLUID LEAKING FROM FRONT. DUPLICATED : YES - START VEHICLE NO POWER STEERING REPAIRS AND TESTS PERFORMED : FOUND P/S LINE FROM P/S GEAR TO COOLER CAME OFF ON COOLER END. REINSTALLED LINE WITH WORM GEAR STYLE CLAMP AND REFILLED P/S FLUID. RAN VEHICLE FOR 10-15 SECONDS AND THE HOSE ON THE OTHER SIDE OF COOLER BLEW OFF. REMOVED RETURN LINE TO PUMP AND BLEW AIR THRU LINE FROM PUMP BACK THRU COOLER AND CAME OUT FREELY FROM RETURN LINE FROM GEAR. HAVE YOU EXPERIENCED ANY PROBLEMS WITH RETURN BEING BLOCKED OFF IN PUMP THIS SEEMS TOO STRANGE TO JUST REPLACE THE PUMP WITHOUT TALKING TO YOU GUYS FIRST. THANKS TECHCONNECT SEARCH : POWER STEERING\r\n\r\n*****\r\nROLAND, I WOULD SUGGEST REPLACING THE RETURN HOSE FROM THE COOLER TO THE

PUMP AND THE COOLER. WE BELIEVE THE COOLER IS COMING APART INTERNALLY AND CAUSING A RESTRICTION. THANKS ERIC G. REPLACED P/S COOLER AND RETURN LINES TO PUMP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFAG8CC [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE LAREDO 4X4

[REDACTED]

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser

#:6341110894)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J343161217)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 121512

Repair Information

Report#: [REDACTED]

Open Date: 05/05/2012

Mileage: 1139

Warr Built Dt: 12/15/2011

Supplier RP:

Dealer Information

Zone/Cd: 74-38356

Name: PERKINS MOTOR COMPANY, INC.

Address: 1205 MOTOR CITY DR

COLORADO SPRINGS, CO 809057314

Phone: 719 475-2330

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: NO POWER STEERING AND FLUID LEAK. VEHICLE CAME BACK WITH POWER STEERING INOP. CHECKED FOR LEAKS AND FOUND THE RETURN HOSE FROM THE COOLER TO THE PUMP HAS A HOLE IN IT. LAST TIME IN CHECKED FOR BLOCKAGE AND FOUND NO BLOCKAGE VISIBLE.NEED TO ORDER HOSE TO PERFORM PRESSURE TEST. WONDERING IF THERE HAVE BEEN ANY OTHER CASES SINCE LAST VISIT. YES. THE HOSE HAS A HOLE THAT APPEARS FROM THE INSIDE OUT.. REPLACED HOSE THAT BLEW WITH BULK HOSE. RAN PRESSURE TEST AND WITH VALVE CLOSED, IT SPIKES TO 1800 PSI THEN STABILIZES AT 1700. FLOW IS 1.5 AT IDLE AND AT 2.0 WHILE TURNING STEERING WHEEL. WHEN TURNING STEERING WHEEL, PRESSURE IS BETWEEN 700 AND 900 WITH RAPID MOVEMENT. NOT TO STOPS. IS THERE A FILTER OR PRESSURE RELIEF VALVE IN THE PUMP THAT MAY BE CAUSING EXCESSIVE BACK PRESSURE ALL LINES AND HOSES ARE STILL FREE OF RESTRICTION. WITH LINES CONNECTED AT THE RACK, CAN STILL FLUSH SYSTEM WITH FLUSH BOTTLE. WE REPLACED THE PUMP AND THE TWO LINES TO THE COOLER - TESTED PRESSURES ON A LIKE JEEP AND ALL

PESSURES AND FLOW RATES ARE THE SAME - WE DID THIS ON THURSDAY 2/9/12 - WAS TOWED BACK IN 2/13/12 AND NOW IT HAS BLOWN THE RETURN LINE FROM THE COOLER TO THE PUMP OF AGAIN BUT ON THE ENGINE SIDE - THE OTHER TIMES IT HAS BLOWN THE LINES ONE THE SIDE OF THE FRONT RAD. AREA - THIS IS THE THIRD HOSE NOW - FLOW RATE IS IDLE 1.5 G.P.M. TURN 1.0 TO 1.5 G.P.M. - PRESURRES ARE IDLE 125PSI - TURN IDLE 800 TO 900 PSI AND AT FULL LOCK 1700 PSI - WE ALSO MATCHED THESE PRESSURES WITH A LIKE JEEP

Service Action: E THE STAR CASE. CASE STATUS CHANGED. REPLACED ENTIRE POWER STEERING SYSTEM. RACK, HOSES, COOLER, PUMP, AND RESERVOIR. NO POWER STEERING AND FLUID LEAK. DUPLICATED : YES - FILL WITH FLUID. FLUID LEAKING FROM HOSE THAT CAME OFF. REPAIRS AND TESTS PERFORMED : REPLACED RETURN HOSE CLAMP WITH BAND CLAMP SO CUSTOMER CAN HAVE VEHICLE. FILLED WITH FLUID AND TURNED STEERING WHEEL SIDE TO SIDE. HOSE ON OTHER SIDE OF POWER STEERING COOLER LINE CAME OFF ALMOST IMMEDIATELY LIKE TOO MUCH PRESSURE. HAVE YOU HAD ANY ISSUES WITH THIS WHAT DO YOU RECOMMEND TECHCONNECT SEARCH : ELECTRIC STEERING BLOWING LINES APART *****\r\nBLAYNE, I HAVE ONLY ONE SIMILAR CASE BUT THE ARE THE SAME AND THE TECH REPAIRED BLOCKAGE, HE DIDNT STATE WHERE BUT HE FOUND BLOCKAGE, SO WITH THAT KNOWN CHECK THE COOLER FOR ANY RESTRICTIONS, THEN IF POSSIBLE CHECK THE REST OF THE SYSTEM FOR ANY RESTRICTIONS AS WELL, PLEASE KEEP ME POSTED, THANKS.\r\nMARK. DID CHECK FOR BLOCKAGE. REMOVED ALL LINES AND HOSES FROM THE SYSTEM AND FLUSHED WITH FLUID. NO PROBLEMS FOUND. FLUSHED RACK AND COOLER. NO BLOCKAGE PLENTY OF FLOW. REINSTALLED LINES AND USED BAND CLAMPS ON COOLER AND RETURN HOSE TO PUMP. TEST DROVE FOR 45 MILES AND HAD NO PROBLEMS. NO BLOCKAGE OR OTHER PROBLEMS FOUND. BLAYNE, THERE ARE STILL NO SIMILAR CASE S LIKE THIS, DOES THIS LEAK LOOK LIKE IT COULD HAVE BEEN CAUSED BY PRESSURE \r\nMARK. BLAYNE, I AM THINKING SOMETHING WITH THE PUMP AS WELL, TRY A NEW PUMP AND TEST OPERATION THEN,\r\nMARK, BLAYNE, IS THERE A DIRECT NUMBER TO REACH YOU \r\nMARK. RECEIVED A PHONE CALL ON THIS VEHICLE FROM THE TECH ADVISOR, KEVIN, CONCERN IS FROM CONTAMINATION COMING FROM THE POWER STEERING COOLER. THE COOLER HAS SMALL FINS CALLED TURBULATORS THAT ARE COMING LOOSE AND CAUSING A BLOCKAGE IN THE RETURN LINE BETWEEN THE COOLER AND THE PUMP, THAT CONTAINS A RESTRICTOR. ENGINEERING IS TRYING TO GET KNOWN GOOD PARTS TO SEND TO THE DEALER. TALKED TO JEFF AT PERKINS MOTOR CO. THE VEHICLE IS REPAIRED AND BACK TO THE CUSTOMER. THE COOLER WAS SHIPPED TO PARIS, TN. AS PER BRIGETTE S INSTRUCTIONS. THE REST OF THE PARTS WERE SHIPPED IN ONE BOX TO QEC. ON FEB. 23, THURSDAY. PLEASE CLOSE THE STAR CASE. JEFF JUST CALLED, HE RECHECKED WITH THE PARTS DEPT. AND PARTS WERE NOT SHIPPED YET. CALLED FRANK AND HAD HIM SENT THE FASTRACK FORMS TO THE DEALER. GAVE HIM THE PART NUMBERS. DEALER CALLED AND SAID THAT POWER STEERING PARTS HAVE BEEN RETURNED TO QEC. BLAYNE IF THE VEHICLE HAS BEEN REPAIRED PLEASE CLOS

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFCGXCC [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE OVERLAND 4X4

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser
#:6347111419)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J353161180)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 122308

Repair Information

Report#: [REDACTED]

Open Date: 04/30/2012

Mileage: 1527

Warr Built Dt: 12/23/2011

Supplier RP:

Dealer Information

Zone/Cd: 74-24221

Name: POLLARD FRIENDLY MOTOR CO

Address: 2360 30TH ST

BOULDER, CO 803011104

Phone: 303 447-8187

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:BAD OIL LEAK FROM POWER STEERING HAVE TESTED ALL PRESSURE AND RETURN HOSES AND COOLER. THERE IS NO RESTTRCTIONS. CANNOT RUN PRESSURE OR FLOW TESTS BECAUSE WHEN ADD FLUID IT BLOWS HOSES OFF. SEEMS TO BE PUTTING PUMP PRESSURE IN TO RETURN SYSTEM. IT HAS BEEN BOTH SIDES IN THE PAST BUT THE OUTLET SIDE THIS LAST TIME GEAR JUST CAME IN. INSTALLED GEAR AND WITH ENGINE RUNNING AND FILLING POWER STEERING THE RETURN HOSE BLEW OFF.

Service Action:BAD OIL LEAK FROM POWER STEERING DUPLICATED : YES - FILL WITH FLUID REPAIRS AND TESTS PERFORMED : HAVE REPLACED COOLER CLAMPS -COOLER HOSES - ELECTRIC PS PUMP AND STILL KEEPS BLOWING HOSES OFF FROM HIGH PRESSURE IN RETURN LINES TSB APPLIED : NONE APPLY AND NO DTCS SCAN TOOL SOFTWARE VERSION : 12.02 TECHCONNECT SEARCH : POWER STEERING-----ELTON, I WOULD PERFORM YOUR PRESSURE AND FLOW TEST ON THE VEHICLE. IT SOUNDS LIKE WE MAY HAVE A RESTRICTION SOMEWHERE. ALSO, DOES THE FLUID SHOW ANY

SIGNS OF CONTAMINATION OR AERATION LET ME KNOW WHAT YOU FIND. THANKS, BRAD L. ELTON, WHICH HOSE EXACTLY BLOWING OFF IS IT AT THE COOLER, OR AT THE RESERVOIR IF IT IS AT THE COOLER, WHICH HOSE IS BLOWING OFF, THE INLET OR OUTLET THANKS, BRAD L. ELTON, AT THIS POINT, IT SOUNDS LIKE THERE IS AN ISSUE WITH THE STEERING GEAR. IF THERE IS AN INTERNAL ISSUE WITH GEAR, IT COULD ALLOW IT TO NOT REDUCE PRESSURE IN THE SYSTEM, CAUSING THE FULLY PRESSURIZED FLUID TO GO RIGHT THROUGH INTO THE RETURN LINES AND CAUSE THIS. SINCE THAT HOSE AND PUMP HAVE ALREADY BEEN REPLACED, I WOULD SUSPECT THAT INTERNAL GEAR ISSUE AS THE CAUSE, WHICH WOULD REQUIRE REPLACEMENT OF THE GEAR. LET ME KNOW IF YOU FIND ANYTHING ELSE. THANKS, BRAD L. ELTON, I M GOING TO GO AHEAD AND HAVE THIS CASE ESCALATED FOR FURTHER REVIEW. MY MASTER CONSULTANT WILL BE IN TOUCH WITH YOU SHORTLY. THANKS, BRAD L. CALLED AND SPOKE TO TECH (ELTON). ADVISED TECH THAT CASE WAS REVIEWD BY MC. FOUND AN OLDER CASE WITH SAME CONCERN. PREVIOUS CASE WAS REVIEWED BY A TECH ADVISOR AND FOUND INTERNAL PIECES OF COOLER COMING LOOSE AND CAUSING RESTRICTION IN THE LINES. ADVISED TECH TO REPLACE COOLER AND HOSES, THEN RETEST. TECH UNDERSTOOD. WILL REPORT BACK FINDINGS. THANKS, BRAD L. REPLACING THE RETURN TUBES AND HOSES

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJEBG3CD [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE LIMITED 4X2

[REDACTED]

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser
#:6346110475)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J351160379)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 122118

Repair Information

Report#: [REDACTED]

Open Date: 04/12/2012

Mileage: 4852

Warr Built Dt: 12/21/2011

Supplier RP:

Dealer Information

Zone/Cd: 66-45091

Name: GREENWAY CHRYSLER-JEEP-DODGE,

Address: 9051 EAST COLONIAL DRIVE

ORLANDO, FL 32817

Phone: 407 306-9400

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:POWER STEERING INOP NO CODES, PROPER ELECTRONIC PUMP FLUID WAS INSTALLED, PUMP IS RUNNING AT 3180 RPM PER EPS MEASURED MOTOR SPEED. \r\n\r\nTHANKS SHAUNE LET VEHICLE RUN FOR ABOUT 10 MIN AND FLUID STARTED GOING DOWN IN RESERVIOR ADDED MORE FLUID AND TURNED WHEEL. BLEW OFF OTHER LINE ON POWER STEERING COOLER. POSSIBLE RESTRICTION IN SYSTEM \r\nTHANKS SHAUNE REMOVED ALL LINES AND BLEW AIR THROUGH THEM. BLEW AIR THROUGH THE COOLER. NO RESTRICTIONS FOUND. REINSTALLED LINES AND ADDED FLUID AND BLEW APART POWER STEERING COOLER. I KNOW IT IS GETTING EXCESSIVE PRESSURE BUT NOT SURE WHY. \r\nTHANKS SHAUNE REPLACED COOLER, MOTOR/MODULE, WHILE BLEEDING SYSTEM RETURN HOSE BLEW OFF AGAIN BLEW NEW HOSE OFF COOLER AGAIN (COOLER TO GEAR HOSE). CALL MY CELL 321 299 6007

Service Action:POWER STEERING INOP DUPLICATED : YES - STEER REPAIRS AND TESTS PERFORMED : VEHICLE CAME WITH POWER STEERING HOSE BLEW OFF COOLER. REINSTALLED

HOSE AND REPLACED CLAMP. ADDED FLUID. POWER STEERING IS INOP. IS THERE A BLEED PROCEDURE OR SOMETHING I NEED TO DO TO MAKE SYSTEM WORK AFTER FLUID LOSS. PUMP HAS POWER AND GROUND BUT DOES NOT RUN AND THERE IS NO CODES IN SYSTEM.

THANKS SHAUNE TECHCONNECT SEARCH : EPS----- SHAUNE, PLEASE SPECIFY IF THERE ARE ANY CODES, AND WHAT FLUID WAS INSTALLED WHEN THE LINE WAS REPAIRED, AND WHAT THE EHPS SHOWS FOR DATA , IS IT TRYING TO RUN THE PUMP -THANKS, JERRY K. TECH STATES : NO CODES, PROPER ELECTRONIC PUMP FLUID WAS INSTALLED, PUMP IS RUNNING AT 3180 RPM PER EPS MEASURED MOTOR SPEED.

THANKS SHAUNE LET VEHICLE RUN FOR ABOUT 10 MIN AND FLUID STARTED GOING DOWN IN RESERVIOR ADDED MORE FLUID AND TURNED WHEEL. BLEW OFF OTHER LINE ON POWER STEERING COOLER. POSSIBLE RESTRICTION IN SYSTEM

THANKS SHAUNE. ----- IT SOUNDS LIKE A RESTRICTION IN THE SYSTEM, SUGGEST REMOVING THE LINES AND BLOWING AIR THROUGH THEM , STARTING WITH THE ONE THAT BLEW OFF , TO LOCATE- JERRY K. TECH STATES : REMOVED ALL LINES AND BLEW AIR THROUGH THEM. BLEW AIR THROUGH THE COOLER. NO RESTRICTIONS FOUND. REINSTALLED LINES AND ADDED FLUID AND BLEW APART POWER STEERING COOLER. I KNOW IT IS GETTING EXCESSIVE PRESSURE BUT NOT SURE WHY.-----SHAUNE IF THERE ARE NO RESTRICTIONS, SUGGEST COOLER AND MOTOR/MODULE REPLACEMENT, AND REEVALUATE- JERRY K. TECH STATES :REPLACED COOLER, MOTOR/MODULE, WHILE BLEEDING SYSTEM RETURN HOSE BLEW OFF AGAIN. ----- THANKS SHAUNE, THIS CASE WILL BE ESCALATED FOR REVIEW AND CALLBACK- JERRY K. I CALLED AND TALKED WITH ANDY TAYLOR, SER./DIR., THEY WILL ORDER A NEW RETURN HOSE FROM THE COOLER TO THE ELECTRIC PS PUMP AND INSTALL THE COOLER THAT I AM HAVING SHIPPED FROM THE SUPPLIER. I ALSO ASKED ANDY TO SHIP THE COOLER BACK TO DENISE AT DANA. RECEIVED SHIPPING INFO BACK FROM DENISE, COOLER WILL BE THERE MONDAY. GAVE DENISE ANDY S E-MAIL ADDRESS SO THAT SHE MAY CONTACT HIM WITH RETURN INFORMATION. RECEIVED PHONE MESSAGE FROM ANDY TAYLOR, HE WAS LOOKING FOR AN ORDER NUMBER FOR THE AREA MGR. THEY HAD SUBMITTED A CAR RENTAL FOR 10 DAYS. I CALLED AREA MGR AND DISCUSSED THE TIME FRAME OF THE REPAIR. HE WILL HANDLE THE CONCERN FOR THE DEALER. CALLED FOR SHAUNE, COULDN T LOCATE HIM. SHE WILL HAVE HIM RETURN MY CALL.I CALLED AND TALKED WITH THE TECH, SHAWN EDWARDS, THE VEHICLE CAME BACK WITH A BLOWN HOSE AGAIN. THE HOSE THAT CAME OFF ALL THREE TIMES WAS THE HOSE BETWEEN THE STEERING RACK AND THE COOLER AT THE COOLER END. WHEN HE INSTALLED THE COOLER SENT TO HIM FROM DANA HE REPLACED THE HOSE THAT HAD COME DISCONNECTED AND THEY HAD IN STOCK. NOT THE HOSE FROM THE COOLER TO THE ELECTRIC PUMP THAT HAD THE RESTRICTION THAT I HAD TOLD THEM EARLIER TO ORDER AND REPLACE. TECH WILL INSTALL THE CORRECT HOSE AND RELEASE THE VEHICLE. HE WILL ALSO CLOSE THE STAR CASE. REPLACE CORRECT HOSE AND DROVE 100 MILES. DID NOT DUPLICATE CONCERN AGAIN. RETURNED VEHICLE TO CUSTOMER.

(T5070RB) CORRECT PARTS ARE BEING SENT BACK TO DANA. 4-12-12.

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJECGXCO [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE OVERLAND 4X2

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser
#:6329110420)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J334160381)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 120518

Repair Information

Report#: [REDACTED]

Open Date: 04/08/2012

Mileage: 1038

Warr Built Dt: 12/05/2011

Supplier RP:

Dealer Information

Zone/Cd: 63-45056

Name: HELFMAN DODGE CHRYSLER JEEP

Address: 7720 KATY FREEWAY

HOUSTON, TX 77024

Phone: 713 533-6100

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:P/S FLUID LEAKED OUT, HARD TO STEER REINSTALL OLD HOSE WHEN PRESSURE TEST SYSTEM SHOWS 110 PSI,BLOW HOSE SAME\r\nSIDE,REPLACE P/S COOLER AND
INSTALL NEW CLAMP,RETEST PRESSURE SHOW IDLE\r\n110 PSI,NORMAL,FLOW RATE 1.25 GPM,TEST VALVE CLOSED 1650 PSI,ALL PRESSURES\r\nWITHIN SPCES,AT THIS
TIME RESUME NORMAL OPERATION,THANKS TIM B. P/S COOLER WAS REPLACED PER STAR TECH TIM B. AND INSTALLED WORM TYPE STYLE CLAMP ON POWER STEERING
HOSE. NOW VEHICLE BACK WITH P/S FLUID HOSE BLOW OUT IN DIFFERENT SPOT, SAME HOSE BUT TOWARDS RACH AND PINION SIDE, IT HAS A CRIMP STYLE CLAMP,
ACCORDING TO PRESSURE READINGS LAST TAKEN, ALL PRESSURES ARE NORMAL. REPLACE RACK AND PINON,ELECTRIC PUMP,ALL HOSES,COOLER AND
RESERVOIR\r\nPER BRIGITTE WICKS ENGINEERING GROUP.THANKS FOR YOU HELP RICK

Service Action:CALLED DEALER. CURRENTLY THE COOLER AND HOSE WERE REPLACED AND SAME CONDITION. OEM CLAMPS ARE SPRING TYPE. ADVISED TO PERFORM A PRESSURE TEST

ON THE P/S SYSTEM. SEE IF THE PRESSURE IS TOO HIGH. IF PRESSURE TOO HIGH REPLACE PUMP. IF PRESSURE AT SPEC REPLACE THE COOLER AND INSTALL SCREW TYPE CLAMPS. TIMB. TECH REPORTS: REINSTALL OLD HOSE WHEN PRESSURE TEST SYSTEM SHOWS 110 PSI,BLOW HOSE SAME SIDE,REPLACE P/S COOLER AND INSTALL NEW CLAMP,RETEST PRESSURE SHOW IDLE 110 PSI,NORMAL,FLOW RATE 1.25 GPM,TEST VALVE CLOSED 1650 PSI,ALL PRESSURES WITHIN SPACES,AT THIS TIME RESUME NORMAL OPERATION,THANKS TIM B. \n\n\nTHANKS FOR THE INFORMATION. CLOSE CASE WHEN VEHICLE VERIFIED FIXED. THANKS.. TIMB. REPLACE COOLER AND INSTALL NEW CLAMP,WORM CLAMP TECH REPORTS: P/S COOLER WAS REPLACED PER STAR TECH TIM B. AND INSTALLED WORM TYPE STYLE CLAMP ON POWER STEERING HOSE. NOW VEHICLE BACK WITH P/S FLUID HOSE BLOW OUT IN DIFFERENT SPOT, SAME HOSE BUT TOWARDS RACK AND PINION SIDE, IT HAS A CRIMP STYLE CLAMP, ACCORDING TO PRESSURE READINGS LAST TAKEN, ALL PRESSURES ARE NORMAL. \n\n\nARTURO THIS THE 3RD TIME OF HOSES BLOWN OFF. AT THIS TIME I AM ESCALATING THE CASE FOR REVIEW YOU WILL BE CONTACTED. DO NOT REPLACE ANY PARTS UNTIL YOU ARE CONTACTED. LEAVE VEHICLE AT SHOP AND IN VOR STATE UNTIL CONTACTED. THANKS TIMB. SENT INFORMATION OVER TO ENGINEERING, (DONNA). WILL CALL THE TECH SHORTLY. ENGINEERING IS GOING TO THIS LOCATION FOR REPAIR. THEY FEEL THAT A BLOCKAGE IN THE RESTRICTOR LOCATED IN THE BUNDLE HOSE IS MOST LIKE THE CAUSE. AMENDMENT TO LAST UPDATE. ENGINEERING WILL NOT BE GOING TO THIS LOCATION. I WILL CALL THE TECH AS SOON AS I HEAR BACK FROM ENGINEERING. CALLED FOR TECH. HE IS AT LUNCH AND THEY WILL HAVE HIM CALL ME. CALLED AGAIN WITH TIM ON 3 WAY. THEY PUT US IN VOICE MAIL. LEFT MESSAGE TO CALL ME. TECH CALLED THIS MORNING. I ASKED HIM TO REPLACE THE POWER STEERING HOSE THAT GOES FROM THE COOLER TO THE RESERVOIR. AND BLOW AIR THROUGH OTHER COMPONENTS. THERE IS A ORIFICE IN THE HOSE THAT IS FILLING WITH DEBRIS. BRIGITTE CALLED ME AND SAID THAT SHE WOULD BE TALKING TO THE TECHNICIAN ABOUT THE REPAIR. I GAVE HER THE DEALER INFORMATION. ENGINEERING WOULD LIKE THE COMPLETE POWER STEERING SYSTEM SENT BACK FOR INSPECTION. I CALLED AND TALKED WITH BOB UTSLER AT THE DEALER. ENGINEERING WILL BE SENDING THE COOLER TO THE DEALER. BOB HAS RECEIVED THE COOLER ANDHAS BEEN WAITING FOR THESTEERING RACK TO COME IN SO THAT HE CAN REPLACE THE SYSTEM. HE WILL CALL ME WHEN IT COMES IN. BOB CALLED AND SAID THAT THEY SENT THE POWER STEERING PARTS BACK TO QEC. CALLED TECH BACK HE IS ON A ROAD TEST. SERVICE MGR. (TIM) WILL HAVE HIM CALL ME. REPLACE COMPLETE POWER STEERING SYSTEM

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJECGXCO [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE OVERLAND 4X2

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser
#:1278111346)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J276160094)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 101006

Repair Information

Report#: [REDACTED]

Open Date: 12/30/2011

Mileage: 767

Warr Built Dt: 10/10/2011

Supplier RP:

Dealer Information

Zone/Cd: 63-60201

Name: SPRING CHRYSLER JEEP DODGE, IN

Address: 21027 I H 45

SPRING, TX 773885606

Phone: 281 651-3600

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 POWER STEERING LEAKING TOWARS FRONT OF VEHICLE. NO KINKED LINES AND HOW CAN I CHECK PRESSURES.

Service Action:CUSTOMER STATES POWER STEERING LEAKING TOWARS FRONT OF VEHICLE. DUPLICATED : YES - HOSE CAME OFF OF POWER STEERING COOLER. REPAIRS AND TESTS PERFORMED : RE INSTALL HOSE BACK ON POWER STEERING COOLER.ADDED RECOMMENDED FLUID.SYSTEM RAN FOR ABOUT 10 SECONDS AND BLEW HOSE BACK OFF FROM THE SAME SPOT WITH CLAMP ON IT.IT IS AN ELECTRIC POWER STEERING SYSTEM UNIT. TSB APPLIED : NONE DTCS : NONE TECHCONNECT SEARCH : ELECTRIC POWER STEERING.-----JAIME, CHECK YOUR RETURN LINE FOR ANY SIGNS OF DAMAGE. IF IT IS KINKED TO PINCHED OFF, IT COULD CAUSE AN EXCESSIVE PRESSURE SITUATION WHICH COULD CAUSE THIS LINE TO BLOW OFF. CHECK YOUR PRESSURE AND FLOW RATES TO SEE WHERE THEY ARE AT. THANKS, BRAD L. TECH STATES: NO KINKED LINES AND HOW CAN I CHECK PRESSURES.-----JAIME, YOU WILL NEED

POWER STEERING KIT 6815 , HOSE 6905 FROM POWER STEERING ANALYZER ADAPTER KIT 6893A , HOSE 6959 , AND POWER STEERING ANALYZER ADAPTER 10250 FOR TESTING. IF YOU WANT TO REFER TO THE PROCEDURE IT IS UNDER 19 - STEERING/DIAGNOSIS AND TESTING/POWER STEERING FLOW AND PRESSURE - ELECTRO-HYDRAULIC POWER STEERING (EHPS). LET ME KNOW WHAT YOU FIND. THANKS, BRAD L. PUMP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFCG5CC[REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE OVERLAND 4X4

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser
#:6250110246)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION
(Ser #:J252160883)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 091416

Repair Information

Report#: [REDACTED]

Open Date: 12/06/2011

Mileage: 5

Warr Built Dt: 09/14/2011

Supplier RP:

Dealer Information

Zone/Cd: 51-44991

Name: DON MILLER DODGE CHRYSLER JEEP

Address: 5802 ODANA RD

MADISON, WI 537191212

Phone: 608 442-3202

608 270-5000

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:ON START UP INLET SIDE OF POWER STEERING COOLER HOSE BLOWS OFF. NO RESPONSE FROM STAR NEED INFO ASAP

Service Action:ON START UP INLET SIDE OF POWER STEERING COOLER HOSE BLOWS OFF. NO RESPONSE FROM STAR NEED INFO ASAP DUPLICATED : YES - START CAR REPAIRS AND TESTS PERFORMED : PUT HOSE BACK ON AND TOP OFF FLUID. TECHCONNECT SEARCH : POWER STEERING COOLER HOSE BLOWS OFF. ---- ADVISED TECH TO DISCONNECT THE LINES AND BLOW AIR THROUGH THE COOLER AND LINES TO DETERMINE SOURCE OF RESTRICTION- JERRY K. TA INSPECTED THIS VEHICLE IN 10/20/2011. CHECKED LINES TO COOLER FOR ANY RESTRICTIONS, NONE FOUND. REPLACED P/S PUMP FROM A KNOWN GOOD VEHICLE AND LINE STILL BLOWS OFF. CHECKED PRESSURE AT COOLER, TEED INTO LINE FROM RACK TO COOLER AND FOUND WELL OVER 100 PSI GOING TO COOLER. (PEGGED A 100 PSI GAUGE IMMEDIATELY). RECOMMEND REPLACING RACK & PINION. TA HAS VERIFIED THIS, INSTALLED A GAUGE INTO THE COOLER LINES AND BYPASSED THE COOLER. PRESSURE JUMPS TO WELL OVER 100 PSI (PEGGED

THE GAUGE I HAD INSTANTLY). HAVE REPLACED PUMP AND GEAR AND IT STILL DOES IT CALLED AND TALKED WITH MATT, I SUSPECT THE RETURN LINE IS RESTRICTED. IT HAS ALREADY BEEN SUPERSEDED. MATT WILL CHECK THE LINES CLOSER AND CALL ME. MATT FOUND THE RETURN LINE RESTRICTED WITH A PIECE OF PLASTIC. SEE ATTACHED PICTURES. REPAIRED RESTRICTION AND VEHICLE IS NOW OPERATING AS DESIGNED. REPLACING RETURN HOSE BETWEEN COOLER AND PUMP

Correction:

QNA - Quality Narrative Analyzer Detail Report

Vehicle Problem Tracking Report#: [REDACTED]

Vehicle Information

VIN: 1C4RJFAG9CD [REDACTED]

Model Year: 2012

Make/Model: CHRYSLER

GRAND CHEROKEE LAREDO 4X4

[REDACTED]

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser

#:6293111486)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J291160440)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 102619

Repair Information

Report#: [REDACTED]

Open Date: 12/06/2011

Mileage: 3

Warr Built Dt: 10/26/2011

Supplier RP:

Dealer Information

Zone/Cd: 32-23058

Name: MILFORD CHRYSLER JEEP DODGE RA

Address: 1470 BOSTON POST RD

MILFORD, CT 064602773

Phone: 203 878-2471

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: NO POWER STEERING, LINE KEEPS POPPING OFF LINE ON BOTTOM OF COOLER SEEMED TO COME OFF BY PULLING FIRMLY, REMOVED FACTORY CLAMP AND INSTALLED TWO WORM TYPE CLAMPS. FILLED SYSTEM AND STARTED, THEN OTHER LINE BLEW OFF OF COOLER. COULD THE PUMP BE FAULTY INTERNALLY AND PUMPING FLUID THE WRONG WAY (LOW PRESSURE SIDE.)

Service Action: DEALER CALLED. LOST P/S ON TEST DRIVE IN PREP OF VEHICLE. HOSE IS POPPING OFF COOLER. ADVISED TO GET LIKE VEHICLE AND COMPARE THE P/S LINES TO COOLER AND PUMP TO BE INSTALLED CORRECTLY. THEN REPLACE HOSE AND/OR COOLER TO REPAIR CORRECTLY. TIMB. CALLED DEALER AND REFERENCED CASE 11779880. LIKE VEHICLE THAT HAD RESTRICCTION IN RETURN LINE. THERE ARE PICTURES IN CASE. PLASTIC WAS CAUSING RESTRICTION. ADVISED THE TECH TO REMOVE THE RETURN LINE FROM COOLER TO THE PUMP AND INSPECT FOR RESTRICTION IN HOSE. WILL HAVE TO SEPERATE HOSE AT AVAILABLE FITTINGS TO CHECK. DISCUSSED IF THERE IS

PLASTIC FOUND IT IS PROBABLE THAT THE ENTIRE SYSTEM WILL HAVE TO BE REPLACED. TECH TO REPORT FINDINGS FIRST. TIMB. TECH HAD A PIECE OF RUBBER IN A HOSE AFTER HE REMOVED THE HOSE. IT WAS A PLASTIC PIECE AND ADVISED TO SAVE PIECE. ALSO TO REPLACE ALL POWER STEERING PARTS. PUMP GEAR AND ALL HOSES AND COOLER. REPLACE FLUID WITH CORRECT FLUID AS THE ELECTRO-HYDRAULIC POWER STEERING HAS DIFFERENT THAN MECHANICAL. TIMB. REMOVED RESTRICTION, BLEW OUT ALL LINES.

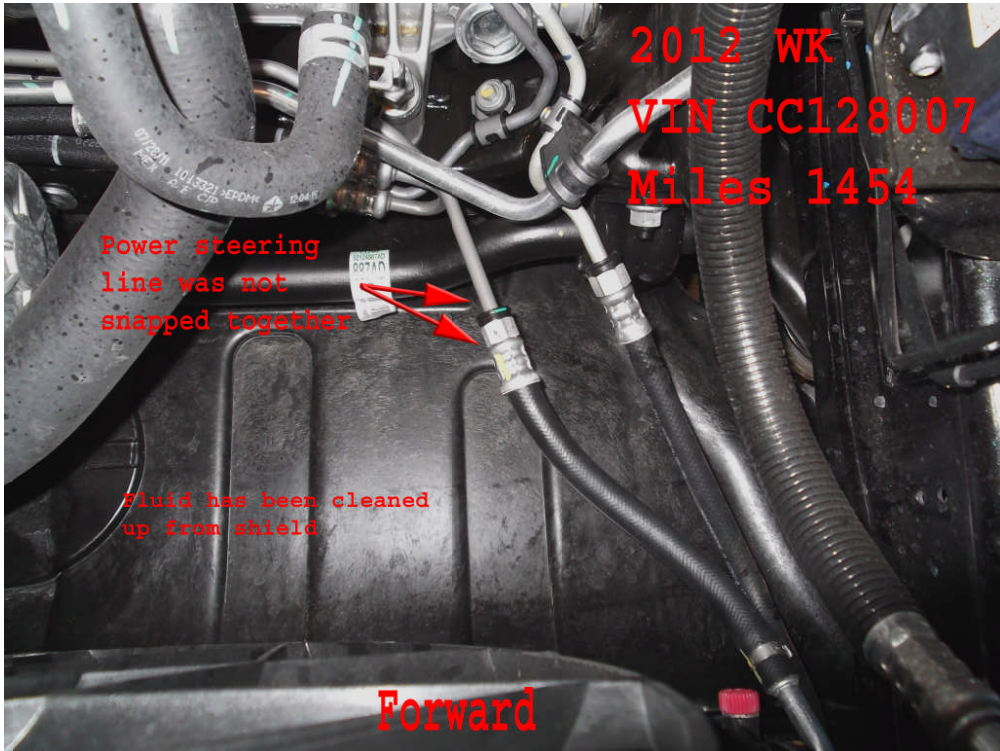
Correction:

Field Engineer Analysis Report



Images: 1

Issue Number: [REDACTED]
Business Group: Quality Field Engineer
Location: Dallas
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Richard Carlson
Phone: +1 214 319 1263
Created On: 11/01/2011



<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
WK	CC [REDACTED]	1454	081708	45100	ERB 6220 1110 29	DGJ J174 1602 66	

CONCERN #1

Customer Concern:

The customer stated that fluid is leaking from the front of the vehicle

Root Cause:

One of the snap together power steering lines was not snapped together.

P/N: N/A
LOP: 19
Cost of repair: \$89.00
Keywords: PlantProcess

Field Engineer Analysis Report



CSA audit level: L-10

Repair Action:

The power steering line was snapped together and the engine compartment was cleaned.

Details: The customer stated that there is fluid is leaking from the front of the vehicle. The technician verified the issue and found power steering fluid all over the front of the engine and on the lower engine compartment shield. He found a power steering return line not snapped together all of the way when it was installed at the plant. He snapped it together and refilled the system with fluid and checked for leaks. This issue has been corrected.

Note: The attached photo shows the location of the connection and after the area has been cleaned up.

TSB Group: 19 Repair Successful: Y

Issue Number: [REDACTED]
Business Group: Quality Field Engineer
Location: Dallas
Issue Type: Non-Powertrain
Category: Reliability
Reported By: Richard Carlson
Phone: +1 214 319 1263
Created On: 11/01/2011

Images: 1

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
WK	CC [REDACTED]	1454	081708	45100	ERB 6220 1110 29	DGJ J174 1602 66	

Field Engineer Analysis Report



Part Information

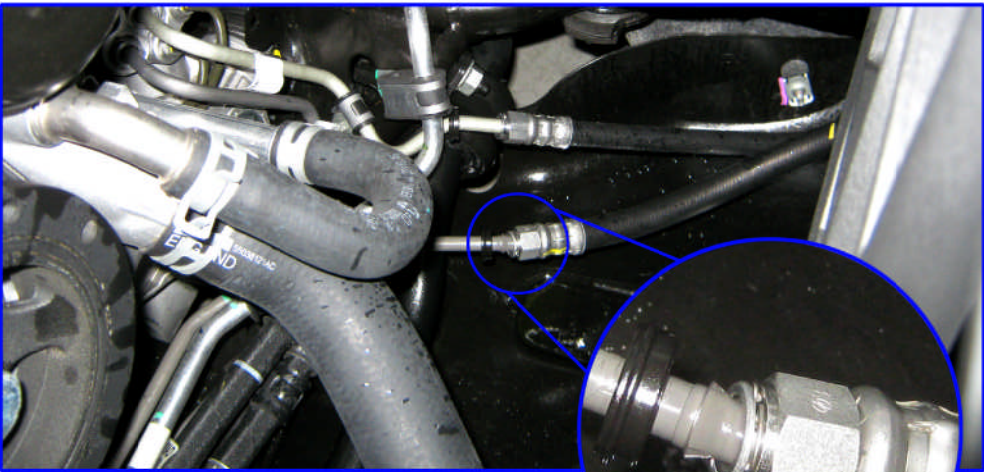
Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
19brCost		1	0.00		

Field Engineer Analysis Report



Images: 1

Issue Number: [REDACTED]
Business Group: Quality Field Engineer
Location: Baltimore
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Stone, Jeffrey
Phone: +1 248 766 3986
Created On: 10/27/2011



VIN CC [REDACTED]
MDH 083110

Note power steering
line not properly connected

CONCERN #1

Customer Concern:

The customer states the steering wheel will not turn and also smells something burning.

Root Cause:

The power steering pressure hose was not properly fastened.

LOP: 19501015, 19501000
Cost of repair: \$116.88
Keywords: PlantProcess
CSA audit level: L-20

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
WK	CC [REDACTED]	664	083110	60433	ERB 6236 1109 97	DGJ J237 1613 25	

Field Engineer Analysis Report



Repair Action:

The technician properly fastened the power steering hose.

Details: The technician verified the customer concern and performed a visual inspection of the power steering system. He noticed the fluid reservoir was empty then looked for any indication of a leak. This is when he noticed the pressure line was not connected. He noticed the retaining clip was still in place so the line could not have been properly installed during assembly of the vehicle.

TSB Group: 19 Repair Successful: Y

Issue Number: [REDACTED]
Business Group: Quality Field Engineer
Location: Baltimore
Issue Type: Non-Powertrain
Category: Pre-Delivery Quality
Reported By: Stone,Jeffrey
Phone: +1 248 766 3986
Created On: 10/27/2011

Images: 1

<u>Fam</u>	<u>VIN</u>	<u>Mileage</u>	<u>MDH</u>	<u>Dealer</u>	<u>Eng</u>	<u>Tran</u>	<u>Part Retn</u>
WK	CC133288	664	083110	60433	ERB 6236 1109 97	DGJ J237 1613 25	

Field Engineer Analysis Report



Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
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** No Parts Information Available

QNA - Quality Narrative Analyzer Detail Report

Customer Promoter Score Report#: [REDACTED]

Vehicle Information	Repair Information	Dealer Information
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VIN: 1C4RJFAG1CC[REDACTED]

Report#: [REDACTED]

Zone/Cd: 32-41917

Model Year: 2012

Open Date: 05/14/2012

Name: DUTCHESS CHRYSLER JEEP DODGE

Make/Model:

Mileage: 0

Address: 2285 SOUTH RD

GRAND CHEROKEE LAREDO 4X4

Warr Built Dt: 12/03/2011

POUGHKEEPSIE, NY 126015581

[REDACTED]

Supplier RP:

Phone: 845 462-7700

Engine: ERB-3.6L V6 24V VVT ENGINE (Ser

#:6327111176)

Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION

(Ser #:J323161376)

Plant: JEFFERSON NORTH ASSEMBLY PLANT

MDH: 120301

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
68088485AA	FLUID -POWER STEERING	4	38.92		01/01/0001
68088485AA	FLUID -POWER STEERING	4	9.73		
05127381AA	FLUID -HYDRAULIC	2	35.00		01/01/0001
5127381AA	FLUID -HYDRAULIC	2	17.50		
05154409AE	HOSE -POWER STEERING	1	81.41	X	01/01/0001
5154409AE	HOSE -POWER STEERING	1	81.41		

Labor Information

LOP	LOP Description	Cost	Fail Cd
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** No Labor Information Available

Field Engineer Analysis Report

CPS Narrative Information

Narrative Information:	Q1. How willing are you to recommend to a friend or colleague?
	Score: 07 (Neutral)
	Q2. Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 on a scale of 0 to 10.
	Score: 03 (Detractor)
	D46. Other Steering System/Steering Wheels problems
	Z13. Any mention of dealership Service experience After SALE
	I had the car for a month and had to have it in for service for three days for a power steering fluid hose that clogged and burst while I was driving it with my family in the car. I brought it in and that was fine. But, I had to keep calling to check on it. I had to demand a loaner vehicle. I literally...The only time I received a phone call was when the car was finished. I needed to know what was going on with it and nobody called me to tell me what was going on or that the part was on order or anything. I had to do the follow up while I was a work.
	Q3. Please rate your satisfaction with your experience at DUTCHESS CHRYSLER JEEP DODGE on a scale of 0 to 10.
	Score: 06 (Detractor)
	005. Lack of communication
	004. Hard to deal with
	024. Parts not in stock
	I had the car for a month and had to have it in for service for three days for a power steering fluid hose that clogged and burst while I was driving it with my family in the car. I brought it in and that was fine. But, I had to keep calling to check on it. I had to demand a loaner vehicle. I literally...The only time I received a phone call was when the car was finished. I needed to know what was going on with it and nobody called me to tell me what was going on or that the part was on order or anything. I had to do the follow up while I was a work.
	Q14. Do you want someone from Chrysler LLC to contact you?
	01 - Yes
	002. Dealer
	SURVEY COMPLETED 2012-05-14 15:31:13, CUSTOMER ID:117054333, RO:00047434, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

QNA - Quality Narrative Analyzer Detail Report
Customer Promoter Score Report#: [REDACTED]

Vehicle Information	Repair Information	Dealer Information
VIN: 1C4RJFAG1CD [REDACTED]	Report#: [REDACTED]	Zone/Cd: 32-26809
Model Year: 2012	Open Date: 05/07/2012	Name: ROUTE 18 CHRYSLER JEEP DODGE R
Make/Model: GRAND CHEROKEE LAREDO 4X4 [REDACTED]	Mileage: 0	Address: 400 ROUTE 18 EAST BRUNSWICK, NJ 088162303
Engine: ERB-3.6L V6 24V VVT ENGINE (Ser #:6337110076)	Warr Built Dt: 12/13/2011	Phone: 732 254-2300
Transmission: DGJ-5-SPEED AUTO W5A580 TRANSMISSION (Ser #:J343161214)	Supplier RP:	
Plant: JEFFERSON NORTH ASSEMBLY PLANT		
MDH: 121316		

Part Information

Part Number	Part Description	Quantity	Cost/Unit	Fail Cd	Retn Dt
2		2	0.00		
53041045	CLAMP -HOSE	2	2.88	X	01/01/0001
68088485AA	FLUID -POWER STEERING	4	44.48		01/01/0001
68088485AA	FLUID -POWER STEERING	4	11.60		

Labor Information

LOP	LOP Description	Cost	Fail Cd
** No Labor Information Available			

CPS Narrative Information

Narrative Information: Q1. How willing are you to recommend to a friend or colleague?
Score: 00 (Detractor)
001. Price/cost

007. Negative experience / problems with CURRENT vehicle

I bought the car for two months. It cost me so much money to take care of it. It broke down on me twice. It left my wife, my two kids, in another state. I had to pay a car service. It leaked power steering fluid all over my brand new driveway in my brand new house. I had to pay money to get a power wash to remove the grease from there. I bought a brand new car. I can't even take it on long drives because my wife think it's going to break down, so we have to use the old car. I would not recommend this to my worst enemy.

Q2. Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 on a scale of 0 to 10.

Score: 00 (Detractor)

P25. Unspecified performance of vehicle

E30. Fluid leaks

Z13. Any mention of dealership Service experience After SALE

I bought the car for two months. It cost me so much money to take care of it. It broke down on me twice. It left my wife, my two kids, in another state. I had to pay a car service. It leaked power steering fluid all over my brand new driveway in my brand new house. I had to pay money to get a power wash to remove the grease from there. I bought a brand new car. I can't even take it on long drives because my wife think it's going to break down, so we have to use the old car. I would not recommend this to my worst enemy. I was planning to purchase a fleet of cars from Jeep. I always deal with Infiniti, Lexus, even Volkswagen. I would not ever buy Jeep ever. The customer service from Jeep from the top to the bottom is horrible. They did not want to take the car back a few miles from the route 18 and to Costco because the car had a flat. I had to get a new tire. They wouldn't even drive it there. My brother owns a dealership. He thought that was ridiculous. He says he drives cars to satisfy their customers wherever they need to. They didn't want to drive it a few miles from route 18 to Edison Costco where I had a tire there because I had a doughnut on it. They couldn't even satisfy that. Volkswagen, Toyota, Lexus, they will do something like that. They need to do a better job with customer service all the way around.

Q3. Please rate your satisfaction with your experience at ROUTE 18 CHRYSLER JEEP DODGE R on a scale of 0 to 10.

Score: 00 (Detractor)

001. Negative/rude treatment by staff

004. Hard to deal with

I bought the car for two months. It cost me so much money to take care of it. It broke down on me twice. It left my wife, my two kids, in another state. I had to pay a car service. It leaked power steering fluid all over my brand new driveway in my brand new house. I had to pay money to get a power wash to remove the grease from there. I bought a brand new car. I can't even take it on long drives because my wife think it's going to break down, so we have to use the old car. I would not recommend this to my worst enemy. I was planning to purchase a fleet of cars from Jeep. I always deal with Infiniti, Lexus, even Volkswagen. I would not ever buy Jeep ever. The customer service from Jeep from the top to the bottom is horrible. They did not want to take the car back a few miles from the route 18 and to Costco because the car had a flat. I had to get a new tire. They wouldn't even drive it there. My brother owns a dealership. He thought that was

Field Engineer Analysis Report

ridiculous. He says he drives cars to satisfy their customers wherever they need to. They didn't want to drive it a few miles from route 18 to Edison Costco where I had a tire there because I had a doughnut on it. They couldn't even satisfy that. Volkswagen, Toyota, Lexus, they will do something like that. They need to do a better job with customer service all the way around. They should have took care of the customer. They should have took the car wherever it was at after they fixed it for the second time. It was fixed at Manfredi twice now. It was fixed in Route 18. They should have said, 'You know what? After all you've been through I'll have two guys drive a couple miles to get your car back to Edison Costco because they got a plan the tire was defected and had to get a new tire.' No they didn't do that. I had to go from New York all the way from New Jersey to take care of this. It was a horrible experience. I purchased a new car for hoping I would never have to deal with the service I received from the dealerships all the way to just the poor performance of this Jeep Cherokee that broke down on me twice. It broke down on my wife twice and left me stranded. It left my one-year-old and three-year-old stranded in a different state. That's just not good.

Q14. Do you want someone from Chrysler LLC to contact you?

02 - No

002. Dealer

SURVEY COMPLETED 2012-05-08 19:30:29, CUSTOMER ID:715151428, RO:00005851, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Send To: Chrysler Group LLC. C A C
Typist/Transcriber
CIMS # 431-00-01
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Payable To: EXECUTIVE DODGE JEEP

Dollar Amount \$: 290.00

Customer Name: [REDACTED]

Requestor PROFS ID: MD19

CAIR Number: 22006988

VIN# Number: 1C4RJFAG0CC [REDACTED]

Dealer Name & Code: EXECUTIVE DODGE JEEP, 43951

BC Number: 32

District Number: F

Road Service

DATE <u>3-13-13</u>		TIME <u>A.M.</u>	REQUESTED BY	P.O. NO.
NAME <u>E. J. JONES</u>			PHONE	
ADDRESS <u>DEALER 1515 N. STATE ST. SPRINGFIELD, MA</u>				
CITY <u>[REDACTED]</u>	STATE	ZIP		
LOCATION OF VEHICLE <u>SPRINGERFIELD MA</u>				
YEAR, MAKE, MODEL <u>CHEVROLET</u>		COLOR <u>BLK</u>	DRIVER	
STATE	LIC PLATE NO.	VEHICLE I.D. NO. <u>CC [REDACTED]</u>	REGISTERED OWNER	
MILEAGE		SERVICE TIME		EXTRA PERSON
FINISH <u>8047</u>		FINISH		FINISH
START <u>7987</u>		START		START
TOTAL <u>60</u>		TOTAL		TOTAL
REASON FOR TOW			SPECIAL EQUIPMENT	
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> ARREST <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> TOW ZONE <input type="checkbox"/> SNOW REMOVAL			<input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY	
<input type="checkbox"/> ABANDONED <input type="checkbox"/> STOLEN CAR <input checked="" type="checkbox"/> BREAK DOWN <input type="checkbox"/> LOCK OUT <input type="checkbox"/> START			<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> IMPOUNDED <input type="checkbox"/>	
TYPE OF TOW		TOWED PER ORDER OF		VEHICLE TOWED TO
<input type="checkbox"/> SLING/ HOIST TOW <input type="checkbox"/> FLAT BED/ RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER <input checked="" type="checkbox"/> DEALER		FIRST TOW <u>E. J. JONES</u> SECOND TOW
STORAGE FROM			TOWING CHARGE	<u>50</u>
_____ TO _____ DAYS @ \$ _____			MILEAGE CHARGE	<u>240</u>
PAID BY			EXTRA PERSON	
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVERS LIC. NO. _____ <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> AMEX EXP. DATE _____ CC NO. _____			SPECIAL EQUIPMENT	
OPERATOR'S SIGNATURE <u>[Signature]</u> DATE <u>3-13-13</u>			LABOR CHARGE	
TRUCK NO. <u>8</u>			STORAGE	
AUTHORIZED SIGNATURE _____ DATE _____			SUB-TOTAL	
VEHICLE RELEASED TO _____ DATE _____			TAX	
			TOTAL	<u>340</u>

CAR 22006988

2948

Not responsible for loss or damage to vehicle in case of fire, theft or any other cause beyond our control.

Thank You

PRODUCT 2525

The Law Offices of James S. Ray PLLC

706 Duke Street
Alexandria, Virginia 22314-3679
Phone: 703-836-8111
Fax: 703-836-1888
E-Mail: JRayRayLaw@aol.com

22468704
8/7
8/2

August 1, 2012

TO: Mr. Jeffrey Osakowicz
Service and Parts Area Manager
Mid-Atlantic Business Center
Chrysler Group LLC
6086 Marshalee Drive, Suite 200
Elkridge, Maryland 21075

Mr. Ron Green
General Manager
Safford of Springfield
6801 Commerce Street
Springfield, Virginia 22150

Mr. Jeff East
Service Manager
Safford of Springfield
6801 Commerce Street
Springfield, Virginia 22150

CC: Michael Manley, President & CEO
Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, Michigan 48326-2766

Peter M. Grady, Vice President
Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, Michigan 48326-2766

Re: 2012 Jeep Grand Cherokee: VIN 1C4RJFAG5CC318881
Power Steering Failure

Gentlemen:

Take notice that I regard each of you, as well as Chrysler and Safford of Springfield, as personally vouching that the above-referenced vehicle is and will continue to be safe to drive. In the event that a defect in the vehicle results in an accident causing harm to me, my family, or any other individual, you will be held personally responsible and liable.

Ltr to Jeffrey Osakowicz, etc
Re: 2012 Jeep Grand Cherokee
August 1, 2012
Page 2

I have repeatedly requested that you replace the vehicle or take it back and refund my full purchase price. You have refused my requests. You insist that the vehicle has been competently repaired and is entirely safe to drive, despite the multiple failed attempts by Safford to repair the explosive power steering system and the National Highway Traffic Safety Administration's (NHTSA) official investigation into the vehicle's power steering failure.

I bought the vehicle on June 23, 2012 from Safford. After describing the type of Jeep that interested me, the salesman selected the above-referenced vehicle from inventory for me to test drive. During discussions over whether I would buy the vehicle, the Safford sales supervisor offered me an attractive price only if I would buy this particular vehicle and drive it away immediately. Unfortunately, I did.

Sixteen days later, in the morning of July 9, 2012, I pulled the vehicle out of my driveway and drove only a 100 yards down my quiet neighborhood street before I heard a muffled pop from under the hood and suddenly lost all power steering. Power steering fluid covered the street. Fortunately I was traveling at a slow speed and was able to bring the vehicle to a safe stop. Had I reached the busy rush-hour traffic of Duke Street or the Beltway when the steering failed, an accident would have been likely.

I should note here that the vehicle had less than 400 miles on it when the steering failed.

The vehicle was towed to Safford of Springfield. When I called Safford later in the day to inquire about the status of the vehicle, I was told that the power steering hose had burst and all of the fluid had drained out. I was further told that the repair would be simple; that the power steering system is "simple".

However, in the following weeks while the vehicle remained in Safford's shop, I heard that the repair was not so simple. The first new hose and clamp installed burst on the mechanic during testing. The second new hose and clamp also burst on the mechanic during testing. Safford sought technical guidance from Chrysler. Chrysler suggested that a piece breaks off inside the system and clogs the system causing excess pressure to build. Safford was told to replace the power steering system piece by piece to locate the clog. Safford followed the guidance, but the power steering system continued to fail. Chrysler sent a technical advisor to Safford to examine the car and prepare a report for the Chrysler engineers. The advisor opined that there was no mechanical problem and that the cause of the failure might be the vehicle's computer system. Then, days later, a decision was made that there was a mechanical problem after all and that a major part of the power steering system should be replaced for a second time with a part "tested" in Detroit.

Ltr to Jeffrey Osakowicz, etc
Re: 2012 Jeep Grand Cherokee
August 1, 2012
Page 3

Now, after 22 days in the shop and with this new "tested" part from Detroit installed by Safford mechanics, you have pronounced that the vehicle is perfectly repaired and safe to drive.

In the meantime, after repeated efforts to speak with Safford's General Manager went unanswered and Safford's sales department stonewalled, I filed a complaint with NHTSA. NHTSA sent investigators to examine the vehicle in Safford's shop. Thereafter, NHTSA decided to open an official investigation into the 2012 Jeep Grand Cherokee. I was told by NHTSA that the power steering systems of two other 2012 Jeep Grand Cherokees also failed and that the vehicles were engulfed by flames. It appears that the fluid had been ignited by the hot engine blocks. Fortunately my vehicle's engine was still cool when the hose burst and sprayed fluid all over.

As you know, Chrysler vehicles have a history of power steering system problems. For example, in 2010, Chrysler had to recall more than 26,000 vehicles for power steering fluid leak issues. Moreover, the failure of a power steering system can and has caused deaths on the highway. A power steering system failure in a Chrysler PT Cruiser caused the deaths of Rachel and Jacqueline Houck in 2004.

I have no faith in the safety of this particular vehicle. It is worse than a "lemon", it is cursed. It has been in Safford's shop for more days than I had possession of it. Repair efforts have repeatedly failed. The power steering system defect is life threatening. Indeed, my grand-daughter will not be permitted in the vehicle by her mother because she fears it is a death trap. The very reason I bought the vehicle was to take my grand-daughter on trips. You, Chrysler and Safford are depriving me of this joy to save money. I assure you that this foolishly cold business decision will eventually cost you a lot more money than if you had simply granted my requests to replace the car or take the vehicle back and refund the full purchase price.



The Law Offices of James S. Ray PLLC

706 Duke Street
Alexandria, Virginia 22314-3679



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Liberty
FOREVER

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Michael Manley
President & CEO
Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, Michigan 48326-2766

48326277899



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706 Duke Street
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AUG 06 2012

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818

August 1, 2012

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Service and Parts Area Manager
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Chrysler Group LLC
6086 Marshalee Drive, Suite 200
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1000 Chrysler Drive
Auburn Hills, Michigan 48326-2766

Peter M. Grady, Vice President
Chrysler Group LLC
1000 Chrysler Drive
Auburn Hills, Michigan 48326-2766

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Charter Fellow - College of Labor and Employment Lawyers
Charter Fellow - American College of Employee Benefits Counsel

PRODUCT/CUSTOMER SERVICE

Ltr to Jeffrey Osakowicz, etc
Re: 2012 Jeep Grand Cherokee
August 1, 2012
Page 2

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Ltr to Jeffrey Osakowicz, etc
Re: 2012 Jeep Grand Cherokee
August 1, 2012
Page 3

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Lori Holland

From: Renate Keller
Sent: Tuesday, August 07, 2012 12:19 PM
To: Lori Holland
Subject: FW: Customer Letter - 2012 Jeep Grand Cherokee - Power Steering Failure

Hello again, Lori,

Please see below comment from Jeff Grinnell in Legal regarding the customer letter I forwarded to you earlier today!

Thank you & have a great afternoon!

CIAO,

Renate

From: Jeffrey Grinnell
Sent: Tuesday, August 07, 2012 12:15 PM
To: Renate Keller
Cc: Christopher Chandler; Kris Krueger; Louann Van Der Wiele
Subject: RE: Customer Letter - 2012 Jeep Grand Cherokee - Power Steering Failure

Hi Renate,

Thank you for the letter. Please let Pete and Pietro's secretary know that I forwarded the letter to our products group for review.

Best regards,

Jeff Grinnell
Counsel – U.S. Distribution & Trade and International Affairs
P. (248) 512-4088
C. (248) 736-5381
F. (248) 512-4202
E. JWG58@chrysler.com

From: Renate Keller
Sent: Tuesday, August 07, 2012 11:20 AM
To: Jeffrey Grinnell
Subject: Customer Letter - 2012 Jeep Grand Cherokee - Power Steering Failure

Jeff,

Pete Grady received attached customer letter yesterday. Since he is travelling this week, I shared it with Chris Chandler who suggested that I forward it to your attention. In addition, I sent it to Pietro Gorlier's office in case he had not yet been aware of the matter.

Thank you & best regards,
Renate

Renate Keller
Sr. Administrative Assistant to
Peter M. Grady, Vice President
Network Development & Fleet
Chrysler Group LLC
CIMS 485-03-94
1000 Chrysler Drive
Auburn Hills, MI 48326
Phone: 248-512-2067
E-Mail: rgk15@chrysler.com

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4RJEAG5	CO	Open Date	09/23/2011	Built Date	08/27/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	08/27/2011	Mileage	301	Dealer Zone	66	ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	26709	TALLAHASSEE DODGE CHRYSLER JEEP
---------------	-------	---------------------------------

Dealer Address	3987 W TENNESSEE ST
-----------------------	---------------------

Dealer City	TALLAHASSEE	Dealer State	FL	Dealer Zip	32304
--------------------	-------------	---------------------	----	-------------------	-------

Owner	[REDACTED]	Contact Type	ROADSIDE
--------------	--	---------------------	----------

Address	N/A	Home Phone	
----------------	-----	-------------------	--

TALLAHASSEE FL null	Country	UNITED STATES
---------------------	----------------	---------------

Corporate - Roadside Services - Warranty - Towing - Default	
---	--

Roadside Assistance Contacted - DATE : 2011-09-23
Road Side File Created 09-23-11 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
3404 MAHAN DRIVE 3987 W TENNESSEE ST
US HIGHWAY 90
TALLAHASSEE TALLAHASSEE
FL USA FL
POWER STEERING FLUID LEAK - ENTERPRISE LOT,COVERED
DEALER CODE : 26709 TALLAHASSEE DODGE CHRYSLER JEEP

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG5	CO	Open Date	10/27/2011	Built Date	08/31/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	10/01/2011	Mileage	664	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Owner		Contact Type	ROADSIDE
Address		Home Phone	
	SILVER SPRING MD	Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Tubes and Hoses - Leaks - Default	

Roadside Assistance Contacted - DATE : 2011-10-27

Road Side File Created 10-27-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

12505 PARK POTOMAC AVENUE 84 BUREAU DR

CADBURY AVENUE

POTOMAC GAITHERSBURG

MD USA MD

STEERING WHEEL IS LOCKED UP & SOMETHING WAS BURNIN

DEALER CODE : 60433 CRISWELL CHRYSLER JEEP DODGE

***** CASE MANAGER TEAM - District Z *****

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 60433 Requested to speak to Lester Able, service manager

Is the vehicle at the dealer now? Yes

When did it arrive at the dealer? 10/27/11

What is the current mileage? 664

If known, what is the reason for the tow? Power steering issue - Power steering line broke

Have the repairs been completed? No

If yes, when were they completed? N/A

If no, what is the estimated repair date? 10/31/11

Are there any parts that need to be ordered? Yes

If yes, what are the part & order # s? Power steering fluid

Rental provided? Yes

If yes, how many days? (either by the dealer or USCAC) Dealer

Contact phone:

CONTACT UPDATE - 1st Contact attempt, phone number dialed

The customer was not available, left a detailed voice message as to the reason for the call along with the contact information and case number.

2nd attempt made to contact customer. Left message.

CUSTOMER called in and stated that her vehicle is doing well. She wanted

the name of the tow driver stating that he was excellent and she would

like to write a letter to his boss to tell him. Gave her the phone

number to roadside who can tell her what company came out to assist her.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#							
VIN	1C4RJFCGX	CO	Open Date	01/22/2012	Built Date	12/23/2011	
Model Year	2012	Body		JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY			
In Service Dt	01/11/2012	Mileage	100	Dealer Zone	74	DENVER	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DBA						
Dealer	24221	POLLARD FRIENDLY MOTOR CO					
Dealer Address	2360 30TH ST						
Dealer City	BOULDER			Dealer State	CO	Dealer Zip	80301
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	ROCHESTER NY					Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2012-01-22
 Road Side File Created 01-22-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 4860 MEREDITH WAY 2360 30TH ST
 EISENHOWER DRIVE
 BOULDER BOULDER
 CO USA CO
 V IS SILVER, POWER STEERING FLUID IS EVERYWHERE
 DEALER CODE : 24221 POLLARD FRIENDLY MOTOR CO

Customer Assistance Inquiry Record (CAIR)#	21853816
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VIN	1C4RJFAG8	CO [REDACTED]	Open Date	02/07/2012	Built Date	12/15/2011
Model Year	2012	Body	[REDACTED]	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	12/30/2011	Mileage	1,139	Dealer Zone	74	DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	38356	PERKINS MOTOR COMPANY INC				
Dealer Address	1205 MOTOR CITY DRIVE					
Dealer City	COLORADO SPRINGS	Dealer State	CO	Dealer Zip	80906	

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	
	COLORADO SPRINGS CO [REDACTED]	Country	UNITED STATES

Product - Steering - Power Steering Pump / Bkts - Leaks - Default	inoperable
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-02-07
 Road Side File Created 02-07-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 130 E KIOWA STREET 1205 MOTOR CITY DR
 N TEJON STREET
 COLORADO SPRINGS COLORADO SPRINGS
 CO USA CO
 JANET HOUSER WILL BE W. THE VEH. POWER STEERIN
 DEALER CODE : 38356 PERKINS MOTOR COMPANY, INC.
 ***** CASE MANAGER TEAM - District Z *****
 DEALER CONTACT Dealer 38356, (719)475-2330
 Service Manager (SM), Chris Roberts
 Call went to voice mail.
 Requested service department, spoke with Brock, Service Advisor (SA).
 Who did you speak with at the dealer and what is their dealer code? SA
 Brock, dealer 38356
 Is the vehicle at the dealer now? yes
 When did it arrive at the dealer? 2/6/2012
 What is the current mileage? 1139
 If known, what is the reason for the tow? power steering does not work.
 Have the repairs been completed? No -
 SA Brock provided name and phone number for contact person: Amanda
 DeHaven, 310 804 0014
 Ryan, is SA for this repair and he will call back with additional
 information.
 Case manager call back number and extension left for a call back.
 Service Advisor (SA), Ryan, dealer 38356, left message on case manager

voice mail at 11:35 am Eastern time February 9, 2012

Message: Returning call, please call.

Phone number left: 719 381 0394

Contacted SA

If yes, when were they completed? N/A

If no, what is the estimated repair date? Unknown

Are there any parts that need to be ordered? N/A

If yes, what are the part & order # s? N/A

Rental provided? Yes -

If yes, how many days? 3 days so far

SA states that they do not have a resioloution at this time.

STAR case 12003333.

Repair was done, they installed two power steering lines and pumps. When pressure tested it was 50 pl5 below the old one and they do not feel comfortable with this.

Waiting on information from STAR

Case manager gave SA e-mail address and will follow up 2/13/2012.

Case manager contacted dealer 38356, (719)475-2330

Service Manager (SM), Chris Roberts

Call went to vioce mail.

Requested service department, spoke with Ryan, Service Advisor (SA).

Vehicle was finished, the customer picked up it over the weekend, and now it is back again, still for the power steering leak.

Case manager will follow up next week for resolution.

Case manager contacted dealer 38356, (719)475-2330

Service Manager (SM), Chris Roberts

Case manager found information from STAR on 2/15/2012

Left message for SM, asking for an update on this vehicle.

E-mail received from Friday, Service Manager (SM), Chris Roberts on

February 17, 2012 5:09 PM

Message: Repair is not complete. Parts have been ordered VOR, and should be here early next week.

STAR and Tech Advisor involved.

Case manager will check for parts arrival and repair finished 2/22/2012

Case manager contacted dealer 38356, (719)475-2330

Service Manager (SM), Chris Roberts

SM not available, left message on voice mail, asking for an update on this vehicle repair.

Case manager contacted dealer 38356, (719)475-2330

Service Manager (SM), Chris Roberts

Message left on voice mail for SM to call back with an update on this repair.

E-mail received from Service Manager (SM), Chris Roberts, dealer 38356.

Repair is completed.

Contacted dealer at 719 475-2330.

SM voice mail picked up, no message left.

Spoke with John Moyle, Service Advisor (SA), states the customer has picked up the vehicle.

CONTACT UPDATE 1st attempt to contact customer.

Message left at number [REDACTED], another attempt will be made for follow up on the recent tow and repair, case manager call back number and extension left for customer if needed.

2nd attempt to contact customer.

Message left at number [REDACTED]

3rd attempt to contact customer.

Spoke with customer at [REDACTED]

Customer states that she is glad a call was made to her, as she was going to contact Jeep customer service regarding this problem.

Customer sates she has concerns regarding the problems she has had with this vehicle.

Customer states the vehicle has been towed 3 times for the same issue.

Customer states she is concerned what else potential can go wrong with the vehicle.

Case manager found information on the repairs for this vehicle.

Vehicle repairs done:

1/16/2012 repair done for the Hose pump, reservoir return

2/7/2012 towed in, repair 2/10/2012 Pump, power steering, |Pump, Electric

Power Steering

STAR case 12003333

Customer was informed that her concern is being documented.

Customer was given Jeep customer service number 877 426-5337 to call if needed.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJEAG5	CC	Open Date	03/01/2012	Built Date	10/04/2011
Model Year	2012	Body	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY			
In Service Dt	01/05/2012	Mileage	1,017	Dealer Zone	71	LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	52979	HUNTER DODGE CHRYSLER JEEP				
Dealer Address	1130 AUTO MALL DR					
Dealer City	LANCASTER	Dealer State	CA	Dealer Zip	93534	
Owner		Type				
Address		Home Phone				
	LANCASTER CA	Country	UNITED STATES			

Corporate - Outbound - Survey Follow-Up - CPS - Customer Contact Complete	
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Dealer - Service/Body Shop - Personnel - Courteous - Service Management	
Product - Steering - Tubes and Hoses - Other - Default	
Product - Unknown - Unknown - Happy - Default	

CPS Survey Record Received Date: 03/01/2012

Survey Number : CC17

Quality Survey ID Number:

Survey Date : 02/29/2012

VIN Number : 1C4RJEAG5CC

Mapping Class : No Reason

Event Type : 1st Warranty Visit

CPS Score : 10

***** CASE MANAGER TEAM - District Z *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
. Left message.

Writer received voice mail message from the customer.

Customer calls to speak with their Case Manager CJ285. Writer advised customer will transfer customer over to CJ285 line so customer can leave a voice mail if case manager is not available.

Writer contacted the customer back. Customer stated that they are enjoying the vehicle. Customer stated that his wife usually drives the vehicle and she loves it. Customer stated that they had a van that they traded in because it was having too many issues. Customer stated that they did have to have a hose replaced in the steering. Writer advised the customer that they can contact CAC if they do have any further concerns or questions.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFCG0	CC		Open Date	03/02/2012	Built Date	11/30/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY			
In Service Dt	12/13/2011	Mileage	18,017	Dealer Zone	42	DETROIT	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DBA						
Dealer	60180	WALKER CHRYSLER JEEP DODGE					
Dealer Address	95 LOOP ROAD						
Dealer City	CENTERVILLE			Dealer State	OH	Dealer Zip	45459
Owner						Contact Type	ROADSIDE
Address						Home Phone	
	BELLBROOK OH					Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Cooling System - Water Pump / Thermostat - Other - Default	
Product - Steering - Power Steering Pump / Bkts - Other - Default	

Roadside Assistance Contacted - DATE : 2012-03-02

Road Side File Created 03-02-12 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

3951 SABLE RIDGE DRIVE 95 LOOP ROAD

N FIELD DRIVE

BELLBROOK CENTERVILLE

OH USA OH

POWER STER. BROKE ALL FLUID DRAINED,GPS POI - DIST

DEALER CODE : 60180 WALKER CHRYSLER JEEP DODGE

***** CASE MANAGER TEAM - District Z *****

DEALER CONTACT: writer contacted WALKER CHRYSLER JEEP DODGE, requested their SM Harold Beck.

Unavailable. Left message on machine with case #, writer s contact # and reason for the call.

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 60180 Requested to speak to Harold Beck, service manager, he had left for the day, left a message along with contact information and cair number.

DEALER CONTACT: writer contacted WALKER CHRYSLER JEEP DODGE, requested their SM Harold Beck. Unavailable. Writer requested service. Spoke to SA Doug, call got disconnected. Writer dialed again.

Who did you speak with at the dealer and what is their dealer code? SM Beck 60180

Is the vehicle at the dealer now? Yes

When did it arrive at the dealer? 3/1/12

What is the current mileage? 1817

If known, what is the reason for the tow? Leaking power steering/replace power steering pump

Have the repairs been completed? No

If yes, when were they completed? N/A

If no, what is the estimated repair date? Next week

Are there any parts that need to be ordered? Yes

If yes, what are the part & order # s? ETA for today or Monday.

Rental provided? Yes

If yes, how many days? (either by the dealer or USCAC) Still on rental.

Writer spoke to SM, confirmed a rental has been provided. A STAR case has been opened on 3/7. Currently waiting on parts. Writer will authorize 7 days of rental assistance per customer satisfaction. A follow up call will be made on Tue 3/13.

CALLED dealer and spoke to Doug, SA and he states that they are still waiting for parts. Transferred to Ross in parts and he said they are only waiting for a steering hose - 5154458AB, ordered special handling on 3/7/12 order # 0307A. He states that it is showing that the part was invoiced at the depot today and he should receive it tomorrow.

Follow up on repair status on 3/15

DEALER CONTACT: writer contacted WALKER CHRYSLER JEEP DODGE, requested their SM Harold Beck. Writer was transferred but line got disconnected after ringing several times. Writer dialed again, phone rang several times with no answer. Writer disconnected the call.

DEALER CONTACT: writer contacted WALKER CHRYSLER JEEP DODGE, requested their SM Harold Beck. Unavailable, spoke to SA AJ. He was unfamiliar with the vehicle. offered to pass along the info to his SM. Left message with SA with case #, writer's contact # and reason for the call.

SM called in, stated the first repair was taken care of, however customer brought vehicle up with a concern of a leak of some type. Under diagnostic right now. SM will let CM know if more rental assistance is needed.

DEALER CONTACT: writer contacted WALKER CHRYSLER JEEP DODGE, phone rang & got disconnected. Writer dialed again, requested their SM Harold Beck. SM stated repairs are done, customer took possession of the vehicle Friday of last week. SM stated there was some residue left off from the last repair which was causing the leak. Verified with SM that 15 days of rental assistance was needed. Writer adjusted the claim authorization to reflect the right amount of days.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED]. Unavailable. Left message on machine with case #, writer's contact # and reason for the call.

2nd attempt made to contact customer. dialed [REDACTED] Unavailable. Unavailable. Left message on machine with case #, writer's contact # and reason for the call.

****VOICEMAIL****

Customer Kim Chancey called in, left phone # for a call back.

CONTACT UPDATE - dialed [REDACTED] Spoke to Customer Kim Chancey. customer expressed her dissatisfaction over the fact they have had several repair attempts with the steering pump of their vehicle. Felt like she needed a better explanation of the problem & needed reassurance that wasn't going to happen again. Customer stated she doesn't feel safe on her vehicle. Writer apologized for the inconvenience experienced & stated the purpose of the call was to ensure she was satisfied with her vehicle. Customer stated she felt they needed a better answer from Chrysler about how this happened and some compensation for their trouble. Writer read the STAR notes regarding this repair to the customer & assured the dealer would not have released the vehicle to her unless they felt it was safe. Writer stated a follow up will be done in a week from now to ensure the vehicle was performing as designed, also writer will perform research on this case in order to find out what type of compensation is available for this customer. Stated a call back with an answer will be given to the customer within 24-48 hrs. Customer understood.

OWNERSHIP

Original Owner

Owned 3 total

Customer currently have a 2 year essential Care & a 2 year Alternate Transportation.

With TL's concurrence writer will offer an Auto Appearance Care Plus (AAPP2N) to this customer based on some information shared with writer in

interior of her vehicle.

CONTACT UPDATE - dialed [REDACTED] Spoke to Customer [REDACTED]
Unavailable. Left message on machine with case #, writer s contact # and reason for the call.

DUPLICATE CAIR/CAIR CLOSED

Caller MRS CHANCEY requesting to speak with Case Manager. Writer offered voice mail and customer accepted. Writer transferred to the CM s voice mail.

VOICEMAIL

Customer [REDACTED] Returned CM s call. Requested a call back to [REDACTED]

CONTACT UPDATE: dialed [REDACTED]. Spoke to [REDACTED], informed customer per lines 93-98. Customer is not happy with the offer, she was hoping for a monetary offer (\$500). writer appologized to the customer for not being able to accomodate to her request, however this is something that Chrysler does not accustm of doing and we are doing it due to her loyalty to the brand & the dealer. Customer stated we didn t need to 'talk more'.

CLOSED LOOP UPDATE - no need for additional follow-up.

SM Harold with dealer 60180 requesting to speak with Case Manager. Writer offered voice mail and Harold accepted. Writer transferred to the CM s voice mail.

VOICEMAIL

SM Harold Beck called in regarding Customer [REDACTED]

Requested a call back at 9375351557

DEALER CONTACT: writer contacted WALKER CHRYSLER JEEP DODGE, requested their SD Harold Beck. Writer educated SM per lines 93-115. SM stated he wanted to offer a lifetime warranty coverage to the customer through his AM. Writer appreciated the SM for his concern & participation in order to get this resolved for the customer. SM will work with his AM in order to reach a relotuion.

CLOSED LOOP UPDATE - no need for additional follow-up.

dm agreed to provide customer with contract. dealer to submit.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJEAG3	CC	Open Date	03/06/2012	Built Date	12/15/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	01/10/2012	Mileage	2,122	Dealer Zone	71	LOS ANGELES
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	CALEXICO CA				Country	UNITED STATES

Product - Steering - Tubes and Hoses - Other - Default	quick connect popped off.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-03-06
Road Side File Created 03-06-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
809 PASEO DE LOS VIRREYES 2329 US HIGHWAY 86
PASEO DE SU MAJESTAD
CALEXICO IMPERIAL
CA USA CA
POWER STEERING,GPS POI - DISTANCE 0.14 MILES TO TH
DEALER CODE : 45485 ROGERS & ROGERS CHRYSLER JEEP
***** CASE MANAGER TEAM - District Z *****
DEALER CONTACT Dealer 45485, (760)352-9160
Service Manager (SM), James Polmenteer, goes by JP
Who did you speak with at the dealer and what is their dealer code? SM
JP, dealer 45485
Is the vehicle at the dealer now? No
When did it arrive at the dealer? 3/7/2012
What is the current mileage? 2122
If known, what is the reason for the tow? Quick connect for the power
hose popped off.
Have the repairs been completed? Reconnected and filled with fluid
If yes, when were they completed? 3/7/2012
If no, what is the estimated repair date? N/A
Are there any parts that need to be ordered? N/A
If yes, what are the part & order # s? N/A
Rental provided? No
If yes, how many days? N/A
SM verified customer s phone number: 760 455-3004
CONTACT UPDATE 1st attempt to contact customer.
Message left at number 760 455-3004 cell#, another attempt will be made
for follow up on the recent tow and repair, case manager call back number
and extension left for customer if needed.
Called and reached a business, was informed this is not a
correct number for this customer.
2nd attempt to contact customer.
Spoke with customer at

Customer states vehicle is working satisfactory and has no further questions or concerns.

Jeep customer service number offered, customer is driving and not able to take down the number, customer was advised the number is in his owners manual.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#							
VIN	1C4RJFAG9	CO		Open Date	03/07/2012	Built Date	12/03/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	01/18/2012	Mileage	1,400	Dealer Zone	35	WASHINGTON	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DBA						
Dealer	43272	DODGE CHRYSLER JEEP CITY					
Dealer Address	4395 ROUTE 130 S						
Dealer City	BURLINGTON	Dealer State	NJ	Dealer Zip	08016		
Owner						Contact Type	TELEPHONE
Address						Home Phone	
	PHILADELPHIA PA					Country	UNITED STATES
Product - Drivability - Unknown - Other - Default				steering wheel broken			

Briefly summarize why the customer is contacting Chrysler: Customer very upset. Customer s vehicle has been in the shop for over a week. Customer states he not happy to make payment on brand new vehicle he cannot drive. Customer states dealer not sure when he can get parts to repair steering. Customer wants this resoved as quickly as possible .

Briefly summarize what the customer is expecting: Customer expecting this to be resolved ASAP.

Customer advised a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is: cell (call first)

Preferred Afternoon/Evening call back number is : home

Customer email address for case updates:

Who has possession of the vehicle? dealer

Has the vehicle been diagnosed by a CDJ dealer? Y

If a CDJ dealer has diagnosed, what is the dealer name or code? 43272

Reassigned to 88F

Status update provided via email to the following email address:

My name is Alison and I have been assigned as your case manager. Here is some information that will be helpful for you to have:

Your case #: 21967531

Chrysler Case Management toll free telephone number: (855) 525-5085

Extension: 4720281

My work hours: 8:30 AM-5:00PM EST

I will contact you by the end of my shift the next business day via telephone to review your case with you.

End of Status Update

CM called customer at CM left message. CM advised calling in regards to vehicle concern, CM provided CAIR number, contact information, hours of operation, CM thanked customer. CM to call

alternate number.

CM called customer at [REDACTED]. CM left message. CM advised calling in regards to vehicle concern, CM provided CAIR number, contact information, hours of operation, CM thanked customer. CM to call customer next business day.

CM called dealer 43272. CM spoke to SA Ben. CM advised calling in regards to mutual customer. SA stated steering rack was supposed to come in on 3/5 instead part came in on 3/8, vehicle should be ready tomorrow. CM advised SA to call CM when repairs are complete and vehicle is ready to be picked up. SA agreed. CM provided contact information, hours of operation, asked SA if SA had any questions, thanked SA. CM to call customer.

Customer called CM. CM advised spoke to SA Ben who stated vehicle repairs are in progress, vehicle should be ready on 3/9. Customer inquired about some type of compensation for having to get his brand new vehicle repaired which took over a week to fix. CM advised will look into something for customer, will call customer when CM speaks with dealer. Customer satisfied. CM confirmed customer had contact information, asked customer if customer had any questions, thanked customer. CM to call dealer.

CM called customer at [REDACTED]. CM left message. CM advised calling to follow up with customer, CM provided contact information, hours of operation, CM thanked customer. CM to call customer next business day.

CM called customer at [REDACTED]. CM left message. CM advised calling to follow up with customer, CM provided CAIR number, contact information, CM thanked customer. CM to call customer next business day.

Customer called CM. Customer stated got vehicle back 3/9, had to take vehicle back to dealer because of the leaking of power steering fluid, dealer gave customer 4 free oil changes for inconvenience. Customer inquired about compensation for time. CM advised will look into it and contact customer. CM thanked customer. CM to call customer.

CM called customer at [REDACTED]. CM advised calling to follow up with customer, can not compensate customer at this time. Customer upset and would like to speak to supervisor. CM advised will forward CAIR to supervisor. Confirmed customer had contact information, asked if customer had any questions. CM to close CAIR.

I called the customer at the listed number [REDACTED] and received no answer. I left a message for the customer to contact me if any questions.

I spoke with the customer ([REDACTED]) and he advised he is looking for some type of compensation due to the fact his vehicle was down for over a week getting repairs. I advised him the dealer had compensated him with an oil change contract but he stated he felt that was not enough. He stated he saved us rental by not getting a rental vehicle. The customer is looking for a 1 month payment of his vehicle payment (\$495). I advised him I did not think this was an option but I would review for further options and contact him back with a final answer. I also assured him I would document this case so that if he has any further vehicle issues he can feel free to contact us and give us the opportunity to assist him if it was possible. Customer was OK with this.

I spoke with the customer and offered him 1 month s payment for \$495. He accepted that and stated he was happy with this offer. I advised him to fax his monthly statement and write last month s check number on the copy. He agreed and stated he should have that out to me tomorrow.

I called the customer at his preferred number and received no answer. I left a message advising him I received his documentation and that I would move forward with his reimbursement. We had previously verified his address on file as correct. I advised him to call back if he had any other questions.

***** Below Customer Contacted for Documentation Request *****

Alysha.Amlin@minacs.adityabirla.com on 2012-03-30 @ 16:38

***** Below Customer Contacted for Documentation Request *****

Alysha.Amlin@minacs.adityabirla.com on 2012-03-30 @ 16:43

***** Below Customer Contacted for Documentation Request *****

richard.pizzino@minacs.com on 2012-03-30 @ 16:49

***** Below Customer Contacted for Documentation Request *****

naima.gibson@minacs.adityabirla.com on 2012-03-30 @ 17:04

***** Below Customer Contacted for Documentation Request *****

I approved the check request. Documentation has been received and reviewed, attaching to case shortly.

***** Below Customer Contacted for Documentation Request *****

alysha.amlin@minacs.adityabirla.com on 2012-03-30 @ 17:31

***** Below Customer Contacted for Documentation Request *****

alysha.amlin@minacs.adityabirla.com on 2012-03-30 @ 17:33

***** Below Customer Contacted for Documentation Request *****

alysha.amlin@minacs.adityabirla.com on 2012-03-30 @ 17:35

***** Below Customer Contacted for Documentation Request *****

aa1093@chrysler.com on 2012-03-30 @ 17:36

***** Below Customer Contacted for Documentation Request *****

aa1093@chrysler.com on 2012-03-30 @ 17:39

***** Below Customer Contacted for Documentation Request *****

aa1093@chrysler.com on 2012-03-30 @ 17:41

***** Below Customer Contacted for Documentation Request *****

rp617@chrysler.com on 2012-03-30 @ 17:43

***** Customer Document Received *****

Document attached.

CLOSED LOOP UPDATE

One time good will offered and customer reimbursed for 1 month s payment for \$495.

Customer Assistance Inquiry Record (CAIR)#	
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VIN	1C4RJFAG0	CO	Open Date	03/12/2012	Built Date	01/05/2012
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	03/07/2012	Mileage	200	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	43951	EXECUTIVE DODGE AND JEEP OF	WALLINGFORD
Dealer Address	406 SOUTH ORCHARD STREET		
Dealer City	WALLINGFORD	Dealer State	CT
		Dealer Zip	06492

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	WEST SPRINGFIELD MA	Country	UNITED STATES

Product - Steering - Power Steering Pump / Bkts - Other - Default	power steering pump
Dealer - Unknown - Unknown - Rude / Discourteous - Default	

Customer called in because they have been having a problem with their dealer and the vehicle. Customer was driving around on dealer plates because the dealer did not get their plates yet when they said they would take care of it. Customer then had the power steering pump blow. Customer tried to get in touch with the dealer they bought the vehicle from which was Executive Jeep who informed her to bring the vehicle to a local dealer. The vehicle is now at Betera 68414 but they will not touch it because they stated the vehicle was not registered. Executive Jeep is getting the vehicle today. Customer is looking for a replacement vehicle. Customer does not feel that the vehicle is reliable and this should not have happened on a brand new vehicle.

** Agent was about to collect customer s information. Line was disconnected.

3/12/2012 DM contacted by SM Executive Dodge, he approved to tow veh back to his dealership and put this owner in rental for duration of repair.

**** Replacement is not being considered at this time. (DNQ for CT L/L)

3/16 Dealer is completing repair of vehicle. md19 _

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG0	CC	Open Date	03/16/2012	Built Date	01/05/2012
Model Year	2012	Body	GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	03/07/2012	Mileage	345	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	43951	EXECUTIVE DODGE AND JEEP OF			WALLINGFORD	
Dealer Address	406 SOUTH ORCHARD STREET					
Dealer City	WALLINGFORD			Dealer State	CT	Dealer Zip 06492
Owner					Contact Type	LETTER
Address					Home Phone	
	WEST SPRINGFIELD MA				Country	UNITED STATES

Product - Steering - Unknown - Leaks - Default	Chk request for Tow back to selling dealership / Brand new vehicle
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DM contacted on 3/12 SM described recently delivered vehicle has power steering leak, was towed to Bertera in Springfield Ma. they refusing to work on veh / delaying working on vehicle. DM agreed to pay for tow of vehicle back to selling dealership. New, 345 miles & Owner very upset seeking out of vehicle due to issue.

Dlr supplied Towing Slip, East Side Towing #2948 = \$ 290.00

DM to mail documents to Chrysler for proper record keeping. md19 _

POSTMARK DATE: 032312; DATE RECEIVED: 032312

Customer Assistance Inquiry Record (CAIR)#	
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VIN	1C4RJFBG4	CC	Open Date	03/26/2012	Built Date	12/12/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	01/14/2012	Mileage	3,000	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	26704	BRENNER CHRY-JEEP LLC				
Dealer Address	6039 CARLISLE PIKE					
Dealer City	MECHANICSBURG	Dealer State	PA	Dealer Zip	17055	

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	MECHANICSBURG PA	Country	UNITED STATES

Product - Steering - Power Steering Pump / Bkts - Leaks - Default	power steering pump leaking
Corporate - Lemon Law - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Body / Trim / Paint Finish - Glass - Broken, Cracked - Windshield	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

The customer states that she has had nothing but problems with the vehicle. The customer states that she purchased the Jeep in January of 2012 and the first issue developed in February. The customer states that the power steering pump started to fail causing the steering to be very difficult. The customer states from that point, the dealer was hitting and missing on what might have been the problem and what the fix would be and didn't seem to know what might have been causing the problem with the steering problem. The customer states that the next problem was with a crack that developed in the windshield but there was no evidence of an impact. The customer states that the dealer had agreed to replace the windshield and when the vehicle was taken to the dealer this past week, the power steering failed again and it was found that there was a great deal of power steering fluid on the driveway.

Briefly summarize what the customer is expecting:

The customer states that she is considering lemon law and would like a replacement vehicle.

****End structured narrative T2 - Beginning Narrative

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

Who has possession of the vehicle? (Owner/Dealer/IRF) dealer

Is this a request for Lemon Law, buy-back or replacement? replacement

Reassigned to 88L

***** QUALIFIER TEAM *****

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed related repairs at this time.

Number of related repair attempts = 1 Plus possible open RO.

Number of days out of service = 16 days in system.

Writer is sending car to 96F for further handling.

CM contacted SM at dealership. SM not available. CM spoke with JoAnn warranty administrator. JoAnn stated customer diagnosis need power steering pump and stress crack in windshield. JoAnn stated repaired stated power steering pump replaced but when replaced pump customer power steering line ruptured. JoAnn stated they have a STAR case open. JoAnn stated customer is under warranty.

CM to contact customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] Left message.

Customer returned call stated purchased vehicle on 1/14/12. Customer stated on 2/19/12 concerns started with vehicle, stated power steering went out and vehicle leaking fluid. Customer stated had vehicle towed to purchasing dealer, vehicle had less than 3,000 miles at that time. Customer stated dealership attempted to diagnosis power steering stated they replaced the hose but that did not fix concern, stated they ordered another part that did not fix concern either. Customer stated dealer replaced rack opinion that did not work stated the dealership had to order another part core unit. Customer stated there is always a delay in waiting for parts. Customer stated on 3/7 was called to pick-up vehicle stated he picked up vehicle drove home vehicle sat for a week. Customer stated on 3/15 drove vehicle to work when he returned to vehicle windshield has a stress crack called dealership was told something must of hit it, customer stated nothing hit windshield. Customer stated was told to bring vehicle into dealer on Monday 3/18. Customer stated on 3/18 parts manager Eric Walter greeted him at dealer stated nothing had hit windshield took pictures of windshield told him they were sending pictures to Chrysler and to bring vehicle back on 3/23. Customer stated did not want to drive vehicle because of crack down the middle of windshield stated dealer told him vehicle was drivable. Customer stated on 3/23 got in vehicle and could not turn steering wheel, stated fluid was on driveway underneath vehicle. Customer stated took vehicle back to dealer stated vehicle is there now dealer waiting on part to come in today. Customer stated dealer never gave explanation of windshield, customer stated need more information about vehicle repairs do not feel safe, stated 29 out of the 79 days had vehicle it's been out of operation. Customer stated dealership can't explain what's happening to vehicle. Customer stated in a rental vehicle. Customer stated has to call dealership to get update on vehicle. Customer stated seeking good explanation with problem with power steering and windshield when pick up vehicle. Stated he has already spoken to part/service manager next step general manager. Customer stated don't feel getting customer service from dealer, they do not provide explanation of repairs. Customer stated will pursue lemon law if power steering goes out on vehicle again. Customer stated previous jeep owner for last 4 years traded in at 115,000 miles. CM waiting for SM to return call.

Customer returned call stated dealership left message for husband that part came in and was installed on jeep. Customer stated vehicle is ready for pick-up. Customer stated explanation of repair was something was weakened by previous repair. Customer stated does not want vehicle, Customer stated does not feel safe. Customer inquired about buyback of vehicle. CM advised can check owner's manual or speak with SM. CM to call customer back regarding repair once speak with SM.

CM contacted SM-eric at dealership. SM stated vehicle is repaired. SM stated hoses were leaking as a result of over pressure from last repair. SM stated the hoses that were involved with power steering were stressed and caused leak. SM stated left message for customer today and has spoken with customer regarding repair several times.

husband spoke with dealership today. Customer stated in a hard spot don't know what to do about vehicle. CM advised to check owner's manual for information. Customer stated spoke with dealership regarding buyback, customer stated that dealer stated not interested. Customer stated interested in speaking with someone about buyback. CM advised will research and return call.

CM returned call to customer at [REDACTED]. CM Left Message

CM left message for customer at [REDACTED]

CM contacted customer at [REDACTED]. CM advised no additional information. Customer stated picked up vehicle from dealership, stated no other choice. Customer stated will pursue Lemon Law if have any more concerns with vehicle in the next 30 days.

CM to close CAIR.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#							
VIN	1C4RJFAG6	CC	Open Date	04/05/2012	Built Date	03/18/2012	
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	03/31/2012	Mileage	149	Dealer Zone	32	NEW YORK	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DBA						
Dealer	23122	SALERNO DUANE CHRYSLER					
Dealer Address	267 BROAD ST						
Dealer City	SUMMIT	Dealer State	NJ	Dealer Zip	07901		
Owner					Contact Type	ROADSIDE	
Address					Home Phone		
	BASKING RIDGE NJ				Country	UNITED STATES	

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Unknown - Defective - Default	

Roadside Assistance Contacted - DATE : 2012-04-05
 Road Side File Created 04-05-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 MILL ROAD 267 BROAD ST
 ACADEMY STREET
 JERSEY CITY SUMMIT
 NJ USA NJ
 CUST IS BY THE HUDSON PLAZA IS TO HER LEFT,PER SP
 DEALER CODE : 23122 SALERNO DUANE, INC.
 ***** CASE MANAGER TEAM - District ? X ? *****
 Dialed 908-277-6700 DL 23122 SM George nickels
 Is the vehicle at the dealer now? No
 When did it arrive at the dealer? 4/4/12
 What is the current mileage? 149
 If known, what is the reason for the tow? Power steering issue
 Have the repairs been completed? Yes
 If yes, when were they completed? 4/4/12
 If no, what is the estimated repair date? NA
 Are there any parts that need to be ordered? No
 If yes, what are the part & order #'s?NA
 Rental provided? Yes
 If yes, how many days? (either by the dealer or USCAC) 1 Day
 CONTACT UPDATE - 1st Contact attempt, phone number dialed
 left message
 2nd attempt made to contact customer. phone number dialed
 spoke with Customer who stated that the best time to speak with her is
 after 6:00 PM

3rd attempt made to contact customer. phone number dialed, [REDACTED]
Left message advising Writer is not available after 6:00 PM EST and left
contact Number
4th attempt made to contact customer. Phone number dialed, [REDACTED]
received message that mailbox is full
5th attempt made to contact customer. Phone number dialed, [REDACTED]
phone rang 1 time and then went dead
Writer will try to reach Customer on 4/18/12
6th and final attempt to reach Customer Phone number dialed, [REDACTED]
left message
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFCG9	CO	Open Date	04/24/2012	Built Date	12/13/2011
Model Year	2012	Body	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY			
In Service Dt	01/17/2012	Mileage	4,176	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	65725	COURTS MOTORS INC				
Dealer Address	102 ORCHARD PARK RD					
Dealer City	HURRICANE			Dealer State	WV	Dealer Zip 25526
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	SCOTT DEPOT WV				Country	UNITED STATES

Product - Steering - Tubes and Hoses - Defective - Default	hose came off
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-04-24
 Road Side File Created 04-24-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 211 TEAYS MEADOWS 102 ORCHARD PARK RD
 DRIVEWAY
 SCOTT DEPOT HURRICANE
 WV USA WV
 null
 DEALER CODE : 65725 COURTS MOTORS INC
 ***** CASE MANAGER TEAM - District ? X ? *****
 Dialed 304-562-9011 DL 65725 Spoke SM Lisa Courts
 Is the vehicle at the dealer now? yes
 When did it arrive at the dealer? 4/23/12
 What is the current mileage? 4176
 If known, what is the reason for the tow? Power steering hose came off
 Have the repairs been completed? No
 If yes, when were they completed? NA
 If no, what is the estimated repair date? 4/24/12
 Are there any parts that need to be ordered? No
 If yes, what are the part & order #'s? NA
 Rental provided? No
 If yes, how many days? (either by the dealer or USCAC) NA
 SM confirmed Customer s number as Writer will follow up with
 Customer on 4/26/12
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 left message
 2nd attempt made to contact customer. Phone number dialed,
 Left message.

3rd attempt made to contact customer. Phone number dialed [REDACTED]
Spoke with Customer who stated that vehicle is repaired and working fine.
Writer offered Case number and JEEP Customer Service number Customer declined.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG1	CC	Open Date	05/01/2012	Built Date	12/10/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	02/14/2012	Mileage	4,352	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	26405	FREEHOLD CHRYSLER JEEP, INC				
Dealer Address	4304 ROUTE 9 SOUTH					
Dealer City	FREEHOLD	Dealer State	NJ	Dealer Zip	07728	
Owner					Contact Type	
Address					Home Phone	
	EAST WINDSOR NJ				Country	UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Engine - Unknown - Leaks - Default	
Product - Steering - Power Steering Pump / Bkts - Other - Default	

Roadside Assistance Contacted - DATE : 2012-05-01
Road Side File Created 05-01-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
661 ABBINGTON DRIVE 4304 ROUTE 9 SOUTH
TWIN RIVERS DRIVE
EAST WINDSOR FREEHOLD
NJ USA NJ
VILLAGE EAST APTS- APARTMENT E,POWER STEERING LINE
DEALER CODE : 26405 FREEHOLD CHRYSLER JEEP, INC
***** CASE MANAGER TEAM - District ? X ? *****
Dialed 732-780-2900 DL 26405 SM Sal not available left detailed message.
received message for SM Sal who stated that vehicle is still at dealer as
the parts just arrived and should be completed either 5/3 or 5/4 writer
will follow up with Customer on 5/8/12
Spoke with SM Sal Who stated that they put in a Water pump and it blew
another hose. Sal stated that they have STAR involved and Sal will call
Customer as they need to do more repairs. Writer advised that agent will
follow up on 5/8/12. Sal stated that he will call agent when repair is
completed so that agent can do RA for rental.
Received Call from SM Sal who stated that Customer is upset that he is
having issues with vehicle. Sal advised that Customer is talking about
lemon law and thinks that agent should contact Customer.
Customer called back stating he wants out of the vehicle and would like a
new one that functions properly. (Replacement)
Please reassign to correct dept. when possible, as requested by the

customer.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] spoke with Customer who is very upset that he has been having issues with power steering and demanded a replacement.

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? Dealer

Is this a request for Lemon Law, buy-back or replacement?

Reassigned to 88L

***** QUALIFIER TEAM *****

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] writer informed customer that further research is required. Customer understands.

[REDACTED] writer contacting dealer 26405 and spoke with SM Sal whom informed writer of history. SM states that the vehicle is in currently since 4/30 and they will be replacing a steering rack. Writer informed SM not to close case as it is being sent over for further review.

***** ATTENTION SERVICE DIRECTOR/MANAGER *****

This customer has contacted Customer Care seeking lemon law buyback/replacement. Preliminary research has determined this vehicle's warranty history merits further review, however the customer has NOT been informed of such. They have been told that a file is being sent to the dealer with a copy to the Business Center. This CAIR is being assigned to your dealership for further handling and review with your Area Manager and/or Business Center in an attempt to resolve customer's concern and address their claim of lemon law/buyback/replacement.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not:

Number of related repair attempts = 3

Number of days out of service = 12

Writer contacting customer to inform of above information. Customer is pleased.

REASSIGNED TO BC/DLR 32 26405 05/08/12 09:35 O 22183956

SM Sal called to get RA for rental. Writer advised that once the Customer asks for Lemon Law we cannot assist. SM asked for Sup Writer transferred

*****SUPERVISOR*****

Service manager stated that per lines 18-19 he was informed that rental would be authorized. The customer has been in a rental vehicle for 11 days and feels that it should be covered. Writer informed SM that the area manager has declined assistance for rental and we would need to get him to overturn this decision for rental to be processed as an RA. SM stated he would wait for the area manager to be contacted for the RA to be processed.

Writer contacted JJD76 and was informed that he is not longer in that area and provided the number to the correct area manager. Writer contacted area manager in the correct zone and was informed that he never declined rental and feels that as we did authorize it before lemon law that we should cover the rental. Case manager will put RA in for 11 days of rental at \$40.00 a day for a CDJR or \$25.00 a day for non CDJR. Writer contacted service manager Sal and informed him that the RA will be processed and that the case can be closed on his side once the RA processes.

*Contact Date:05/11/2012

Service Manager at the dealership has closed the CAIR# 22183956

Warranty repair has been documented on Repair Order#99830

CAIR RETURNED FROM DEALER ON 5/11/2012 AT 04:23:875 R 22183956

Received Call from SM Sal who stated that he contacted Customer to pick up vehicle and Customer stated that he refuses to pick up the vehicle as is claiming Lemon Law but it appears that the vehicle did not qualify.

Writer advised that case has been closed

Spoke with Wally from Dealer 26405 advised of 39-45 and 59-60 Writer advised that Customer can call State Attorney General office to find out about lemon law. Writer gave JEEP Customer Service number. Customer called in seeking to speak with CM. Writer transferred.

Customer wanted to know if there could be an extended warranty that customer could get without customer having to pay for anything.

Writer informed customer that if the issue occurs out side of warranty to call Chrysler back and to see if customer would get some assistance in repair.

Customer did not like that customer states customer will not buy another Chrysler vehicle.

Customer disconnected.

Customer Assistance Inquiry Record (CAIR)#							
VIN	1C4RJFAG1	CC	Open Date	05/02/2012	Built Date	12/13/2011	
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	01/06/2012	Mileage	2,000	Dealer Zone	32	NEW YORK	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DBA						
Owner					Contact Type	TELEPHONE	
Address					Home Phone		
	STATEN ISLAND NY				Country	UNITED STATES	

Product - Steering - Power Steering Pump / Bkts - Leaks - Default	customer stated that this is the second time the vehicle has failed
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	previous dealership fixed power steering and now it has failed again
Corporate - CNA Change - Default - Default - Default	updated customers information in COIN
Product - Drivability - Unknown - No Start - Default	vehicle had to be towed twice as all the power steering fluid leaked out
Corporate - Lemon Law - Default - Default - Default	

Briefly summarize what the customer is expecting: The customer called and stated that he had a problem with his vehicle and that he is seeking to have it bought back by Jeep. The customer stated that this is his first Jeep product and that he purchased this vehicle for his family so they would have a good vehicle to travel in. The customer stated that he has not had the vehicle very long and already had to call for roadside assistance twice to have it towed as the vehicle has lost all the power steering fluid. The customer stated that the first time this happened was approximately one month ago and his vehicle had to be towed from his home and he had to spend extra money to get his new driveway powerwashed to get the fluid that leaked all over removed. The customer stated that at that time it was towed to Manfredi CDJ Dealership and they related the power steering pump. The customer stated that he was in New York and his family which included his wife and 1 year old and three year old were in New Jersey when the vehicle broke down and left them stranded. The customer had to travel from NY to NJ to wait for the tow truck as well as his young family had to go from NJ to New York and this was a major inconvenience to the family. The customer stated that he is very disappointed with this product and he wants Jeep to buy back his vehicle. The customer stated that 1/2 of the power steering fluid has leaked out again. The customer stated that now his vehicle will be towed to the closest CDJ which is in NJ and he will be in NY which will require him to travel multiple times again so he can get his vehicle when he is notified that it is repaired. The customer stated that he is still waiting for roadside assistance and no one has called or come to tow his vehicle. The agent advised the customer that he does have towing assistance and offered to call roadside assistance. (VIP-Warranty indicates: Please contact Cross Country Motor Club for towing assistance 800-521-2779). The customer stated that he had already called them twice and that he would call them again. The customer stated that he wanted the fact that his vehicle was not working and left his family stranded documented and that

he wanted to hear back from someone in Jeep who could provide him with a buy back as he does not want to keep this vehicle as it is unreliable especially since it is only 2000 miles and already needing repairs and leaving his family stranded.

Briefly summarize why the customer is contacting Chrysler:

Customer informed a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is 718-6661668

Preferred Afternoon/Evening call back number is 718-666-1668

Customer email address for case updates: owner wants a call back

Who has possession of the vehicle? Owner

Is this a request for Lemon Law, buy-back or replacement?

Buyback

Reassigned to 88L

***** QUALIFIER TEAM *****

This customer is seeking lemon law buyback/replacement. Preliminary research has determined this vehicle doesn't appear to qualify for lemon law/Buyback/Replacement. The customer has been informed of this research and was told that we are willing to assist in getting the vehicle repaired

The customer was also informed that a case manager will be assigned to them for further follow-up.

RESEARCH RESULTS:

Explain why this vehicle either appears to qualify or not: Vehicle does not appear to qualify, Customer does not have the needed related repairs at this time.

Number of related repair attempts = 1.

Number of days out of service = 5.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Writer called customer and informed him the vehicle does not appear to qualify at this time. Customer is stating that this is the second time this vehicle has had issues with the power steering and if this happens again he will claim Lemon Law. Customer is stating they are going out of town and they do not trust their new vehicle. Writer informed customer that Jeep does want his vehicle repaired and we will escalate their case to seek resolution. Writer called dealership at (888) 693-8016 and informed SM Jeff customer requested Lemon Law and the vehicle did not appear to meet the guidelines. SM Jeff stated the hose bracket running to the cooler hose fell off and they will be putting a better quality clamp on the vehicle and hopefully they will be able to return vehicle to customer. Writer informed SM Jeff we would document this and thanked him for his time.

Writer is sending case to 88D for further handling.

Customer called in requesting to speak with case manager, Case manager is available, writer successfully transferred customer to case manager.

EMAIL [REDACTED]

Customer calling in to see what can be done with the customer's vehicle. Just got a call from Route 18, and was informed that the vehicle is ready for pick up. Customer asked if the vehicle could be dropped off to the nearest dealership to Costco. Dealership said no this cannot be done; customer will need to come to the dealership to get the vehicle. Customer says that the vehicle is causing nothing but headaches for the customer. Writer said that writer will contact Route 18 to see if the vehicle can be dropped off at Costco for the customer, and then writer will be contacting customer back within 60 mins. Customer thanked writer. Agent attempted to contact dealer Service Manager Jeff, however, SM not available. Left message for a return call at extension 66011.

Writer attempted to contact customer, and got a message that call could not be completed as dialed check the number and dial again.

GEORGE ACOSTA requesting to speak with Case Manager. Customer stated that CM was supposed to return his call 2 hours ago. Writer transferred to 66011.

Customer said that customer does not believe that the customer service being provided is acceptable. Customer believes that Jeep has not been able to assist customer with anything thus far, and will not be surprised if Jeep will not meet the customer halfway to drop the vehicle off.

Writer said that writer has tried to contact service manager Jeff, and

with Jeff, writer will call customer back. Customer thanked writer.
Agent attempted to contact dealer Service Manager Jeff, however,
SM not available. Left message for a return call at extension 66011.
Writer called customer and said that writer has left a message for Jeff,
service manager at ROUTE 18 CHRYSLER JEEP DODGE RAM, to call writer back.
Customer said don t worry about it, customer will get there to pick the
vehicle up. Writer said that writer will follow up with customer on
Monday, customer thanked writer.
Service manager Jeff, and informed customer will be there to pick up the
vehicle.
SM Jeff requesting to speak with Case Manager.
Writer transferred to the Case Manager.
Writer calling customer to verify repairs? Customer said yes the vehicle
is fixed. Writer said the case will be closed, if customer needs to call
writer in the future to please do so.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG1	CC	Open Date	05/03/2012	Built Date	12/13/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	01/06/2012	Mileage	4,000	Dealer Zone		
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	STATEN ISLAND NY				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
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Roadside Assistance Contacted - DATE : 2012-05-03
 Road Side File Created 05-03-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 2210 STATE ROUTE 27
 RAMP
 EDISON
 NJ USA
 ANNOUNCED VEHICLE,LOST POWER STEERING FLUID IN FR
 DEALER CODE : ANCHORAGE CHRYSLER CENTER INC
 CLOSING CAIR as there is an open cair #22194087 that is already being worked.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFCG9	CC	Open Date	05/11/2012	Built Date	12/13/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	01/17/2012	Mileage	5,000	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	65725	COURTS MOTORS INC				
Dealer Address	102 ORCHARD PARK RD					
Dealer City	HURRICANE			Dealer State	WV	Dealer Zip 25526
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	SCOTT DEPOT WV				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Tubes and Hoses - Defective - Default	

Roadside Assistance Contacted - DATE : 2012-05-11
 Road Side File Created 05-11-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 PUTNAM VILLAGE DRIVE 102 ORCHARD PARK RD
 STATE HIGHWAY 34
 HURRICANE HURRICANE
 WV USA WV
 GPS POI - DISTANCE 0.24 MILES TO THE NORTH-EAST OF
 DEALER CODE : 65725 COURTS MOTORS INC
 ***** CASE MANAGER TEAM - District ?x ? *****
 Who did you speak with at the dealer and what is their dealer
 code?DL65725 Service manager Lisa was not available. Spoke with Bill,
 service advisor
 Is the vehicle at the dealer now?yes
 When did it arrive at the dealer?5/11/12
 What is the current mileage?4709
 If known, what is the reason for the tow?power steering hose blew off
 Have the repairs been completed?no
 If yes, when were they completed?na
 If no, what is the estimated repair date?5/18/12
 Are there any parts that need to be ordered?yes
 If yes, what are the part & order # s?power steering hose
 Rental provided?yes, loaner vehicle
 If yes, how many days? (either by the dealer or USCAC)5
 A call will be made to the dealer 5/21/12
 Dealer Contact- Spoke with service manager Lisa was not available. Spoke
 with Bill who states the parts came today. The repairs should be made and
 a follow up call will be made to the customer to verify the repairs

5/23/12

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]

Customer states that he has not picked up the vehicle and this is the 2nd time that they have had to have this repair done. Now the dealership is replacing the power steering pump, and the cooler and the hose. A call will be made to the customer to verify the repairs 5/29/12

2nd attempt made to contact customer. [REDACTED] Customer verified the repairs and was provided with the reference number.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG1	CC	Open Date	05/15/2012	Built Date	12/03/2011
Model Year	2012	Body	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	03/23/2012	Mileage	3,125	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	41917	DUTCHESS CHRYSLER JEEP DODGE				
Dealer Address	2285 SOUTH RD					
Dealer City	POUGHKEEPSIE	Dealer State	NY	Dealer Zip	12601	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	HOPEWELL JUNCTION NY				Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Insufficient Follow-Up - Default	Survey indicates customer had to keep calling to find out about vehicle
Product - Steering - Tubes and Hoses - Other - Default	Survey indicates power steering hose clogged and burst while driving
Corporate - Outbound - Survey Follow-Up - CPS - Default	
Corporate - Outbound - Survey Follow-Up - CPS - Third Call Attempt	

CPS Survey Record Received Date: 05/15/2012

Survey Number : CC17641604

Quality Survey ID Number:

Survey Date : 05/14/2012

VIN Number : 1C4RJFAG1CC

Mapping Class : Dealer

Event Type : 1st Warranty Visit

CPS Score : 7

***** CASE MANAGER TEAM - District Z *****

Survey comments indicate: 'I had the car for a month and had to have it in for service for three days for a power steering fluid hose that clogged and burst while I was driving it with my family in the car. I brought it in and that was fine. But, I had to keep calling to check on it. I had to demand a loaner vehicle. I literally...The only time I received a phone call was when the car was finished. I needed to know what was going on with it and nobody called me to tell me what was going on or that the part was on order or anything. I had to do the follow up while I was a work.'

CONTACT UPDATE - 1st Contact attempt, phone number dialed, . Writer was advised the customer was not in today and would be in tomorrow.

2nd attempt made to contact customer, . Writer was advised the customer was with a customer and it would be a few minutes before she was available. Writer advised another attempt would be made later.

3rd attempt made to contact customer, [REDACTED] Left message.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFCG2	CC	Open Date	05/16/2012	Built Date	12/12/2011
Model Year	2012	Body	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY			
In Service Dt	02/27/2012	Mileage	3,563	Dealer Zone	51	CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBU	TRUE BLUE PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	44991	DON MILLER DODGE				
Dealer Address	5822 ODANA ROAD					
Dealer City	MADISON	Dealer State	WI	Dealer Zip	53719	
Owner					Contact Type	ROADSIDE
Address						
	53719				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Tubes and Hoses - Other - Default	

Roadside Assistance Contacted - DATE : 2012-05-16
 Road Side File Created 05-16-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 3130 DORCHESTER WAY 5802 ODANA RD
 EDENSWAY ROAD
 MADISON MADISON
 WI USA WI
 APT 2 //CALL CUST UPON ARRIVING // VEH IS LOC IN H
 DEALER CODE : 44991 DON MILLER DODGE CHRYSLER JEEP RAM
 ***** CASE MANAGER TEAM - District X *****
 DEALER CONTACT: writer contacted DON MILLER DODGE CHRYSLER JEEP RAM,
 requested SM A.J.
 Who did you speak with at the dealer and what is their dealer code? SA
 Aaron. 44991
 Is the vehicle at the dealer now? No
 When did it arrive at the dealer? 5/15/12
 What is the current mileage? 3563
 If known, what is the reason for the tow? Blew power steering line
 Have the repairs been completed? Yes
 If yes, when were they completed? 5/16/12
 If no, what is the estimated repair date? N/A
 Are there any parts that need to be ordered? Yes
 If yes, what are the part & order # s? N/A
 Rental provided? No
 If yes, how many days? (either by the dealer or USCAC) 0
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 . Spoke to customer, confirmed repairs. Provided brand contact
 number (800-lamJeep) & requested customer to call us back if further

assistance is needed. Customer appreciated.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG2	CC	Open Date	05/24/2012	Built Date	11/29/2011
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	01/10/2012	Mileage	2,726	Dealer Zone	63	DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PBU	TRUE BLUE PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	45100	DALLAS DODGE CHRYSLER JEEP				
Dealer Address	11550 LBJ FWY					
Dealer City	DALLAS	Dealer State	TX	Dealer Zip	75238	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	TULSA OK				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Customer Number Blocked/Missing/Incorrect	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Steering - Tubes and Hoses - Other - Default	

Roadside Assistance Contacted - DATE : 2012-05-24
 Road Side File Created 05-24-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 4220 EMERSON AVENUE 11550 LBJ FWY
 WESTCHESTER DRIVE
 DALLAS DALLAS
 TX USA TX
 LOCATED HIGHLAND PARK HIGH SCHOOL PARKING GARAGE O
 DEALER CODE : 45100 DALLAS DODGE CHRYSLER JEEP
 ***** CASE MANAGER TEAM - District X *****
 Writer contacted dealer DALLAS DODGE CHRYSLER JEEP, requested their SM
 Jeff Renfro.
 Unavailable. Left message on machine with Case and VIN #, writer s
 contact # and reason for the call.
 Writer contacted dealer DALLAS DODGE CHRYSLER JEEP, requested their SM
 Jeff Renfro. Unavailable.
 Who did you speak with at the dealer and what is their dealer code? SA
 Sam 45100
 Is the vehicle at the dealer now? No
 When did it arrive at the dealer? 4/25/12
 What is the current mileage? 2726
 If known, what is the reason for the tow? Power steering leaking/
 Replaced.
 Have the repairs been completed? Yes
 If yes, when were they completed? 4/25/12
 If no, what is the estimated repair date? N/A
 Are there any parts that need to be ordered? No

If yes, what are the part & order # s? N/A

Rental provided? No

If yes, how many days? (either by the dealer or USCAC) 0

CONTACT UPDATE - 1st Contact attempt, phone number dialed,
[REDACTED]. 'Not a working number'. Writer dialed again and got the same
message.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG4	CO	Open Date	05/29/2012	Built Date	01/30/2012
Model Year	2012	Body	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	02/10/2012	Mileage	1,800	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	62012	TETERBORO CHRYSLER PLYMOUTH JEEP			EAGLE	
Dealer Address	469 ROUTE 46					
Dealer City	LITTLE FERRY	Dealer State	NJ	Dealer Zip	07643	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	WEEHAWKEN NJ				Country	UNITED STATES
<div> <div>Product - Steering - Unknown - Other - Default</div> <div>Customer states steering will just quit working properly.</div> </div>						

Customer states that they are having steering issues with their 2012 Jeep Grand Cherokee. Customer states that while driving they loose steering and the fluid goes all over the place. Customer states this has happened at about 300 miles and is in the process of being towed to the dealer now for the same problem. Customer states that she is not happy with the sales department at all. Customer states that he is being rude and not helpful at all. Customer states that their original vehicle was stolen from the garage so they needed to get a different one. Customer states the dealership that the dealer was making them pay way more for the new vehicle then the one they originally purchased. Customer states they were able to negotiate the price down a little but still ended up paying more then they were going too originally. Customer states the vehicle is unsafe to be driving because the steering will just quit working.

Customers seeking assistance getting her vehicle fixed properly or help being provided with a new vehicle.

Agent advised customer a call back is required and will take place within one business day.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates:

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? 26062

Reassigned to 88F

Writer contacted dealer at 212-765-6633. Writer left message for Service Manager to call back today.

Writer contacted dealer at 212-765-6633. Secretary stated Service Manager is unavailable and he will call back when he can.

Writer contacted customer at. Customer stated the tow truck

is picking up the vehicle right now. Customer wants writer to sent an email with contact information. Customer stated she will call us.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Per lines 31-33

Status update provided via email to the following email address:

[REDACTED]
Hello my name is Jean and i am your case manager. Here is some information you might need. My phone number is 1-800-763-8422 ext.66216. My work hours are from 9:00Am-5:30Pm Monday-Friday. Your Case Number is listed above.

End of Status Update

Writer contacted dealer. Left message

[REDACTED] calling to speak with case manager JB1846. Writer transferred customer over to cm.

Customer called Writer. Customer picked up her vehicle from the dealership and was told it works. Customer was driving and the power searing went out again. Customer states this is the 3 time she was told the vehicle was repaired but it was not. Customer stated she thinks she should have her vehicle towed to a different dealer. Customer then stated she can t afford to take the time off work just to wait for her vehicle.

Writer then offered to give customer a different dealer in her area that might be able to get her a rental. Writer advised customer that Teterboro Chrysler Jeep was only 6.25 ml away from her. Customer wanted to know if she could just get a rental from a local rental service. Writer then advised customer that if she chooses to do that then we will only be able to reimburse her for \$35 a day for a Chrysler and \$20 a day for a non Chrysler vehicle customer then stated that she just wants to talk to Writers Manager. Writer advised customer that a call back will be made by the end of business today. Customer then hung up.

Caller [REDACTED] requesting to speak with a Supervisor. Writer advised caller will receive a call within 2-3 hours [REDACTED].

Customer called to speak to her case manager; writer transferred the customer to ext 66216 for further assistance.

Customer contacted writer back and apologized for the last call. Customer wanted writer to call Teterboro Chrysler Jeep and authorized a rental. Customer wanted to hold while writer contacted dealer due to the tow truck on its way to her house. Writer then contacted dealer and spoke to the Service Adviser Christy. SA stated she can get a rental there as long as the customer is there by 5:30 pm Writer and SA agreed on 9 days of rental. Writer will submit RA for 9 days of rental. Writer then transferred back to customer and explained to customer what was being done with the rental. Customer stated she will see if she can get a ride to the dealer with the tow truck. Customer then thanked writer for helping.

Customer seeking rental assistance because Customers vehicle power steering keeps going out. Contacted Service Adviser, Christy at 62012 to

discuss the customer s request for rental assistance. Confirmed customer s concern and with Service Manager concurrence, authorized 9 days of rental per guidelines in Warranty Bulletin D-11-53.

SA Christy calling to verify case manager approved 9 days rental but SA says she can t view case. Writer gave case number and verified 9 days rental approved and referred caller to [REDACTED].

Customer called in requesting to be directly transferred to case manager. Writer successfully transferred customer to extension 66216.

EMAIL [REDACTED]

Status update provided via email to the following email address: teterboroservice@aol.com

[REDACTED] Customer care authorized 9 days of rental for \$40.00 a day per guidelines in Warranty Bulletin D-11-53

End of Status Update

Writer had to send authorization to dealers email due to it not showing up in there systems.

Dealer (SA) Christy calls to speak with their Case Manager.

Writer warm transferred the call to the case manager JB1846.

Writers notes did not save on 6/1. Service Adviser Cristy called requesting customer keep her rental even though the repairs are done due

the problem was the clamp on the house or if there is a bigger issue.

Writer agreed for customer to keep the rental for the remaining time.

Writer will set follow up for 6/7.

Writer contacted dealer at 201-440-0222. Writer spoke to the Service Manager Dave. SM stated that this vehicle is an electric searing vehicle.

SM stated that he got another vehicle in the dealership for the same problem. SM stated that he sent the other vehicles case over to STAR and they told him that he needs to order a new cooler and a new line for both vehicles. SM stated that when he gets the parts in then it will be a same day repair. SM stated that he will call writer back with order information for the parts.

Writer contacted that customer at [REDACTED]. Left Message.

Dealer (SM) Dave calls to speak with their Case Manager.

Writer warm transferred the call to the case manager JB1846

Service Manager Dave stated the cooler will be in tomorrow but the house that they need wouldn't be in but the SM stated that his Parts Manager is confident with getting the house in by tomorrow. SM stated that he will keep us updated.

Writer contacted that customer at [REDACTED]. Left Message

Service Manager contacted writer. SM stated that the repairs have been done and the customer has been notified and they are waiting for the customer to pick up the vehicle.

Customer contacted writer. Customer stated that she spoke to the dealership. Customer stated that she is unable to get into the dealer today and wanted to know if we could give her a rental for one more day. Writer advised customer that we will contact the dealer and find out what we can do.

Writer contacted dealer at 201-440-0222. Writer spoke to Service Adviser Ray. SA stated he would talk to the Service Manager about authorizing 1 more day rental.

Writer contacted customer at [REDACTED]. Left Message

Writer contacted customer at [REDACTED]. Left Message follow up 6/12

Writer contacted dealer at 201-440-0222. Writer spoke to Service Manager Dave. SM stated alleges customer has picked up vehicle SM was not aware if 1 day rental that was authorized was needed. Writer advised SM if needing the 1 day rental to contact writer and writer will follow up with customer on completion of repairs.

Writer contacted customer at [REDACTED] Left Message. follow up 6/14.

Agent contacted customer at [REDACTED] customer inform the agent there are no issues with the vehicle currently and customer is okay with case being closed.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG9	CC	Open Date	06/05/2012	Built Date	12/11/2011
Model Year	2012	Body	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	01/20/2012	Mileage	6,700	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	62780	BRANDYWINE CHRYSLER JEEP DODGE				
Dealer Address	3807 KIRKWOOD HWY					
Dealer City	WILMINGTON	Dealer State	DE	Dealer Zip	19808	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	SMYRNA DE				Country	UNITED STATES
Corporate - Outbound - Proactive Customer Alert - Roadside - Default						
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default						

Roadside Assistance Contacted - DATE : 2012-06-05
 Road Side File Created 06-05-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 6 WELWYN ROAD 3807 KIRKWOOD HWY
 ELDEN WAY
 NEWARK WILMINGTON
 DE USA DE
 CWC
 DEALER CODE : 62780 BRANDYWINE CHRYSLER JEEP DODGE
 ***** CASE MANAGER TEAM - District ? X ? *****
 Dialed 302-998-2271 Dealer 62780 Service Manager Bob not available left
 detailed message
 Who did you speak with at the dealer and what is their dealer code?
 Is the vehicle at the dealer now? No
 When did it arrive at the dealer? 6/4
 What is the current mileage? 7283
 If known, what is the reason for the tow? Leak all power steering fluid
 Have the repairs been completed? Yes
 If yes, when were they completed? 6/4
 If no, what is the estimated repair date?
 Are there any parts that need to be ordered? No
 If yes, what are the part & order # s?
 Rental provided? No
 If yes, how many days? (either by the dealer or USCAC)
 Customer # from dealer
 CONTACT UPDATE - 1st Contact attempt, phone number dialed,
 The customer is happy with roadside and the repairs.
 CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG9	CC	Open Date	06/24/2012	Built Date	01/18/2012
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	03/03/2012	Mileage	6,300	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PBU	TRUE BLUE PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	45196	AL DEEBY DODGE CLARKSTON, INC.				
Dealer Address	8700 DIXIE HIGHWAY					
Dealer City	CLARKSTON	Dealer State	MI	Dealer Zip	48348	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	AVON IN				Country	UNITED STATES

Product - Steering - Tubes and Hoses - Other - Default	power steering line came loose
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-06-24
 Road Side File Created 06-24-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 5731 CARIBOU COURT 8700 DIXIE HIGHWAY
 CARIBOU LAKE LANE
 CLARKSTON CLARKSTON
 MI USA MI
 NO POWER STEARING ..IT IS LEAKING POWER STERAING
 DEALER CODE : 45196 AL DEEBY DODGE CHRYSLER JEEP
 ***** CASE MANAGER TEAM - District X *****
 DEALER CONTACT Dealer 45196, (248)620-0800
 Service Manager (SM) Joe Kinest, out of office today
 Spoke with Service Advisor (SA) Shannon
 Who did you speak with at the dealer and what is their dealer code? SA
 Shannon, dealer 45196
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 6/23/2012
 What is the current mileage? 6300
 If known, what is the reason for the tow? Power steering not working.
 Have the repairs been completed? Yes reattached power steering line
 and filled.
 If yes, when were they completed? 6/25/2012.
 If no, what is the estimated repair date? N/A
 Are there any parts that need to be ordered? N/A
 If yes, what are the part & order # s? N/A
 Rental provided? No
 If yes, how many days? N/A

SA provided customer s phone number: [REDACTED]
CONTACT UPDATE Spoke with customer at number provided.
Customer states vehicle is working satisfactory and has no further
questions, concerns, or comments.
Jeep customer care number offered, customer declined.
Case manager advised customer this number is in the owner s manual if
needed.
CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4RJEAGX	CO	Open Date	06/30/2012	Built Date	01/17/2012
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
In Service Dt	06/07/2012	Mileage	2,000	Dealer Zone	63	DALLAS
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PGZ	BLACK FORREST GREEN PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					

Dealer	67387	RALPH SELLERS CHRYSLER DODGE JEEP				
Dealer Address	14215 N AIRLINE HWY					
Dealer City	GONZALES		Dealer State	LA	Dealer Zip	70737

Owner	[REDACTED]	Contact Type	ROADSIDE
Address	[REDACTED]	Home Phone	[REDACTED]
	BATON ROUGE LA [REDACTED]	Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2012-06-30
Road Side File Created 06-30-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
5831 WOODLAWN PARK COURT 14215 N AIRLINE HWY

BATON ROUGE GONZALES
LA USA LA
@RES,POWER STEERING OUT
DEALER CODE : 67387 RALPH SELLERS CHRYSLER DODGE JEEP

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFCGX	CO	Open Date	07/07/2012	Built Date	03/21/2012
Model Year	2012	Body		JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	04/27/2012	Mileage	887	Dealer Zone	70	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	64793	ANCHORAGE CHRYSLER CENTER INC				
Dealer Address	2601 EAST 5TH AVENUE					
Dealer City	ANCHORAGE			Dealer State	AK	Dealer Zip 99501
Owner					Contact Type	ROADSIDE
Address	N/A				Home Phone	
	EAGLE RIVER AK null				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default	
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Roadside Assistance Contacted - DATE : 2012-07-07
 Road Side File Created 07-07-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 12812 OLD GLENN HIGHWAY 2601 EAST 5TH AVENUE
 NORTHGATE DRIVE
 EAGLE RIVER ANCHORAGE
 AK USA AK
 POWER STEERING FLUID LEAKED OUT
 DEALER CODE : 64793 ANCHORAGE CHRYSLER CENTER INC

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG9	CC	Open Date	07/09/2012	Built Date	01/18/2012
Model Year	2012	Body	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	03/03/2012	Mileage	7,673	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PBU	TRUE BLUE PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC				
Dealer Address	2695 EAST MAIN STREET					
Dealer City	PLAINFIELD	Dealer State	IN	Dealer Zip	46168	
Owner					Contact Type	ROADSIDE
Address					Phone	
	AVON IN				Country	UNITED STATES

Product - Steering - Tubes and Hoses - Improper Installation/Missing - Default	hose clamp came loose.
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-07-09
 Road Side File Created 07-09-12 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
 5930 E STATE ROUTE 334 2695 EAST MAIN STREET
 S PERRY WORTH ROAD
 WHITESTOWN PLAINFIELD
 IN USA IN
 WHITESTOWN TRAVEL CENTER ALSO BP GAS STATION,3\$ PE
 DEALER CODE : 68960 WESTGATE CHRYSLER JEEP DODGE INC
 ***** CASE MANAGER TEAM - District X *****
 DEALER CONTACT Dealer 68960, (317)839-6554
 Service Manager (SM) Doug Miller.
 Is the vehicle at the dealer now? Yes
 When did it arrive at the dealer? 7/9/2012 repair order opened
 What is the current mileage? 7673
 If known, what is the reason for the tow? No power steering.
 Have the repairs been completed? Yes- Repaired the power steering hose,
 a hose clamp.
 If yes, when were they completed? 7/9/2012
 If no, what is the estimated repair date? Later today, 7/9/2012
 Are there any parts that need to be ordered? N/A
 If yes, what are the part & order # s? N/A
 Rental provided? No
 If yes, how many days? N/A
 SM verified customer s phone number:
 And provided work number.
 CONTACT UPDATE - 1st Contact attempt.

No answer at home number [REDACTED]

Spoke with customer at work number.

Customer asked if there is any kind of compensation for her, as this has happened twice and being stranded late at night with her daughter is a big problem.

Customer was given the phone number; 877 426-5337 for Jeep Customer Care to call for any additional assistance is needed.

Customer asked about filing for lemon law, if this happens again.

Customer was advised to call the Jeep customer care number for assistance if needed in the future and this question could be answered for her.

Customer has no further questions, concerns, or comments.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG5	CC	Open Date	07/10/2012	Built Date	05/10/2012
Model Year	2012	Body	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	06/23/2012	Mileage	451	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	43724	SAFFORD DODGE JEEP OF SPRINGFIELD				
Dealer Address	6801 COMMERCE ST					
Dealer City	SPRINGFIELD	Dealer State	VA	Dealer Zip	22150	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	ALEXANDRIA VA				Country	UNITED STATES
Corporate - Outbound - Proactive Customer Alert - Roadside - Default						
Corporate - Outbound - Service Follow-up - Roadside - Customer Unavailable						
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default						
Product - Steering - Unknown - Leaks - Default						
<p>Roadside Assistance Contacted - DATE : 2012-07-10</p> <p>Road Side File Created 07-10-12 FOR WARRANTY</p> <p>VEHICLE PROBLEM AT: VEHICLE TAKEN TO:</p> <p>3705 FORT WORTH AVENUE 6801 COMMERCE ST</p> <p>FORT WILLIAMS PARKWAY</p> <p>ALEXANDRIA SPRINGFIELD</p> <p>VA USA VA</p> <p>CALL CUST 10M B4 ARRIVAL</p> <p>DEALER CODE : 43724 SAFFORD CHRYSLER JEEP DODGE OF</p> <p>***** CASE MANAGER TEAM - District ? X ? *****</p> <p>Dialed 703-866-1700 Dealer 43724 Service Manager Jeff East not available</p> <p>left detailed message</p> <p>Received call from SM Jeff who stated that there was a leak in power steering. Miles on vehicle is 451. Parts were ordered and should be in by 7/11/12 and that is when repairs are expected to be completed.</p> <p>CONTACT UPDATE - 1st Contact attempt, phone number dialed, busy</p> <p>2nd attempt made to contact customer. Busy</p> <p>3rd attempt made to contact customer. Busy.</p> <p>CLOSED LOOP UPDATE - no need for additional follow-up.</p>						

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG9	CO	Open Date	07/10/2012	Built Date	01/18/2012
Model Year	2012	Body	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	03/03/2012	Mileage	7,800	Dealer Zone	42	DETROIT
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PBU	TRUE BLUE PEARL COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	68960	WESTGATE CHRYSLER JEEP DODGE INC				
Dealer Address	2695 EAST MAIN STREET					
Dealer City	PLAINFIELD	Dealer State	IN	Dealer Zip	46168	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	AVON IN				Country	UNITED STATES
Product - Steering - Power Steering Pump / Bkts - Other - Default						
						power steering

Briefly summarize why the customer is contacting Chrysler: Customer states that while on holidays in June the power steering broke and was replaced. Customer states that the customer was coming back from Chicago and the customer has lost steering again. Customer states that this happened this past Sunday. Customer was told there was a bad clamp and it is a defect. Customer now has no steering again. Customer states this is now the third time.

Briefly summarize what the customer is expecting: Customer seeks to have this documented. Customer seeks to have this repaired and would like it to be the final time for the same issue.

Agent advised the customer of the case number.

Customer called in to state that their vehicle has had 3 separate incidents where they have lost all power steering on the vehicle.

Customer states they are aware there is an investigation going on.

Customer wanted documentation from the dealer of what the dealer has done each time. Agent advised customer to get that from the dealer. Customer wanted this documented. Customer stated if it happened again there will be issues.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFCG9	CO	Open Date	07/16/2012	Built Date	12/13/2011
Model Year	2012	Body	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY			
In Service Dt	01/17/2012	Mileage	65,000	Dealer Zone	35	WASHINGTON
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 VVT ENGINE				
Transmission	DBA					
Dealer	65725	COURTS MOTORS INC				
Dealer Address	102 ORCHARD PARK RD					
Dealer City	HURRICANE	Dealer State	WV	Dealer Zip	25526	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	SCOTT DEPOT WV				Country	UNITED STATES
Product - Steering - Manual Rack and Pinion - Defective - Default				Customer seeking Lemon Law		
Product - Steering - Tubes and Hoses - Defective - Default				defective power steering hose		

Briefly summarize why the customer is contacting Chrysler: Customer states that he is having power steering issues with his vehicle. Customer states the hoses keep blowing off and have been replaced by the dealership several times and it keeps doing this. Customer states his vehicle is currently at the dealership now getting repaired. Customer states at this point he would like to file for Lemon Law and get a replacement vehicle.

Briefly summarize what the customer is expecting: Seeking a replacement vehicle.

Customer was advised that due to the nature of their request a call back is required and will take place within one to two business days.

Preferred call back number is
Who has possession of the vehicle? Dealership #65725

Is this a request for Lemon Law, buy-back, or replacement? Replacement
Reassigned to 96L

Customer calling back to see what is happening with his case.

Agent advised the customer that it is 2 days before a callback and they still could call today up to close COB which is 10 PM EST

Customer called again to say that his concern now is that the Jeep has been repaired and the dealership wants him to pick it up and return the loaner. Given the nature of the case, agent suggested customer contact the dealership and advise them that a callback from a case manager is expected and after it is received, customer will return to the dealership to discuss what will happen with the vehicle. Customer says he no longer wants the vehicle as he is afraid to drive it.

Called owner and advised that vehicle does not qualify for escalation, since dealer has vehicle repaired. Owner wanted to argue that vehicle is not repaired, that dealer has just replaced the same parts as done previously. Again advised owner that dealer has resolved issue, and steering concern has been repaired. Owner refuses to pick up vehicle, and

states we will be hearing from his Atty. Thanked owner for his time.
close file

Customer Assistance Inquiry Record (CAIR)#							
VIN	1C4RJFAG5	CO		Open Date	07/27/2012	Built Date	05/10/2012
Model Year	2012	Body		JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY			
In Service Dt	06/23/2012	Mileage	451	Dealer Zone	35	WASHINGTON	
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT		Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 VVT ENGINE					
Transmission	DBA						
Dealer	43724	SAFFORD DODGE JEEP OF SPRINGFIELD					
Dealer Address	6801 COMMERCE ST						
Dealer City	SPRINGFIELD			Dealer State	VA	Dealer Zip	22150
Owner						Contact Type	LETTER
Address						Home Phone	
	ALEXANDRIA VA					Country	UNITED STATES
Product - Steering - Tubes and Hoses - Other - Default							

AM spoke with Mr. Ray regarding service history on vehicle. The customer is seeking to have the vehicle replaced. The customer had a concern with the power steering system. The dealership has been in contacted with STAR and Tech Advisor to resolve the customer concern. Working with our Engineering Department, parts are being sent to the dealership to resolve the customer concern. The vehicle has had a one time warranty repair and does not qualify for replacement. AM offer customer a service contract after the repairs are completed. No terms of a contract have been offered yet.

The dealership is repairing the vehicle, scheduled to be completed early this week.

AM confirmed the vehicle is repaired. AM has an appointment to meet with customer at dealership at 1pm on 8/1. AM offer customer the following as a goodwill offer; MaxCare Chrysler Service contract for 5yrs/100K miles with a \$100 deductible or a MaxCare Chrysler Service contract for 7yrs/85K miles with a \$100 deductible. In addition to service contract offer, AM offered to reimburse for one month car payment due to length of time to repair vehicle. Customer has not accepted offer yet.

AM road tested vehicle for 35 miles with customer today. The customer concern has been repaired. The customer is still seeking replacement vehicle. Customer provided AM with letter requesting replacement vehicle. AM forwarded letter to CR Manager to review.

AM reviewed CAIR with CR manager. Working with customer on trading in vehicle using a Trade Certificate. AM contacted customer, waiting for a call back from

The customer traded in vehicle, AM authorized \$5,000 trade certificate.

AM contacted dealership for required information to process certificate, waiting for response.

8/7 - See attached letter from customer - PLS

POSTMARK DATE: 080212; DATE RECEIVED: 080712

POSTMARK DATE: 080112; DATE RECEIVED: 080812

AM contacted GM, waiting for required information.
AM submitted ISG template to CR Manager for approval.

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9-11-2012

ENCLOSURE 7D

Assessments - Complaint
Analysis

CAIR 021946231 Service
History

Updated Mileage from 18017 to 1817 for VIN 1C4RJFCG0CC

Report #	Dealer	Narr Date	VIN	
	60180	06/28/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 5529	
	60180	03/30/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 18017	
	60180	03/28/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 1918	
	60180	03/22/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 0	
	60180	03/20/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 1918	
	60180	03/16/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 1411	
	60180	03/16/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 1817	
	60180	03/15/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 1817	
	60180	03/07/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 1817	
	60180	02/16/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 1411	
	60180	02/16/2012	1C4RJFCG0CC	
			MDH: 113023	
			Mileage: 1411	

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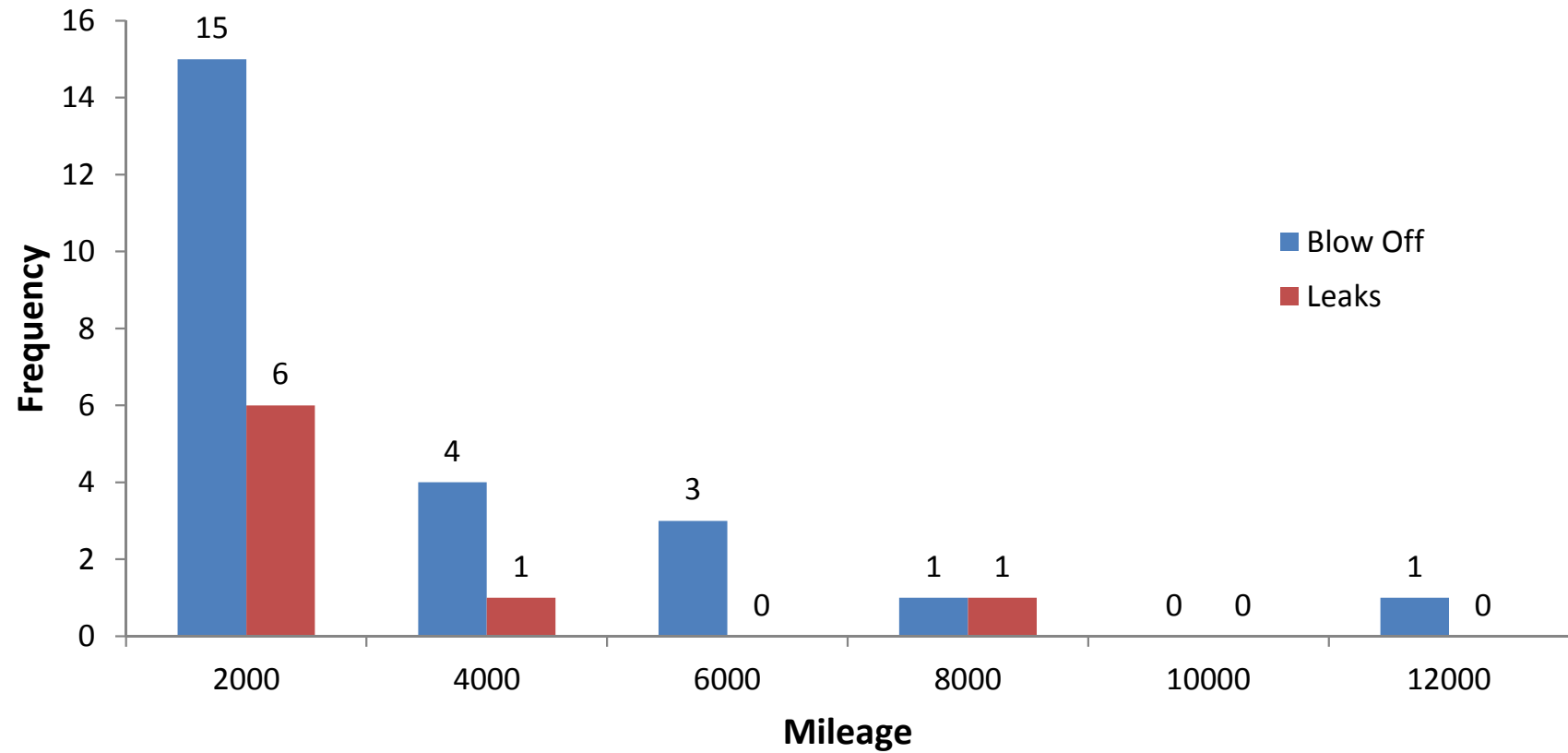
9-11-2012

ENCLOSURE 7D

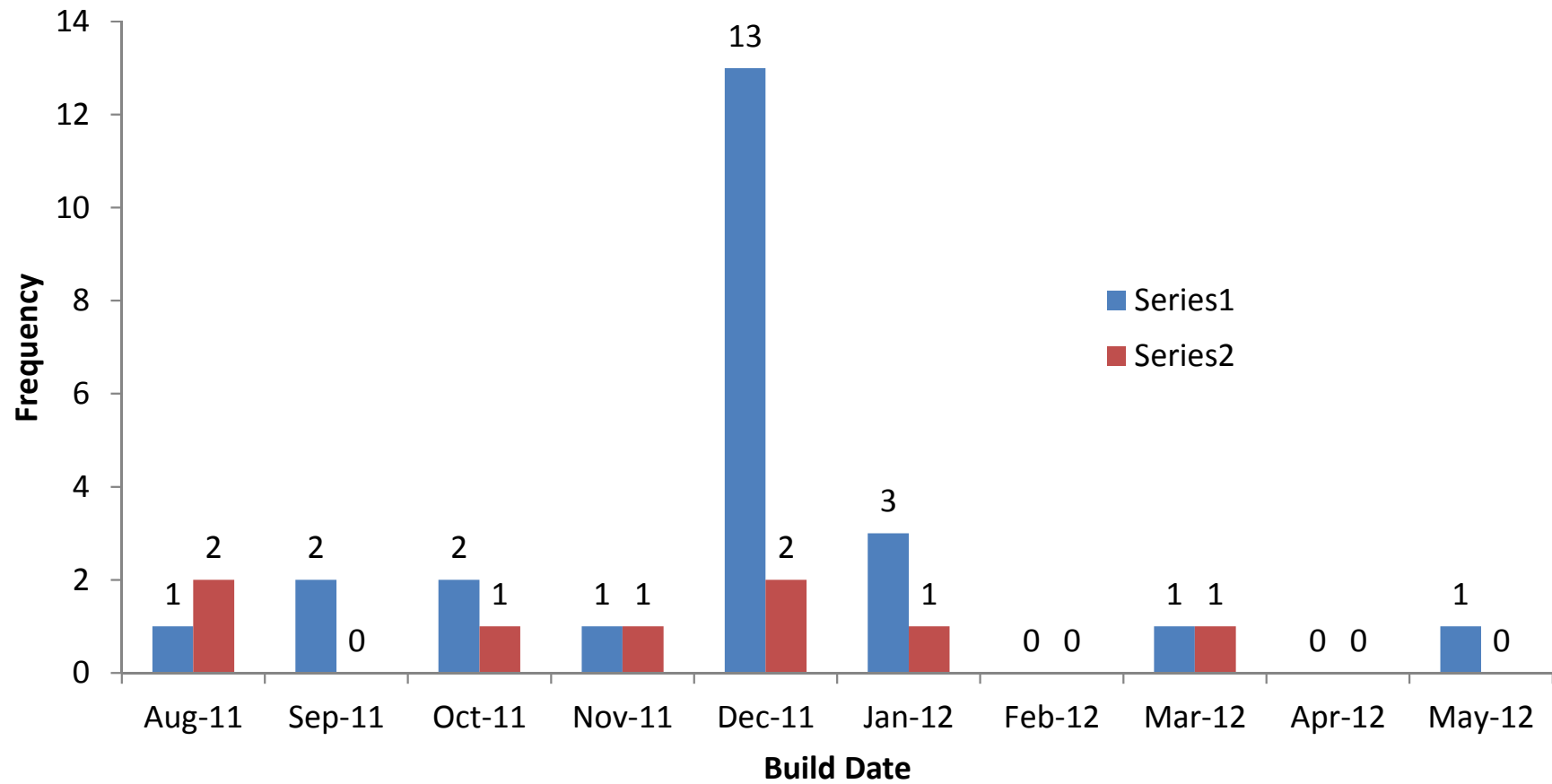
Assessments - Complaint
Analysis

Customer Complaint Analysis

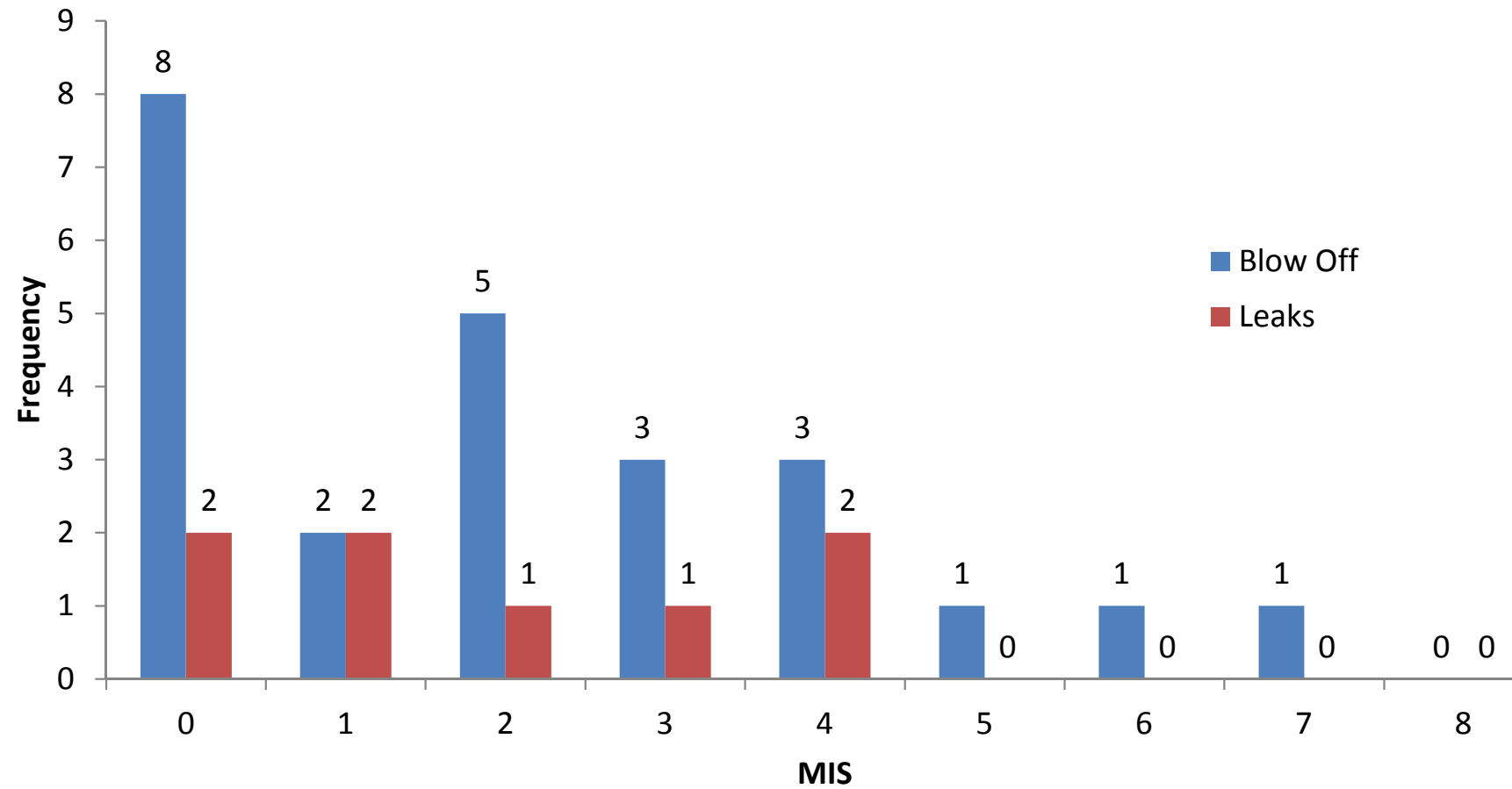
PE 12-020 Blow Off + Leaks vs. Mileage



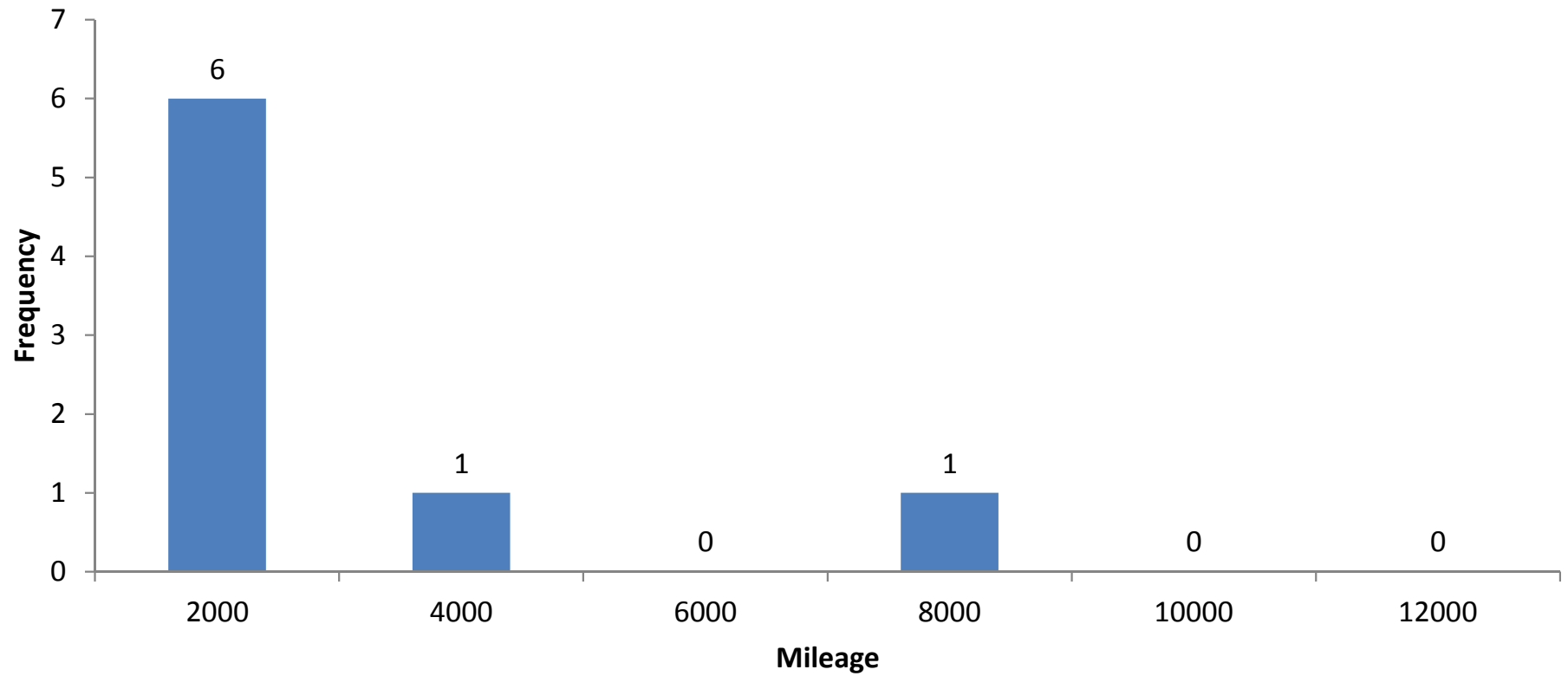
PE 12-020 Blow Off+ Leaks vs. Build Date



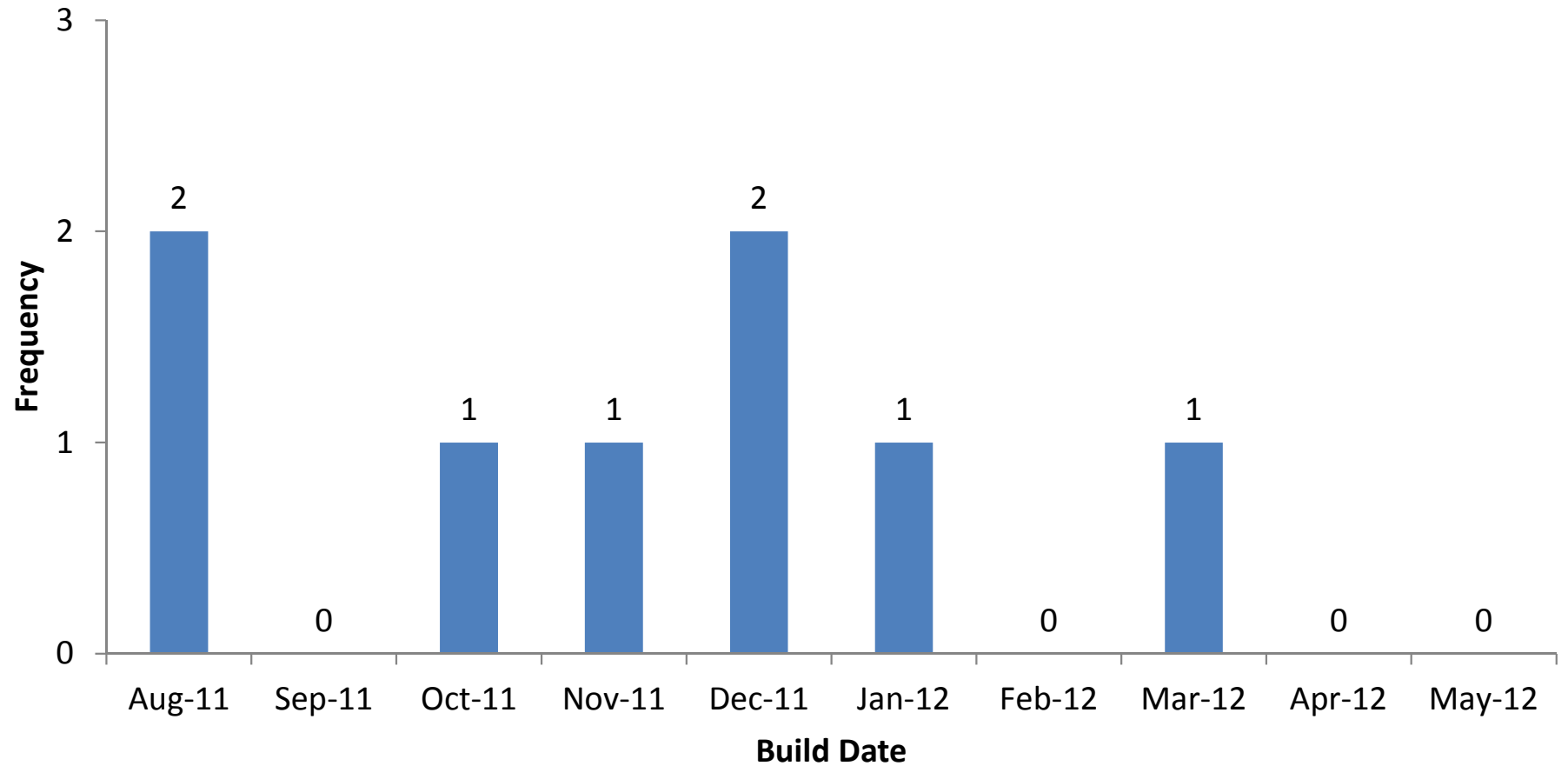
PE 12-020 Blow Off + Leaks vs. MIS



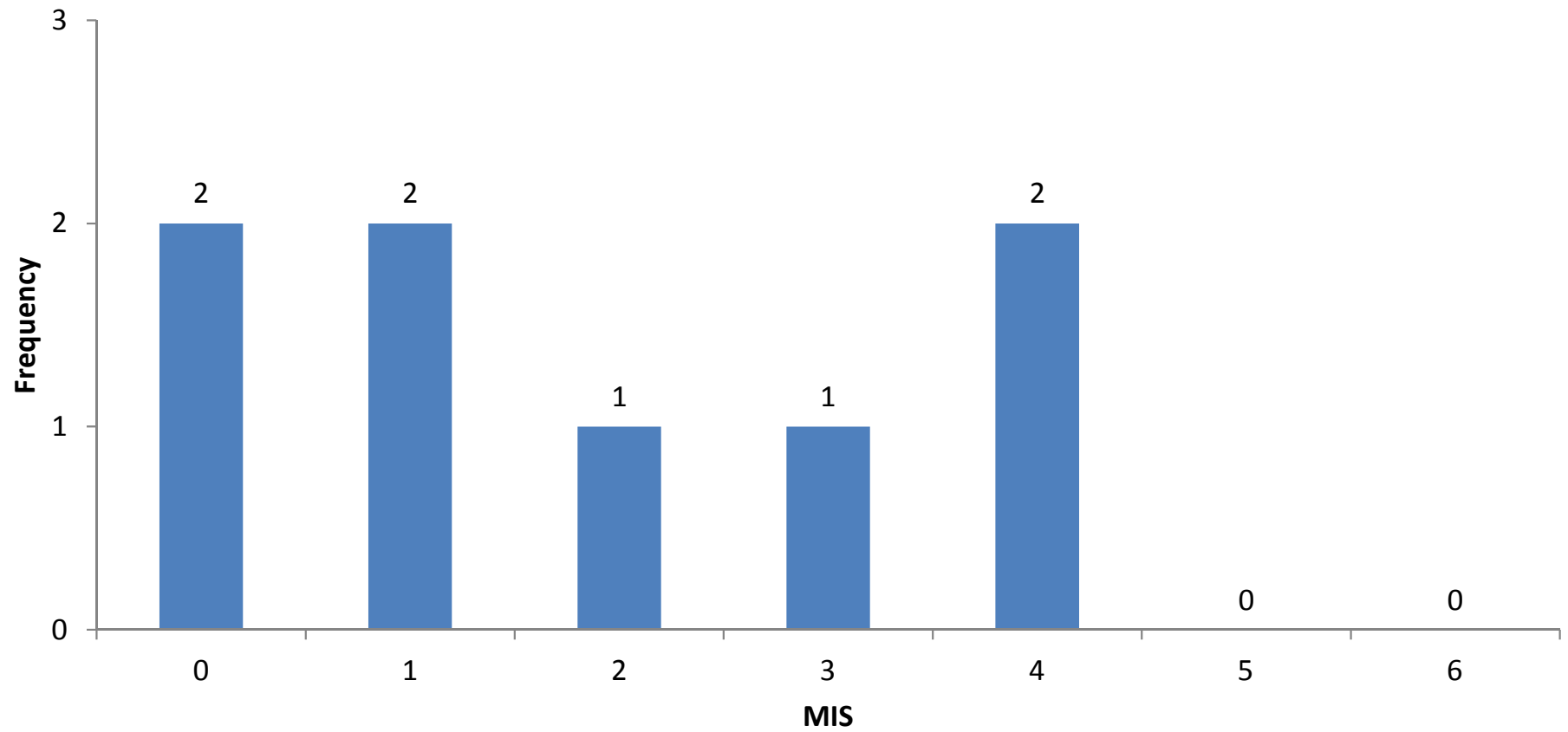
PE 12-020 Leaks vs. Mileage



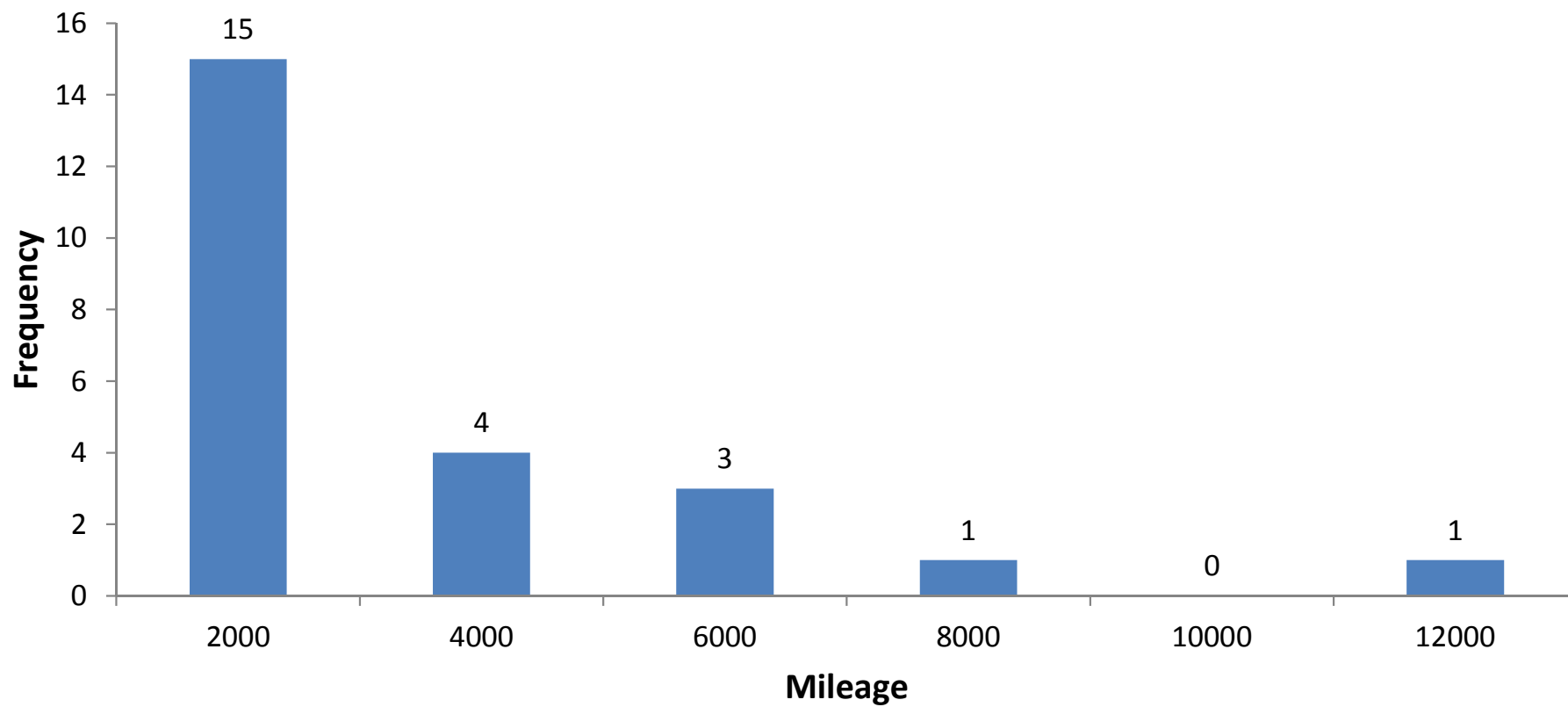
PE 12-020 Leaks vs. Build Date



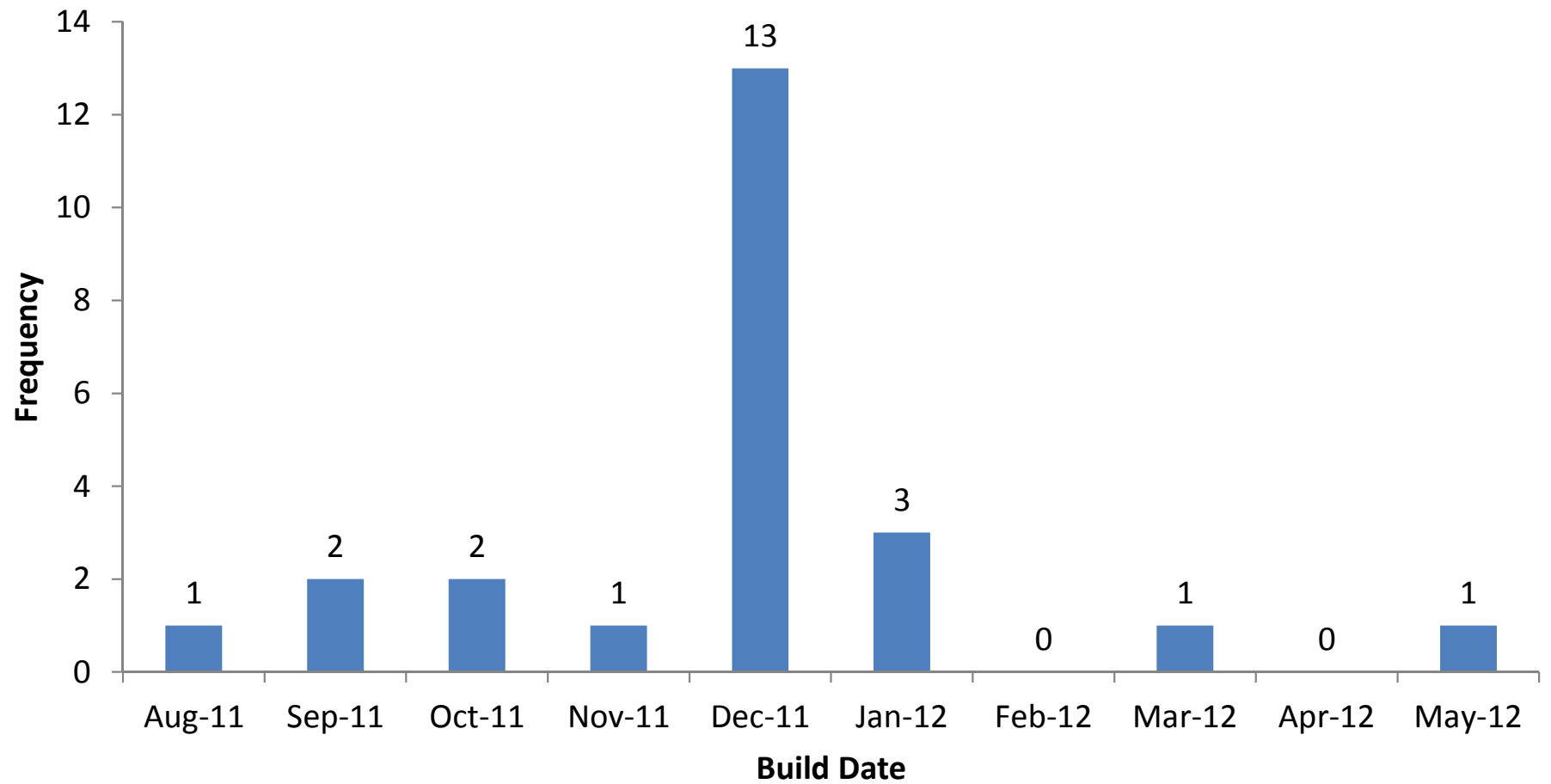
PE 12-020 Leaks vs. MIS



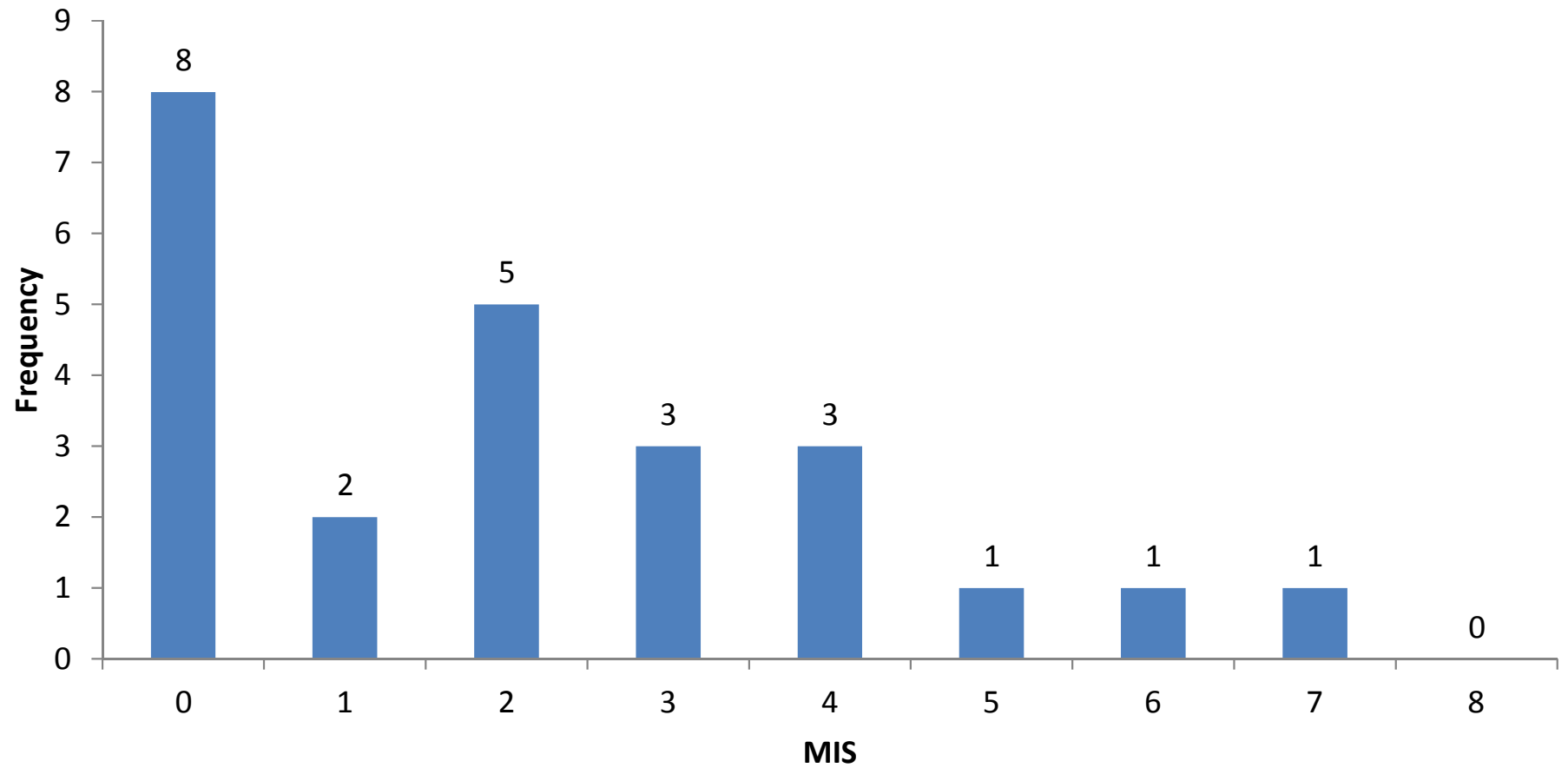
PE 12-020 Blow Off vs. Mileage



PE 12-020 Blow Off vs. Build Date



PE 12-020 Blow Off vs. MIS



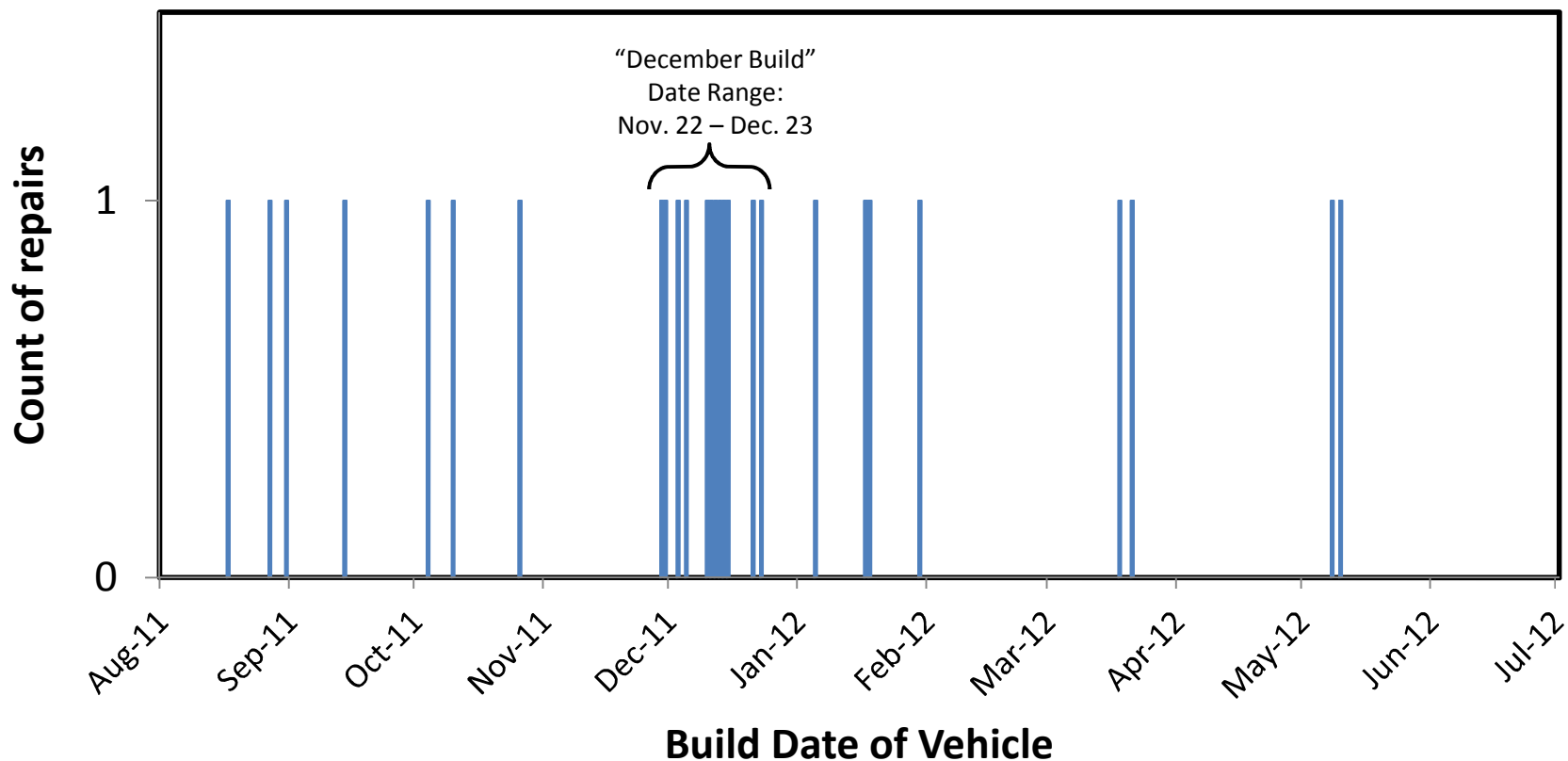
Jeep Grand Cherokee

Power Steering Hose:
Leaks and Blow-offs
3.6L Engine

Analysis to Predict Future Repairs Related to Hose Leaks and Blow-offs

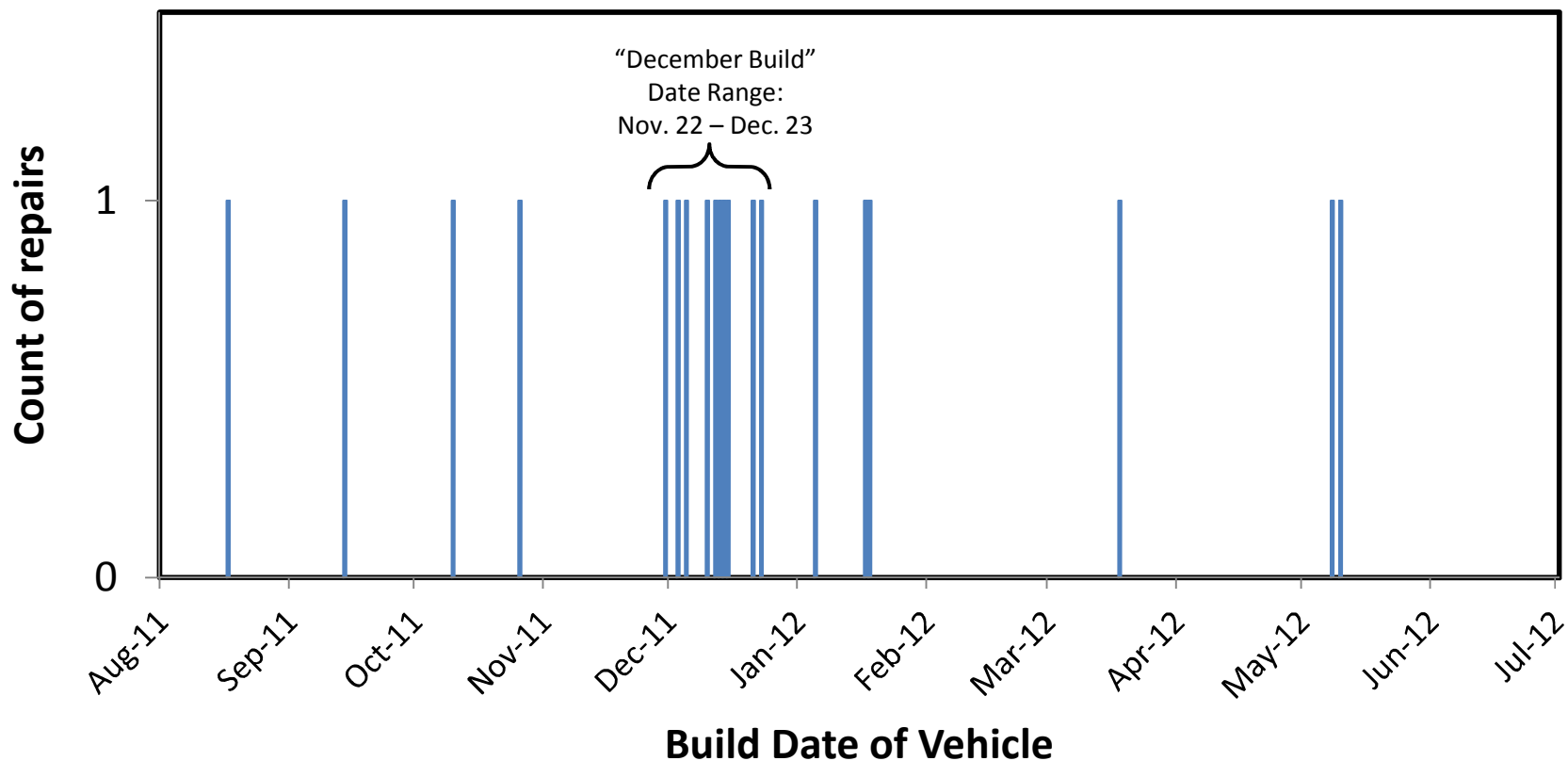
- Calculations performed to estimate the future number of incidents
- Long-term degradation or other failure modes are not considered
 - Does not consider seal degradation leading to leaks
 - Does not consider breakage of fins in service
 - Does not consider other long-term contamination that can block orifice
- All known or suspected domestic incidents through July 30, 2012 are included
- Ran analyses to predict total and future repairs
 - Analyses looked at two populations: “December build” and “not-December build”
 - Analyses performed using miles in service
 - Highest mileage in service before repair was 10,700 miles
 - Calculated projected repairs at 15,000 miles in service
 - Estimated mileage-to-date of population of vehicles sold using data on mileage at repair for 2012 Grand Cherokees brought in for oil change service

Build date of vehicles with subject repairs Blow-off plus Leak incidents



Note: Used a “December” build date range starting one week before series of incidents, up to the Friday before Christmas. Production resumed January 3.

Build date of vehicles with subject repairs Blow-off incidents



Note: Used a “December” build date range starting one week before series of incidents, up to the Friday before Christmas. Production resumed January 3.

Incident, production, sales

	Blow-off & Leaks	Blow-offs	Production	Sales by July 30, 2012	Unsold as of July 30, 2012
December build	17	14	10,027	9,700	327
Not December build	15	10	102,267	89,311	12,956
Total	32	24	112,294	99,011	13,283

Submitted to the Office of the Chief Counsel

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Power Steering Hoses EHPS

				Pressure Hose Pump to Gear	REV	Return Tube Gear to Cooler	REV	Return Hose Gear to Cooler	REV	Return Hose Cooler to Reservoir/Bundle	REV	Supply Hose Reservoir to Pump / Bundle	REV	P/S Cooler			REV
WK	3.6L	LHD	Std	52124656AG	A	52124635AG	A	52124650AE	B A	05154458AC	A	05154409AF	A	68069651AC	A		

Power Steering Pumps EHPS

				P/S Pump		P/S Reservoir Remote		Fluid Volume ML		P/S Fluid MS		P/S Pulley		M8 Screw Brkt to Res		M8 Pump Screw to Engine	
WK	3.6L	L&R	Std	52124998AH	A	68068967AC	A		A	MS11655	A	N/A	A	06104386AA	A	N/A	A

Power Steering Gears Assembly EHPS

				Gear Assy		Tie Rod, Outer (LH)		Tie Rod, Outer (LH)		Tie Rod, Ourter (RH)		Mounting Hardware		Nut, OTR to Knuckle		OTR Jam Nut	
WK	3.6L 3.0L 4X4	LHD	SBA+X84 +XXE	52124727AF	A	52124721AC	A	52124721AC	A	n/a	A	06104289AA Bolt 06104720AA Nut	A	04787557AA	B	06509522AA	A
WK	3.6L 4X2	LHD	SBA+X84 +XXE	68078529AE	A	52124721AC	A	52124721AC	A	n/a	A	06104289AA Bolt 06104720AA Nut	A	04787557AA	B	06509522AA	A

Supplier Information	
<u>Component</u>	<u>Supplier</u>
Gears	Mando
Pumps	JTEKT
Hoses	YH America
Spring Clamps	Mubea *

* Spring clamps come in PIA on the hose assemblies from YH America

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9-11-2012

Enclosure 10 F

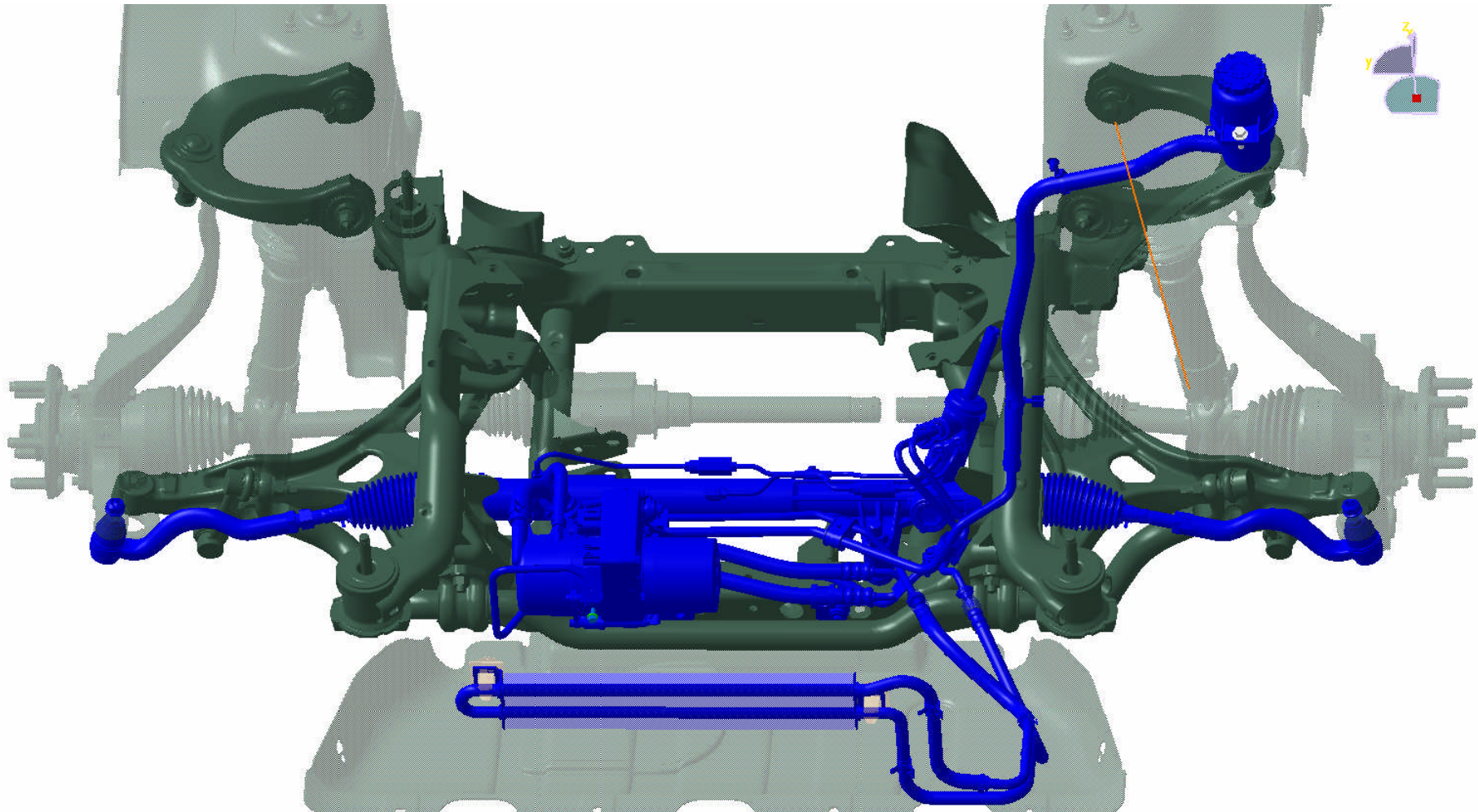
Engine Compartment Diagram

2012 WK 3.6L Steering System

views

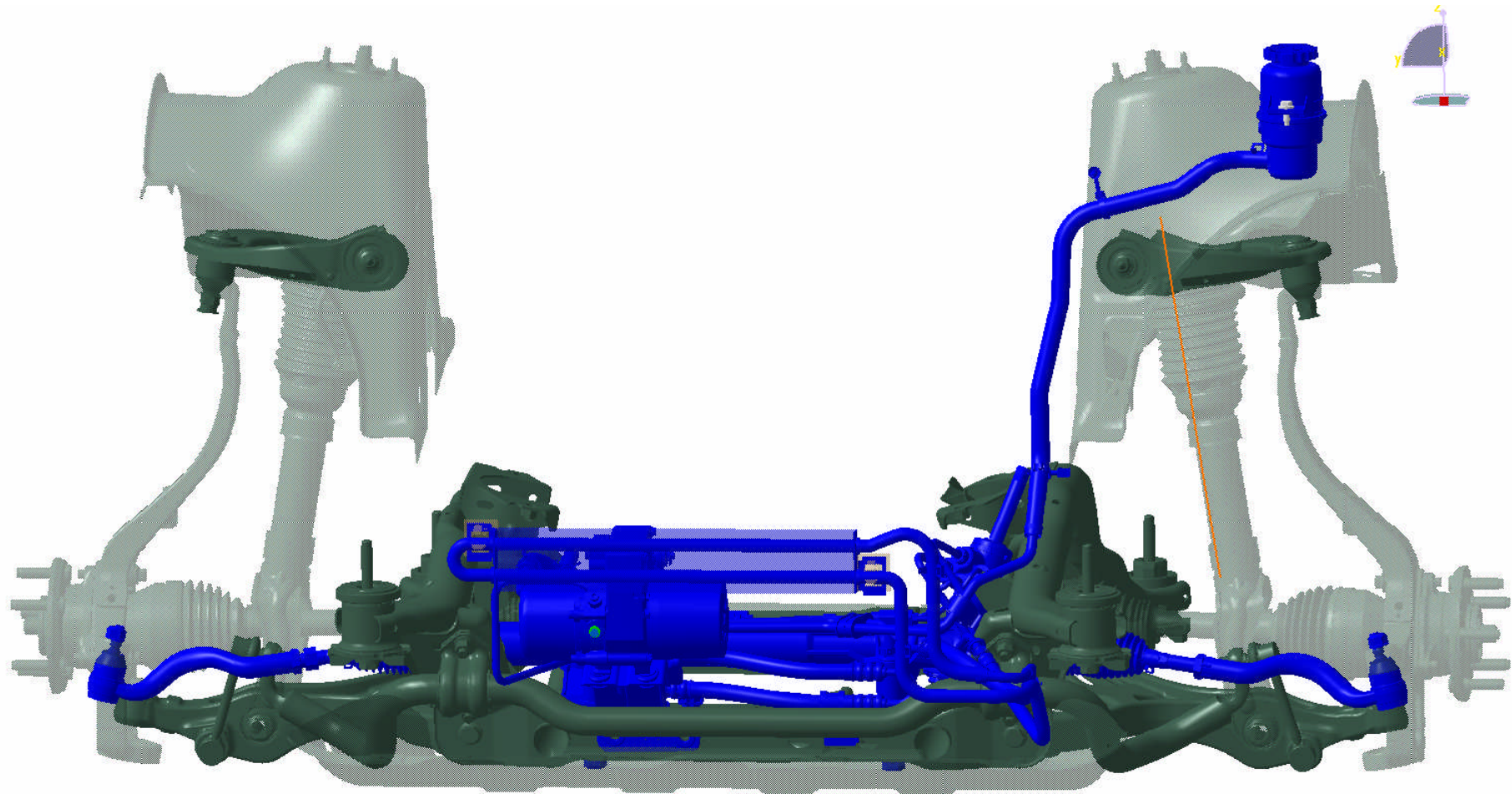
2012 WK Steering System

Top View



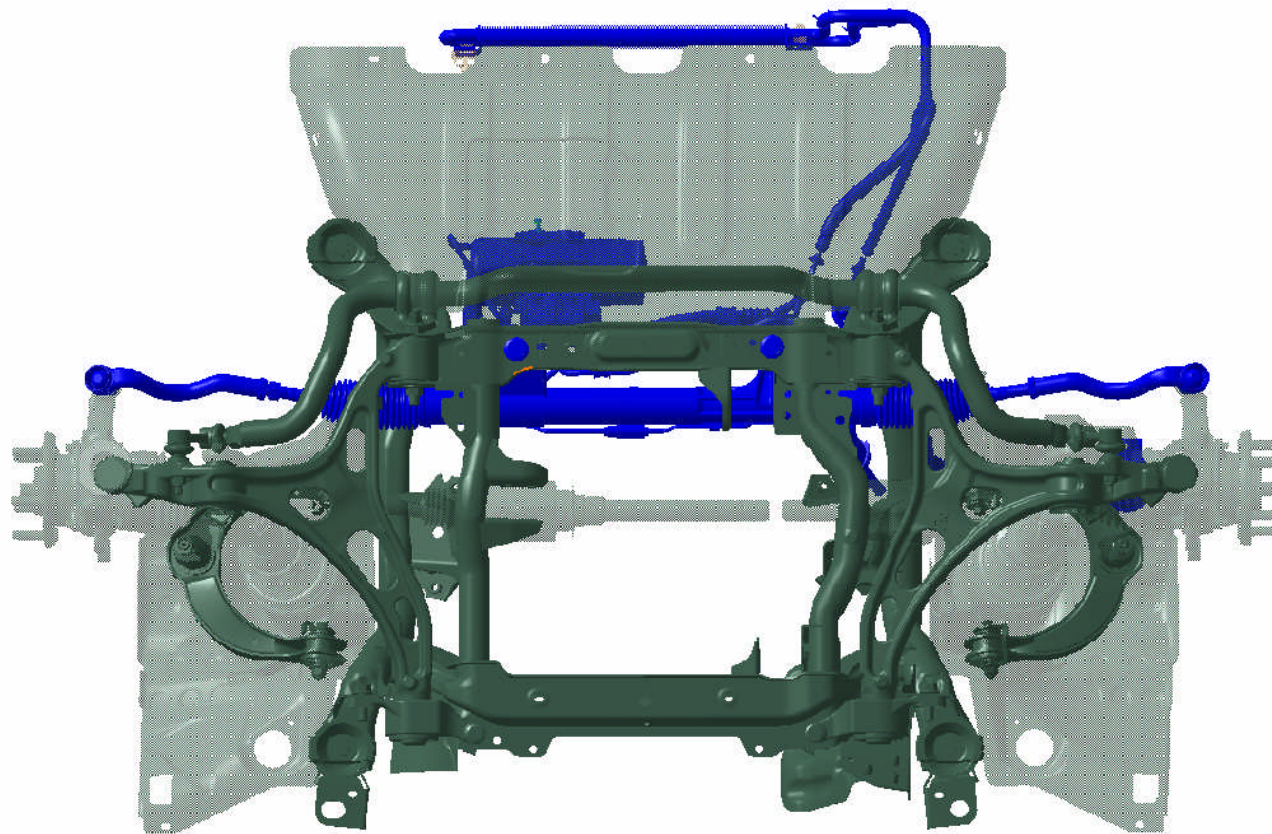
Front of car

2012 WK Steering System Front View



2012 WK Steering System Bottom View

Front of car



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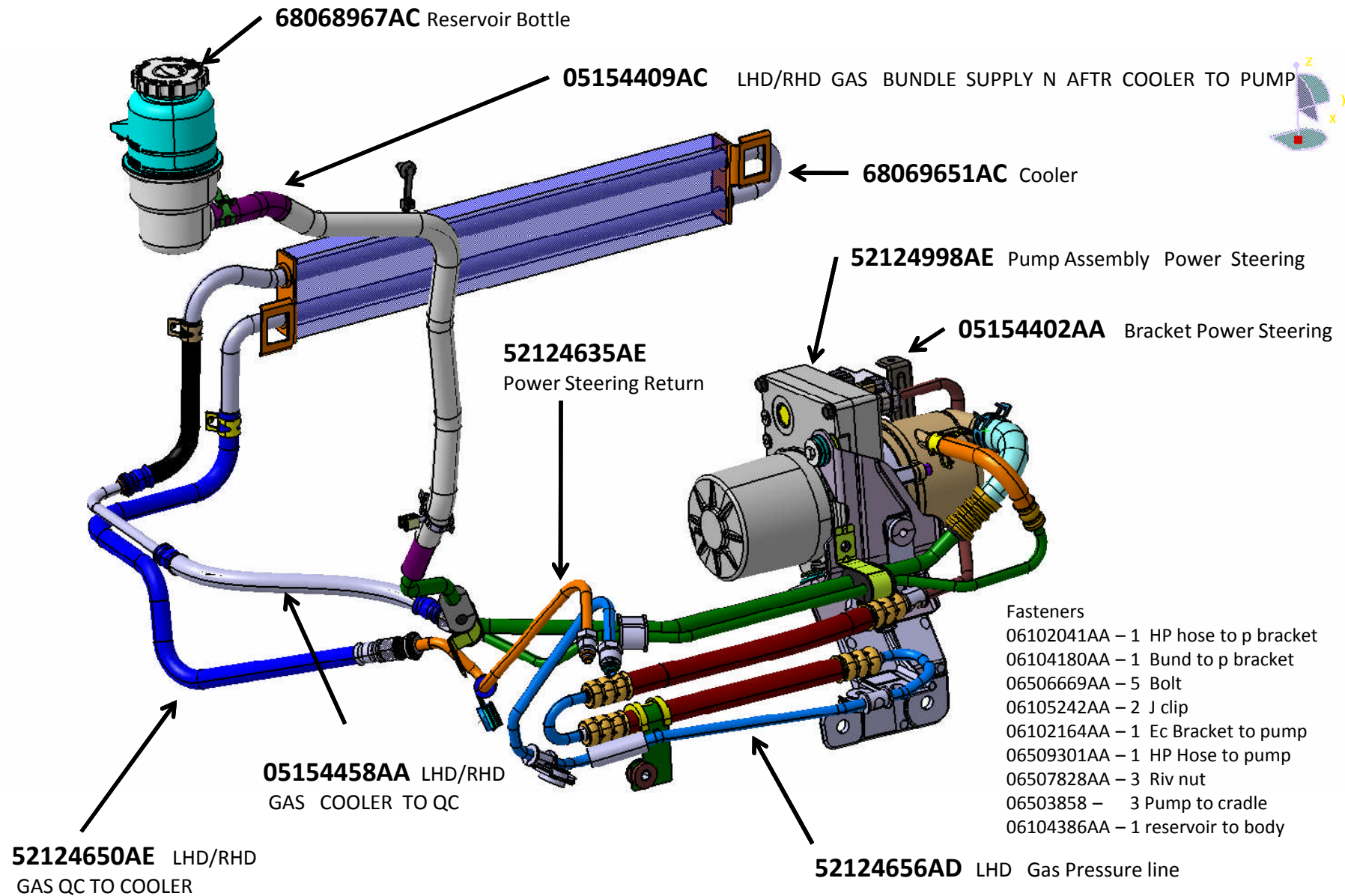
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Enclosure 10 F

Engine Compartment Diagram

3_6L picture



3.6 Gas LHD

With Cooler

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9-11-2012

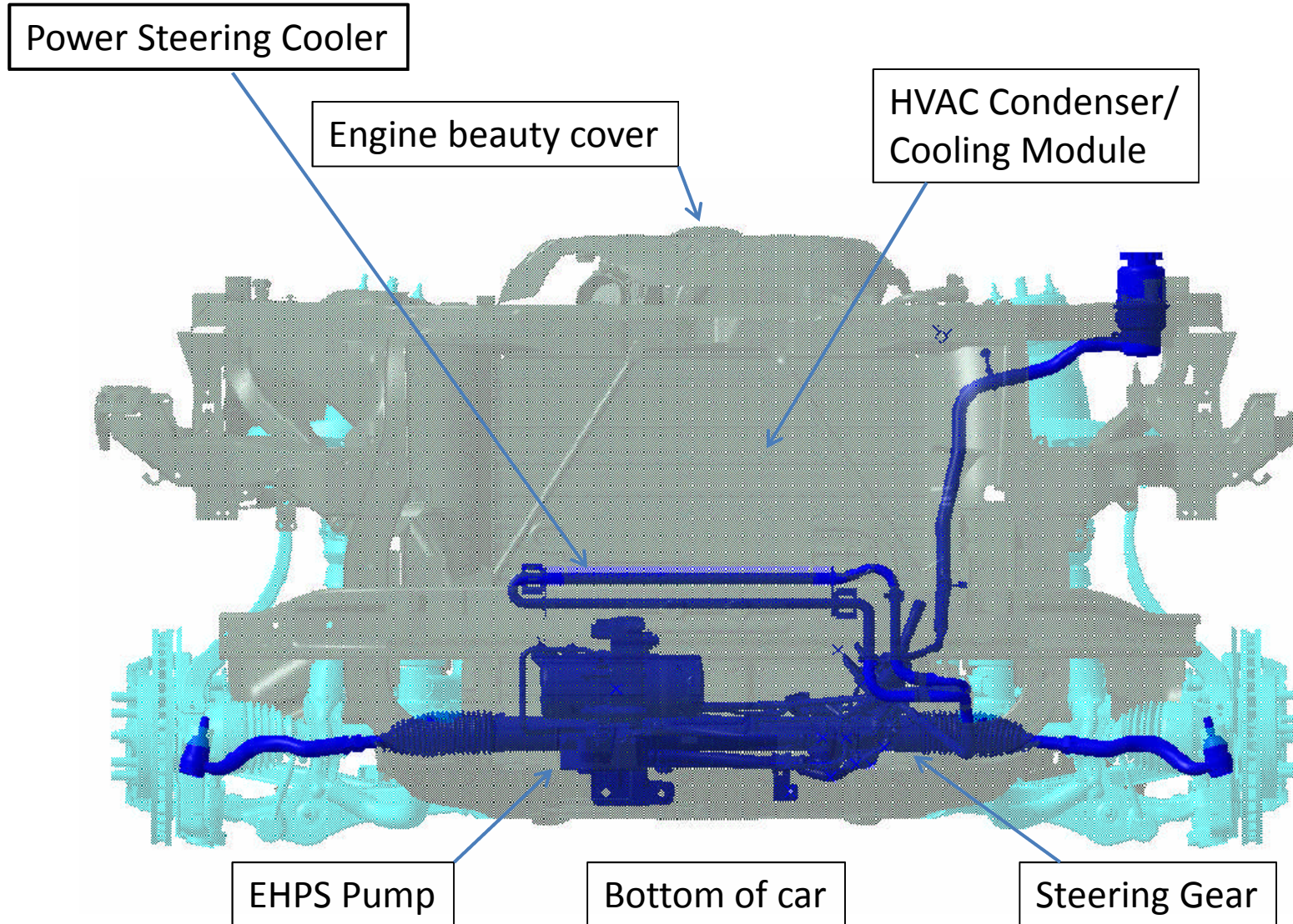
Enclosure 10 F

Engine Compartment Diagram

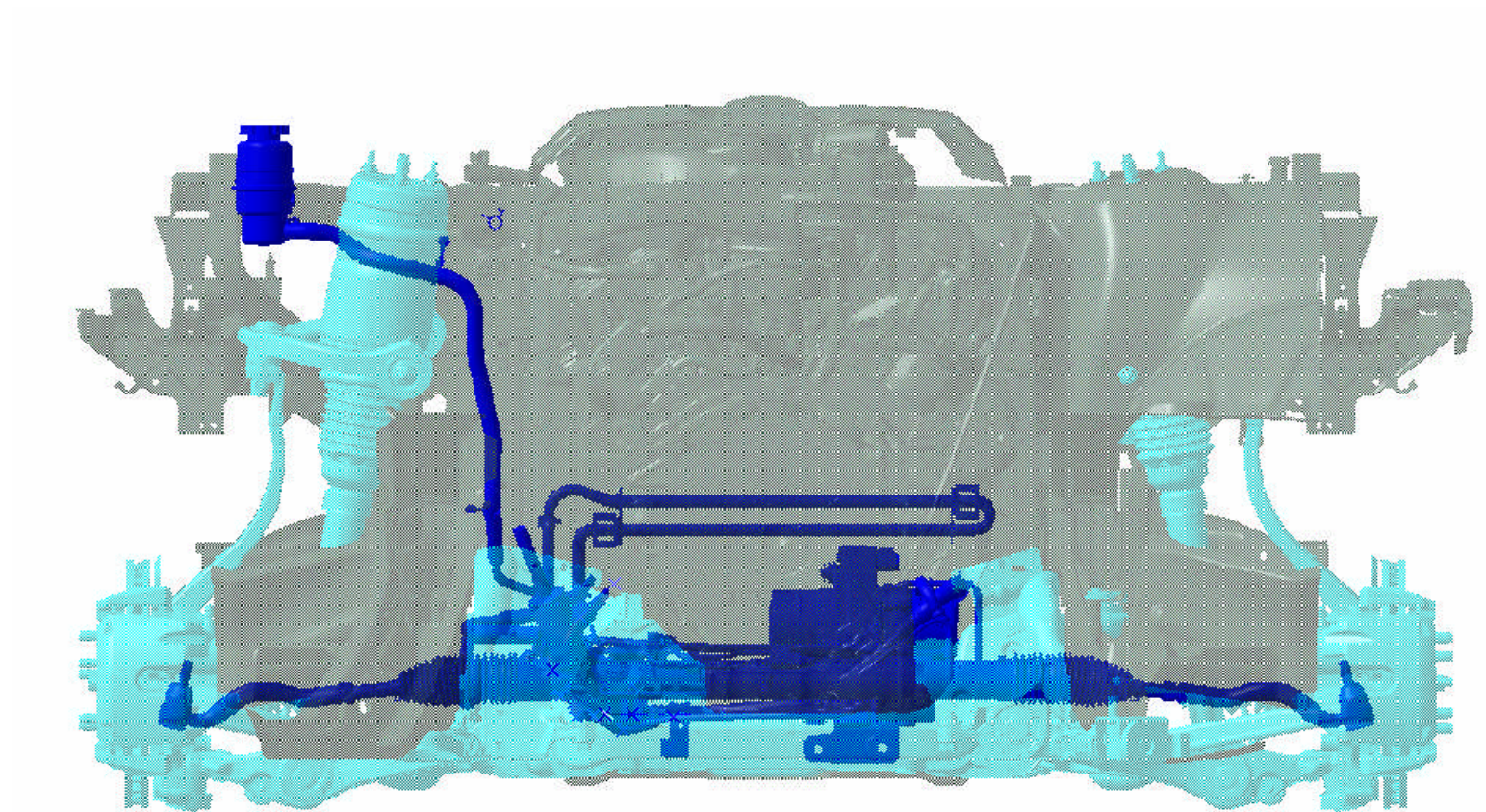
EHPS Engine Compartment

Layout 091812

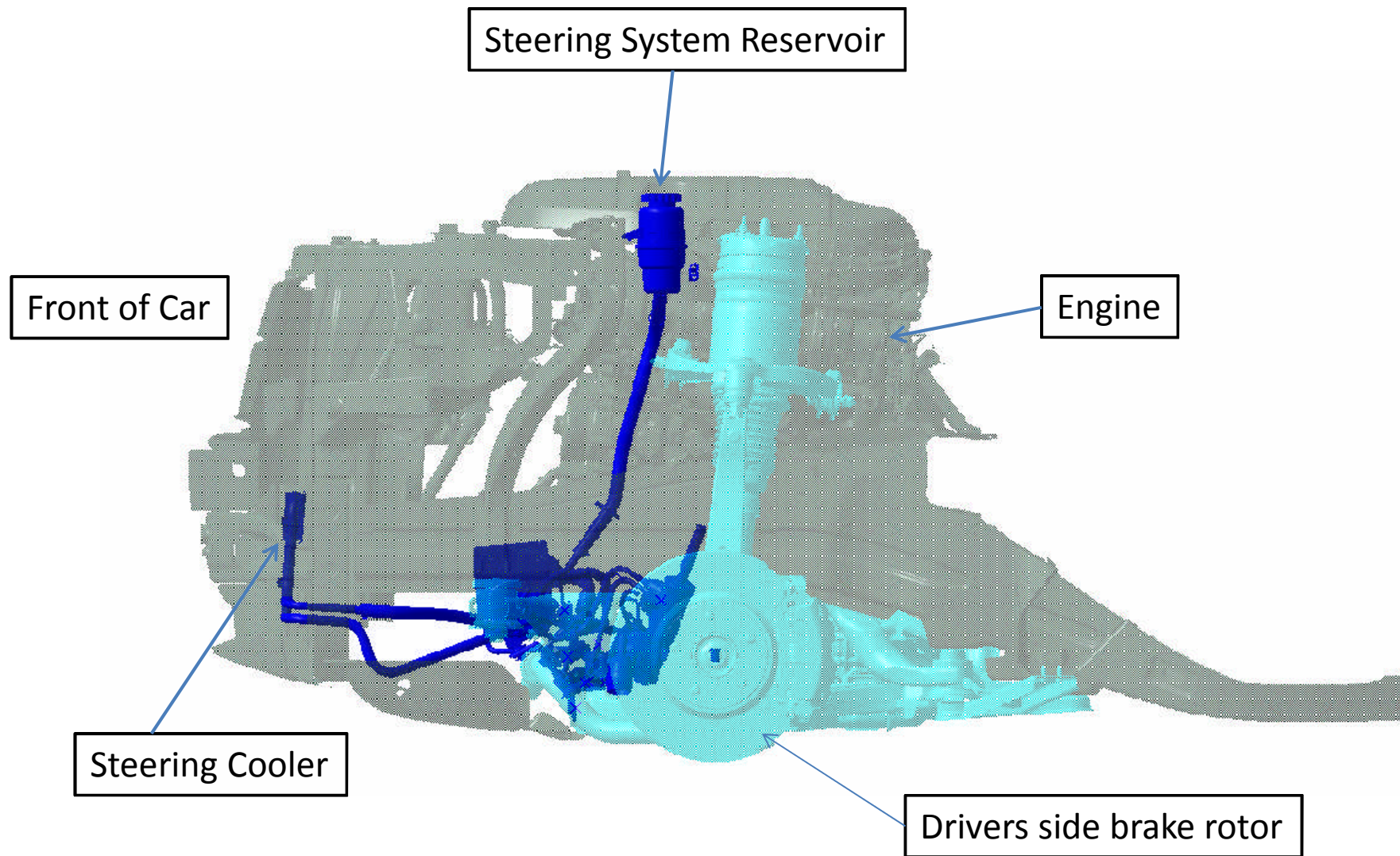
Front View



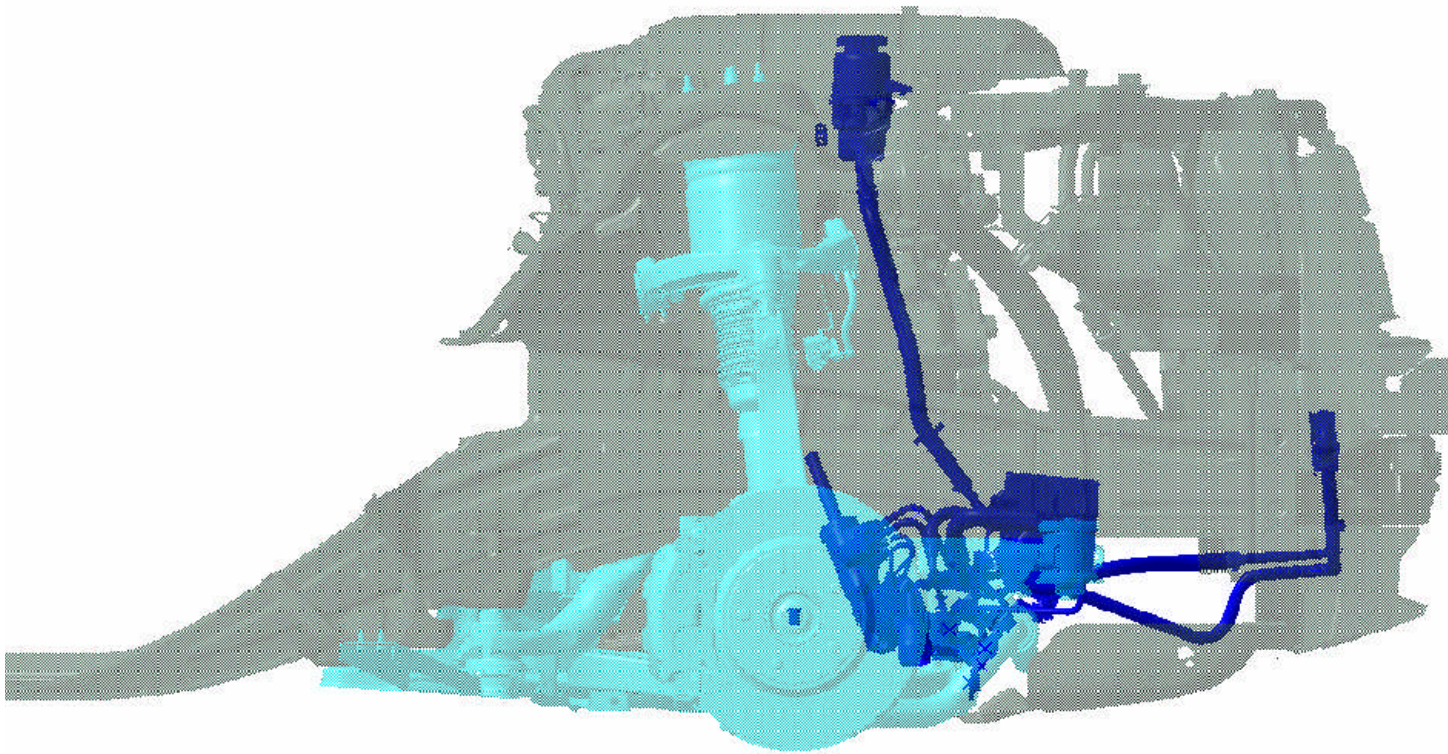
Rear View



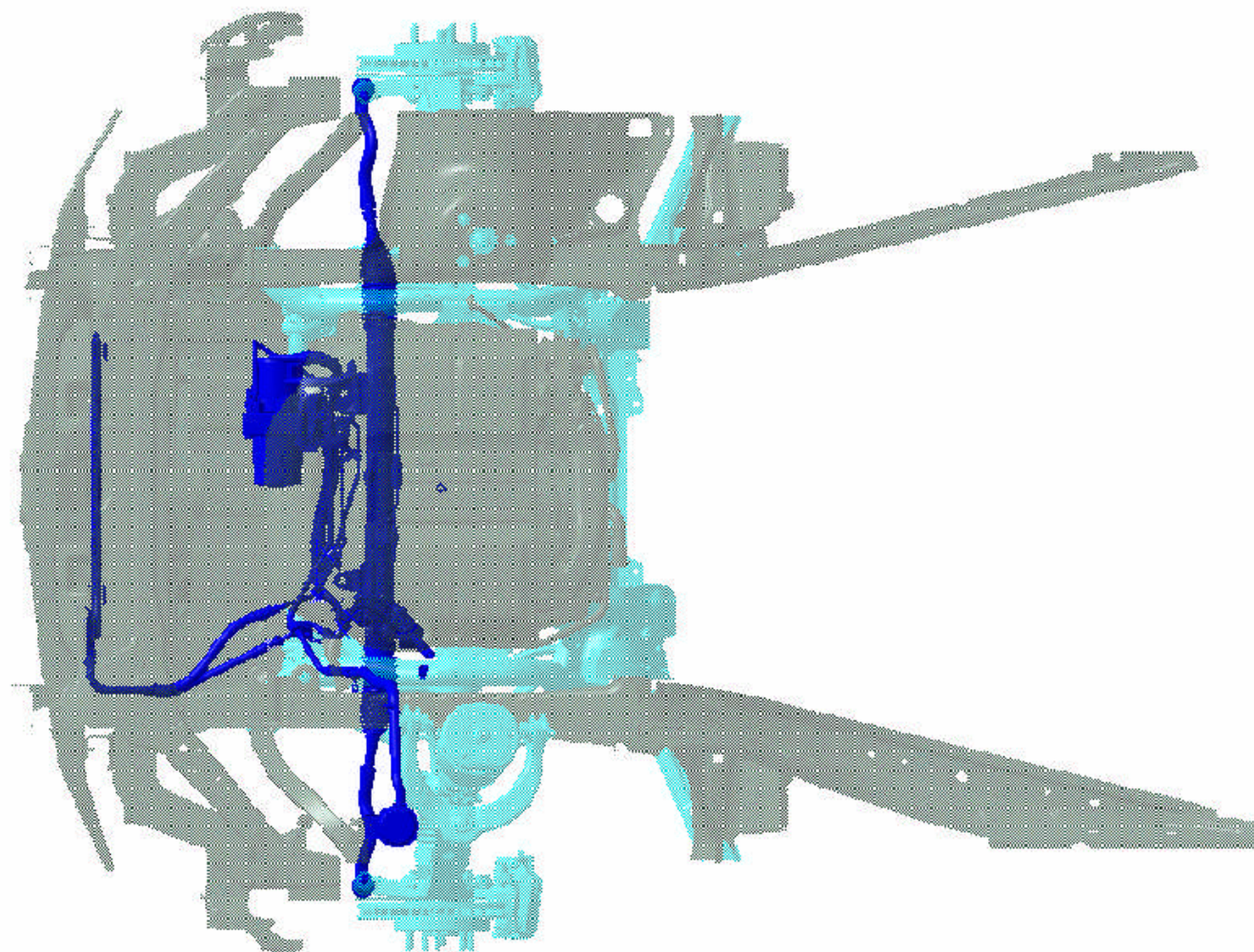
Left Side View



Right Side View



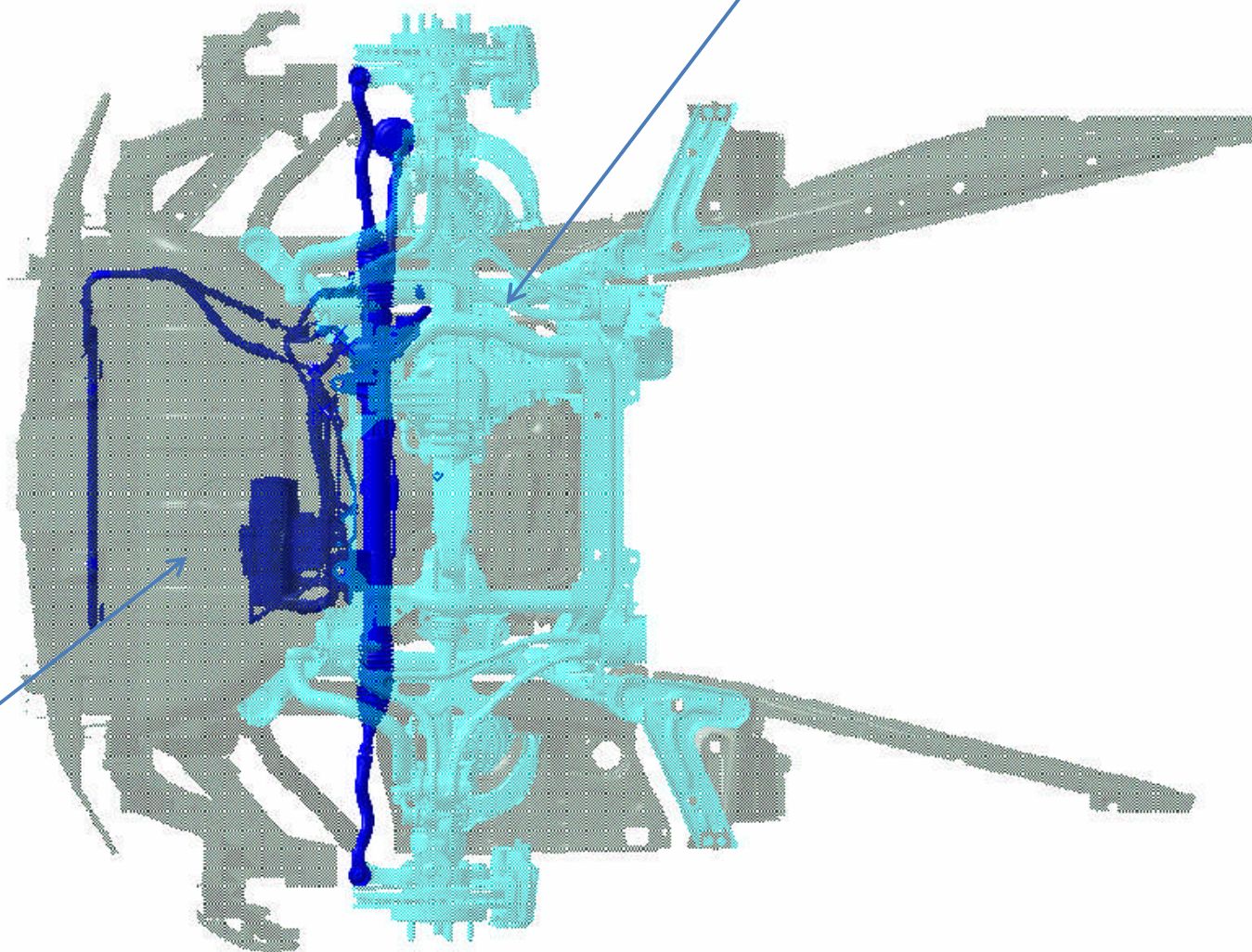
Top View



Bottom View

Engine Crossmember

Belly Pan

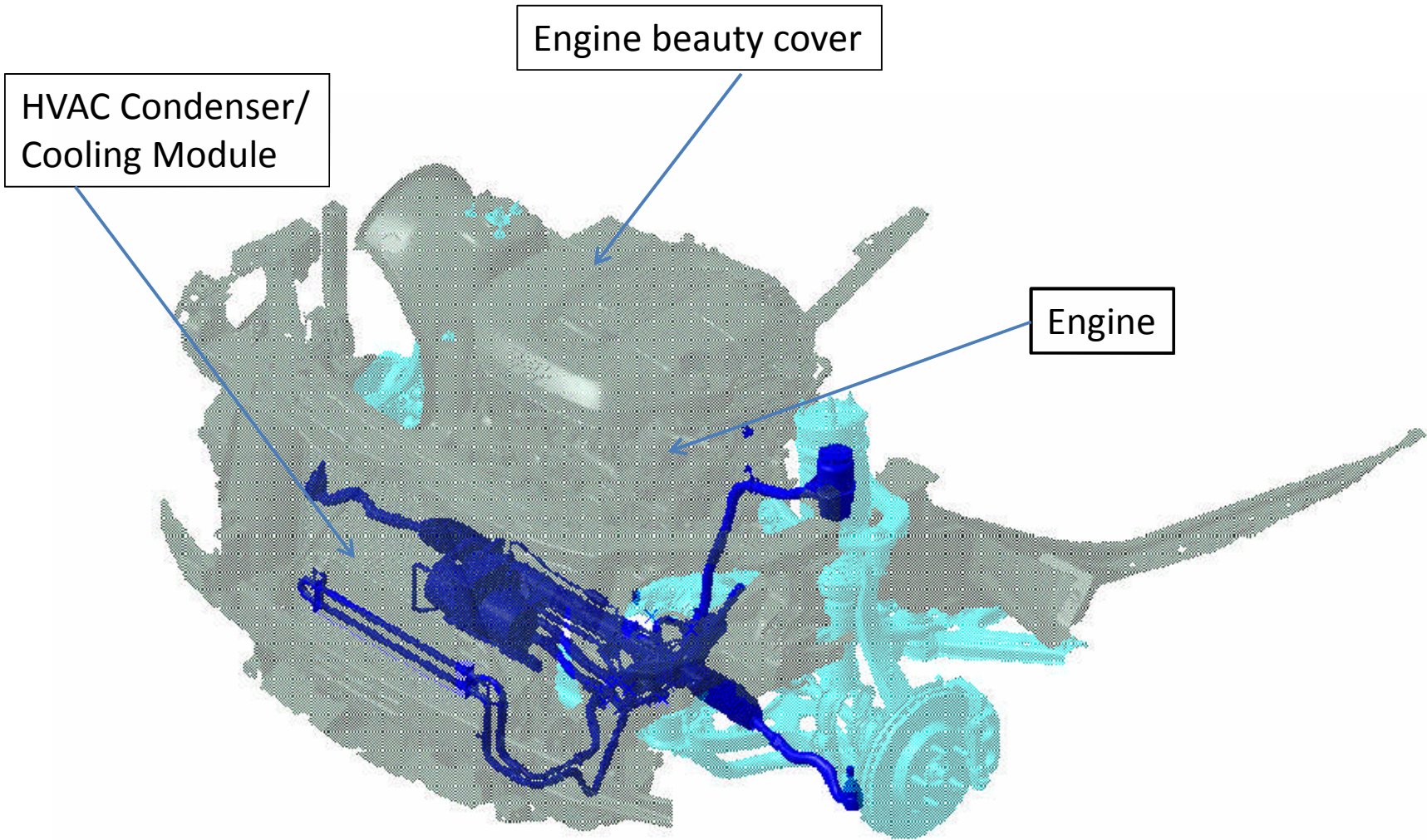


Iso View

Engine beauty cover

HVAC Condenser/
Cooling Module

Engine



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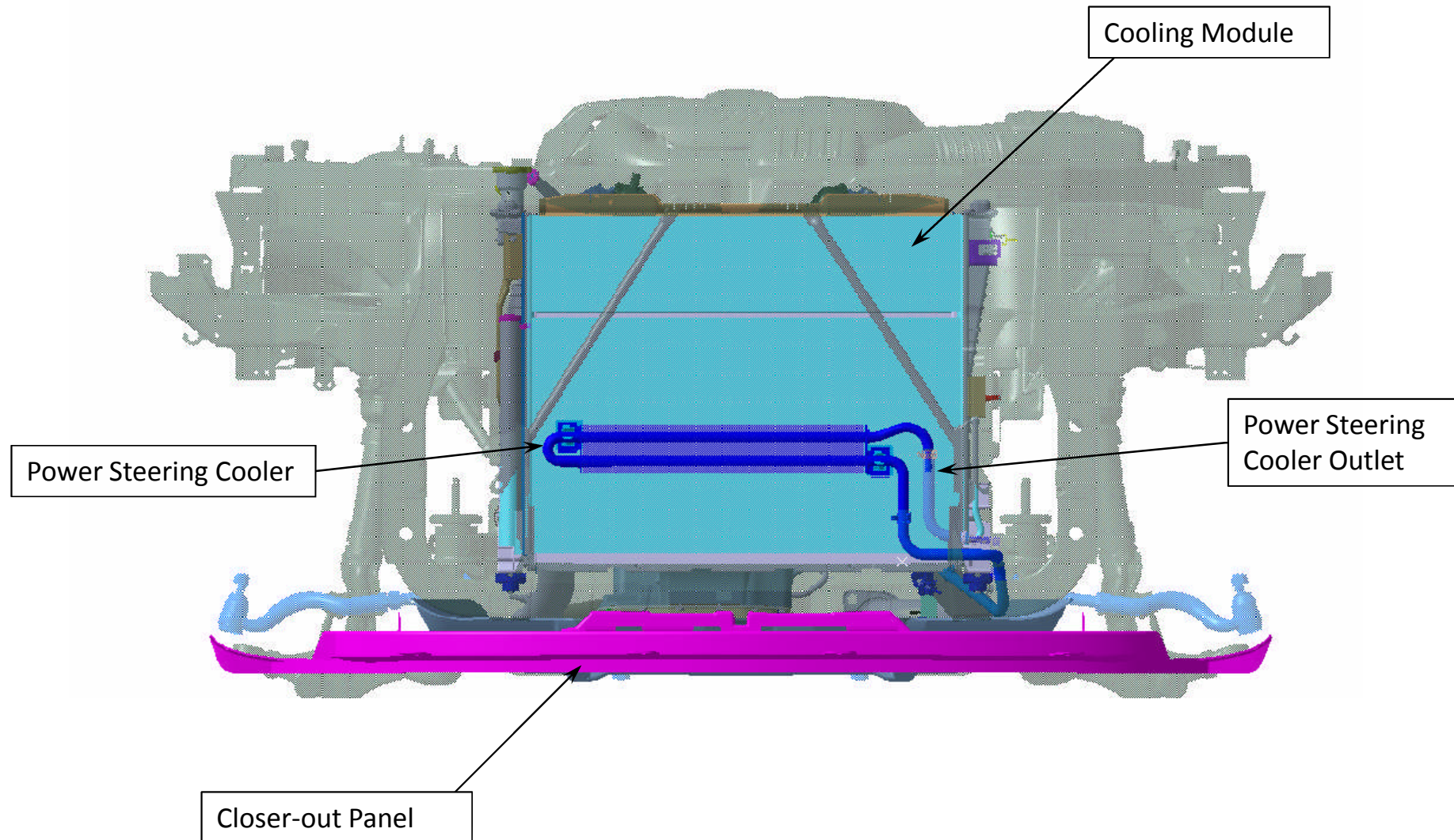
9-11-2012

Enclosure 10 F

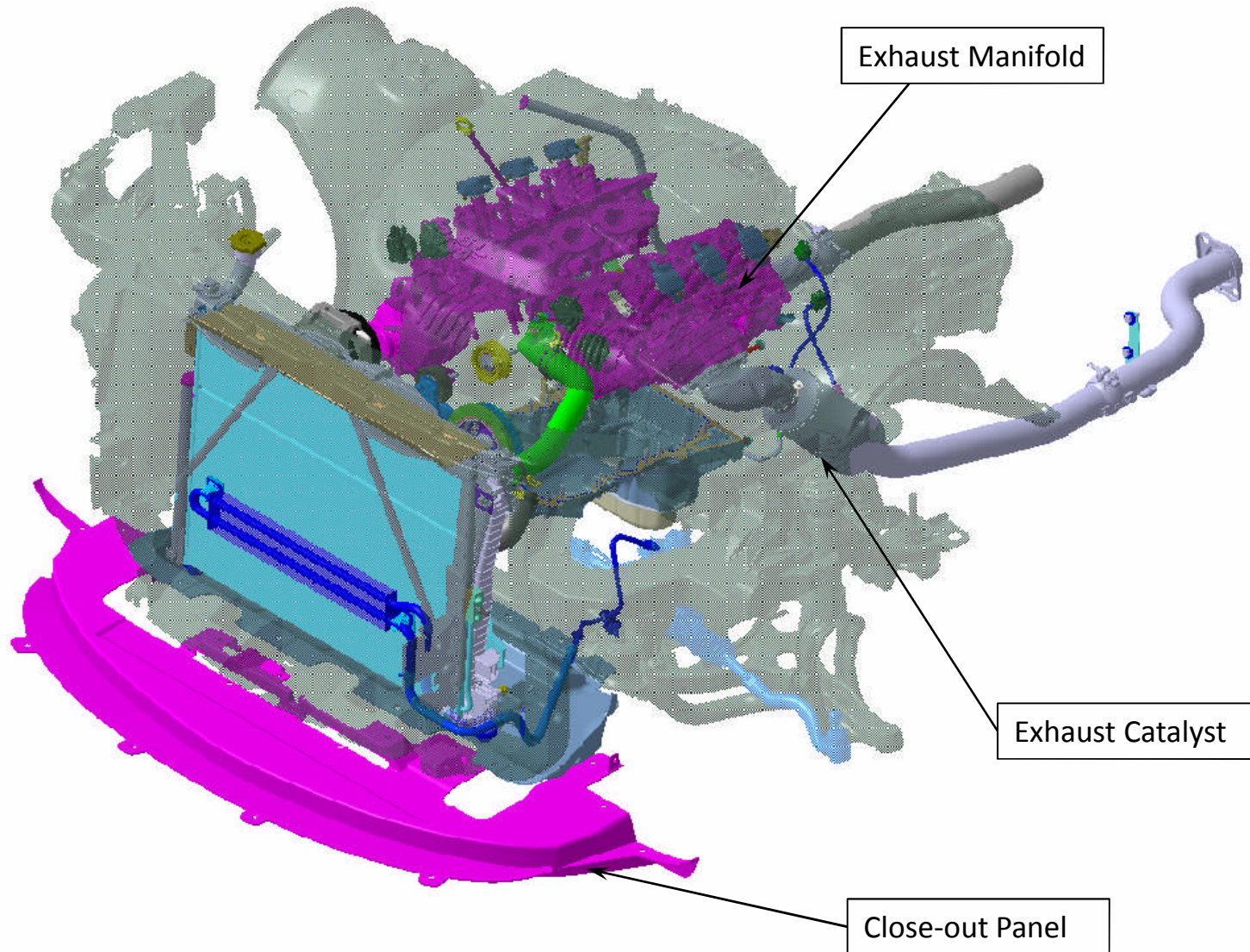
Engine Compartment Diagram

Engine Compartment View

2012 WK EHPS Engine Compartment (p/s gear, pump and hoses removed for clarity)



2012 WK EHPS Engine Compartment (p/s gear, pump and hoses removed for clarity)



2012 WK EHPS Engine Compartment

(p/s gear, pump and hoses removed for clarity)

