

PE12-020

CHRYSLER

10/10/2012

PART 1 OF 5

<b>MATTER #</b>	1230916
<b>FILE TYPE</b>	Legal Claim
<b>FILE NAME</b>	████████████████████
<b>CAIR #</b>	22253350, 22258513
<b>DATE OF INCIDENT</b>	05/20/2012
<b>DATE OF NOTICE</b>	05/22/2012
<b>MODEL/MODEL YEAR</b>	2012 Jeep Grand Cherokee Laredo 4x4
<b>VIN</b>	1C4RJFATXCC ██████████
<b>MILEAGE</b>	1,400
<b>OWNER</b>	████████████████████ ████████████████████ Aurora, CO ██████████
<b>COURT</b>	N/A
<b>DOCKET #</b>	N/A
<b>ALLEGED DEFECT</b>	Fire
<b>DESCRIPTION</b>	Owner stated that he had parked his vehicle, with the boat and trailer attached, at the curb in front of his home. he then proceeded to attempt to back his vehicle, with attached boat and trailer, into his driveway, with the intent of placing the boat and trailer as far back into his back yard as possible (about 30 ft). This "backing and pulling forward" process took about 25 minutes, as stated by the owner. At this time the owner noticed the engine temperature gage went "just past" the "12 o'clock spot", and the owner smelled something "unusual". The owner decided to stop the engine, and "let it rest". The owner shut off the engine and exited the vehicle. He saw smoke coming from the right side of the engine compartment, followed immediately by flames under the hood at the right wheel. The owner also saw "burning liquid" dripping from the engine compartment onto the ground behind the right wheel.
<b>INJURIES</b>	0
<b>FATALITIES</b>	0
<b>ANALYSIS</b>	This vehicle is a 5.7L engine, non - EHPS power steering system. The Inspection photos revealed the power steering cooler and hoses were attached at the time of inspection and showed no evidence of leaking at the connections (see photo 08140716f.jpg) . Inspection <sup>1</sup> also

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<sup>1</sup> The inspection report is being withheld because it was prepared in anticipation of litigation and is protected from disclosure by the attorney-client and attorney work product privileges.

determined the origin of the fire was located at the right rear of the engine compartment (see photo#0814071ef.jpg). This finding is consistent with the owner's description of fire origin.

The origin of this fire is not related to a power steering hose blow off or leak. The owner described maneuvering his vehicle in his driveway for 25 minutes while towing a boat and trailer weighted at approximately 7000 lbs. The owner described the temperature gauge exceeding the normal operating temperature (see photo 08140711f.jpg). Based upon the owner's description of fire origin, the fire damage and high operating temperature of the vehicle for a prolonged period of time, it is believed that the transmission fluid overheated and expelled onto the right rear exhaust manifold, causing the fire.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

<b>VIN</b>	1C4RJFATX	CO [REDACTED]	<b>Open Date</b>	05/22/2012	<b>Built Date</b>	03/05/2012
<b>Model Year</b>	2012	<b>Body</b>	[REDACTED]	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
<b>In Service Dt</b>	03/17/2012	<b>Mileage</b>	1,400	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PGZ	BLACK FORREST GREEN PEARL COAT				
<b>Engine</b>	EZH	5.7L V8 MDS VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	AURORA CO [REDACTED]	<b>Country</b>	UNITED STATES

Product - Unknown - Unknown - Accident - Default	vehicle fire
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

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: N/A  
 Who has possession of the vehicle? Dealer  
 Is this a request for Lemon Law, buy-back or replacement? replacement  
 Reassigned to 88L  
 This is a special investigation due to accident and fire in product.  
 Writer is sending cair to JC1737 please see Answer ID 18819 for proper handling.

- Who is calling and what is their contact information? [REDACTED]
- What happened? Customer backing the vehicle into the driveway. The caller smelt smoke and the vehicle caught fire.
- What is the current location of the vehicle? [REDACTED]

Reassigned to 88S  
 [REDACTED]  
 Aurora, CO  
 Tel: [REDACTED]  
 Also see case 22258513:  
 Customer states he needs a loaner vehicle to get to work.  
 Customer also wants Chrysler to pay for a replacement vehicle, claiming his insurance is denying liability and that Chrysler should be responsible.  
 Customer confirmed that the engine caught on fire and the dealership and his insurance are declining rental assistance.  
 Customer indicated that his insurance company informed him that the vehicle is totaled.  
 Writer explained that because customer indicated fire was involved, the case is being reviewed by the special investigations department and any requests are placed on hold until the results of the investigation are completed. Writer advised customer that a SI agent will be in contact with customer within 2-5 business days. Customer insisted on being provided a contact number to the SI department, stating he has already been waiting for a response. Writer provided:  
 [REDACTED]

Customer also wanted a call back from a supervisor, per previous agent call.  
 Writer advised a supervisor call back request has already been submitted.

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Per OGC Matrix, reassigned to 82T.

5/25/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER [REDACTED] REQUEST EAA INSPECTION 05-25-2012 10:54

CAIR NUMBER [REDACTED] E-MAIL SENT TO EAA 05-25-2012 10:54

CCRG Open Date: 05/24/2012 08:54:54

Letter Sent: Acknowledgement 05/29/2012 10:53:47

Letter Sent: Acknowledgement 05/29/2012 10:53:50

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/31/12 AT 10:33:07 [REDACTED]

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

<b>VIN</b>	1C4RJFATX	CC	<b>Open Date</b>	05/23/2012	<b>Built Date</b>	03/05/2012
<b>Model Year</b>	2012	<b>Body</b>	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
<b>In Service Dt</b>	03/17/2012	<b>Mileage</b>	1,400	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PGZ	BLACK FORREST GREEN PEARL COAT				
<b>Engine</b>	EZH	5.7L V8 MDS VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>		<b>Contact Type</b>	TELEPHONE
<b>Address</b>		<b>Home Phone</b>	
	AURORA CO	<b>Country</b>	UNITED STATES

Corporate - Rental Vehicle - Default - Default - Default	Seeking rental vehicle
Corporate - Lost Customer - Default - Default - Default	
Corporate - Property Damage - Default - Default - Default	
Product - Engine - Unknown - Steam or Smoke - Default	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler: Please review previous case.

Briefly summarize what the customer is expecting: Customer seeking a rental vehicle.

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is

Preferred Afternoon/Evening call back number is

Customer email address for case updates: XXXXX@XXXXX.com

Reassigned to 88R

\*\*\*\*\* CASE MANAGER TEAM - District R \*\*\*\*\*

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

Contacted Mr. Hundrieser advised that we can not assist with rental at this point due to the current case open, but if he feels that is necessary to rent a vehicle, we could look into possible reimbursement, Mr. Hundrieser alleges that an investigator has already seen his vehicle and just want to get to work tomorrow and at this point he would like to speak with a supervisor, writer informed Mr. Hundrieser that his request would be submitted and some one would follow up with him tomorrow before end of business.

Mr. Hundrieser states that he would call back until he hears back from a supervisor.

Special investigations is involved, See case

\*\*\*Supervisor Callback\*\*\*

Customer was contacted today on phone number. Customer stated that he has decided to go through his insurance company, rather than to wait for JEEP to send someone out to look at his vehicle.

Customer states that his insurance company will be in touch with Chrysler for legal purposes and that he will also be contacting the BBB. Writer advised that a rental vehicle is not part of the vehicle s basic warranty, however, JEEP is willing to consider goodwill on a case by case basis. Writer also explained that when an investigation is started, JEEP does have to wait for the investigation to be completed before offering any kind of goodwill. Customer stated that he will no longer be part of JEEP. Writer advised that case would now be closed. Customer agreed. CLOSED LOOP UPDATE - no need for additional follow-up.

**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

<b>VIN</b>	1C4RJFATX	CC [REDACTED]	<b>Open Date</b>	06/08/2012	<b>Built Date</b>	03/05/2012
<b>Model Year</b>	2012	<b>Body</b>	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
<b>In Service Dt</b>	03/17/2012	<b>Mileage</b>	1,400	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT	<b>Market</b>	U	US	
<b>Color</b>	PGZ	BLACK FORREST GREEN PEARL COAT				
<b>Engine</b>	EZH	5.7L V8 MDS VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	LETTER
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	AURORA CO [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Replacement - Default - Default - Default	
Product - Engine - Unknown - Other - Default	

6/11/2012: writer spoke with the customer informing him of the replacement process. Customer responsible for MSRP difference. Customer now lives in NH. Customer to fax registration and purchase contract and provide contact of insurance agent. Customer indicated vehicle at Copart. Writer to contact a dealer in NH to assist with the replacement.....tgr

06/11/12 Fire- emailed Tim Bauer with Chrysler to review the photos posted to see if the vehicle should be sold for parts or if an estimate is needed for possible repair. kl

06/11/12 Sell for parts per Tim Bauer with Chrysler. kl

6/12/2012: writer called auto servie of Tilton and left a message for Paul Gaudet Jr the sales manager requesting assistance with the replacement transaction. Writer also called and left a message for the sales manager at Miller to find out if his dealership would be willing to assist with the replacement transaction.....tgr

6/13/2012: writer left another message for Paul Gaudet Jr the sales manager at Auto Serve of Tilton requesting assistance with the replacement transaction. Writer also spoke with Mark Avery at Miller to find out if his dealership would be willing to assist with the replacement transaction. He indicated that he will have to review with his boss to find out and will call back on Friday. Writer spoke with Sales Manager at Bob Mariano and was informed that he would like to help, but he has a limited inventory and the Jeep Grand Cherokee is one his top sellers. He cannot let it go in for the replacement process.....tgr

6/13/2012: writer spoke with Paul Gaudet Jr at Auto Serve of Tilton and he would be willing to help this customer, but he cannot give up a Jeep Grand Cherokee. Writer left a message for [REDACTED] at Chrysler informing her of above and requesting writer be authorized to repurchase the customer s vehicle and then he can purchase another Jeep....tgr

6/14/2012: writer spoke with rlg92 at Chrysler and was given the authorization to purchase the customer s current vehicle and then he can purchase the Jeep from one of the dealer s in NH. Writer informed the customer of above. Writer also contacted Ally and requested they fax the payoff information to writer.....tgr \_

6/18/2012: partially worked case. Writer still needs payment history. Writer recontacted Ally and spoke with Robert and he will have the payment history faxed to writer....tgr

6/19/2012: received the payment history. Worked package and submitted it for approval.....tgr

6/20/12 Check package approved. CM

6/20/2012: writer left a message for the customer to review the repurchase numbers....tgr

6/22/2012: writer returned the customer s call and left a message informing the customer of the repurchase numbers....tgr

6/22/2012: customer in agreement with the replacement numbers. Check requested.....tgr

6/22/12 Submitted check request to Chrysler for approval. CM

6/28/2012: informed the customer of the status of the case....tgr  
7/5/2012: awaiting check from Chrysler....tgr  
7/6/2012: writer left a message for Henry at Auto Serv of Tilton informing him the check and paperwork for the customer have been mailed to his and Paul Gaudette s attention.....tgr  
7/9/2012: writer spoke with Henry at Auto Serv of Tilton informing him to not complete the repurchase transaction. Insurance company will not release the unit to Chrysler. Writer left a message for customer requesting he contact his insurance company to have them release the unit.....tgr  
7/10/2012: writer returned the customer s call and left a message requesting a return call. Writer to confirm customer received message requesting he contact his insurance company to have them release the unit. Without customer providing unit to Chrysler we cannot proceed....tgr  
7/10/2012: writer spoke with the customer and he will contact his insurance company to have them release the unit to Chrysler without Chrysler paying for the inspection. Once writer receives confirmation that the vehicle is available to Chrysler without Chrysler paying inspection costs, writer will contact the dealer to inform them to release customer s check. Writer spoke with Henry at Auto Serv informing him of status of case....tgr  
7/11/2012: writer spoke with Julia at Traveler s Insurance and confirmed with her that Chrysler will not pay the insurance company for the inspection. She requested proof that Chrysler is repurchasing the e....tgr customer s vehicle and she will have the vehicle released to Chrysler. Writer provided her with owner computation. Writer left a message Henry at Auto Serv informing him it is OK to complete the repurchase transaction.....tgr  
7/16/2012: writer called Auto Serv of Tilton to speak with Henry. He was off so writer requested to speak with Paul. Writer was informed that he was off today as well. Writer was informed that Henry would be in tomorrow. Writer also left a message for the customer to find out if he signed the paperwork and obtained his check....tgr  
7/18/2012: the repurchase transaction has been completed. Payoff check mailed to Ally. Julie at Traveler s Ins contacted Copart and released the unit. Writer contacted Copart and was informed there are no charges. Copart made aware that LKQ will be obtaining the unit. Vehicle releasable and the to-do forwarded to the title department. In addition, customer paid the registration cost to dealership by a cashier s check. When received writer to hold check for couple of weeks as customer indicated that he contacted state yesterday and they said they were not reimbursing him the money. He spoke with someone different and they may not have been aware of the situation. If state does not reimburse to customer as they initially indicated they would writer to return cashier s check to \_ customer....tgr  
Part out 07/18/12 Faxed tow to LKQ. kl  
8/3/12 Sent dgd cashier s check in the amount of \$755.75 for customer s registration the state of CO reimbursed him for. CM  
8/6/2012: writer spoke with rlg92 at Chrysler and informed her of the rental charges. Charges were a total of \$750.53. One week was \$41 a day and 4 days at \$65 a day. Customer purchased another Chrysler product. For customer satisfaction writer was authorized to reimburse full amount. Requested supplemental check for rental reimbursement for customer....tgr  
POSTMARK DATE: 091212; DATE RECEIVED: 091312

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**Customer Assistance Inquiry Record (CAIR)#** [REDACTED]

<b>VIN</b>	1C4RJFATX	CC [REDACTED]	<b>Open Date</b>	06/19/2012	<b>Built Date</b>	03/05/2012
<b>Model Year</b>	2012	<b>Body</b>	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
<b>In Service Dt</b>	03/17/2012	<b>Mileage</b>	1,400	<b>Dealer Zone</b>	74	DENVER
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<b>Color</b>	PGZ	BLACK FORREST GREEN PEARL COAT				
<b>Engine</b>	EZH	5.7L V8 MDS VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>	[REDACTED]	<b>Contact Type</b>	TELEPHONE
<b>Address</b>	[REDACTED]	<b>Home Phone</b>	[REDACTED]
	AURORA CO [REDACTED]	<b>Country</b>	UNITED STATES

Corporate - Repurchase - Default - Default - Default	
Product - Engine - Unknown - Other - Default	

opened cair to pay customer.....tgr  
 6/20/12 Check package approved. CM  
 6/20/2012: writer left a message for the customer to review the repurchase numbers....tgr  
 6/22/2012: customer in agreement with the replacement numbers. Check requested.....tgr  
 6/22/12 Submitted check request to Chrysler for approval. CM  
 6/28/2012: informed the customer of the status of the case....tgr  
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**Customer Assistance Inquiry Record (CAIR)#**

<b>VIN</b>	1C4RJFATX	CC	<b>Open Date</b>	08/06/2012	<b>Built Date</b>	03/05/2012
<b>Model Year</b>	2012	<b>Body</b>	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
<b>In Service Dt</b>	03/17/2012	<b>Mileage</b>	1,500	<b>Dealer Zone</b>	74	DENVER
<b>Plant</b>	C	JEFFERSON NORTH ASSEMBLY PLANT		<b>Market</b>	U	US
<b>Color</b>	PGZ	BLACK FORREST GREEN PEARL COAT				
<b>Engine</b>	EZH	5.7L V8 MDS VVT ENGINE				
<b>Transmission</b>	DBA					

<b>Owner</b>		<b>Contact Type</b>	TELEPHONE
<b>Address</b>		CIMS 485-06-73	<b>Home Phone</b>
	AUBURN HILLS MI		<b>Country</b>
			UNITED STATES

Corporate - Replacement - Default - Default - Default	
Product - Engine - Unknown - Other - Default	

8/6/2012: writer spoke with rlg92 at Chrysler and informed her of the rental charges. Charges were a total of \$750.53. One week was \$41 a day and 4 days at \$65 a day. Customer purchased another Chrysler product. For customer satisfaction writer was authorized to reimburse full amount. Requested supplemental check for rental reimbursement for customer....tgr  
8/6/12 Submitted check request to Chrysler for approval. CM  
CN146: Awaiting check from Chrysler.

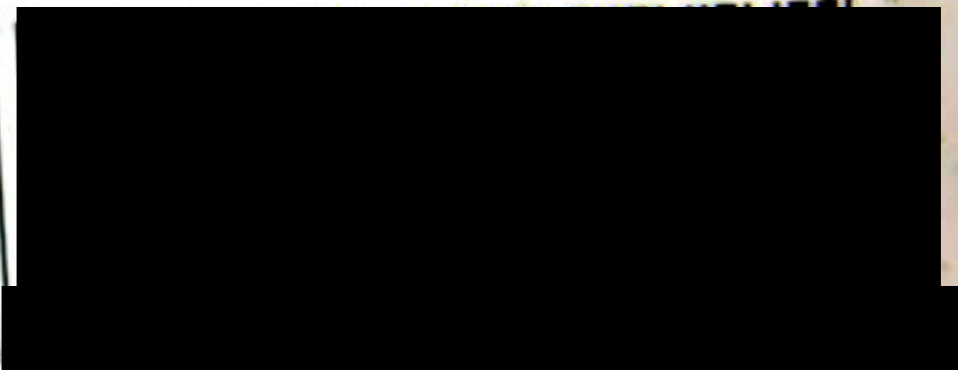
LB

TIRES

PSI) COLD

TIRES

PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1C4RJFATXCC



TYPE:

MPV

MDH: 030507 005AB

VEHICLE MADE IN U.S.A.

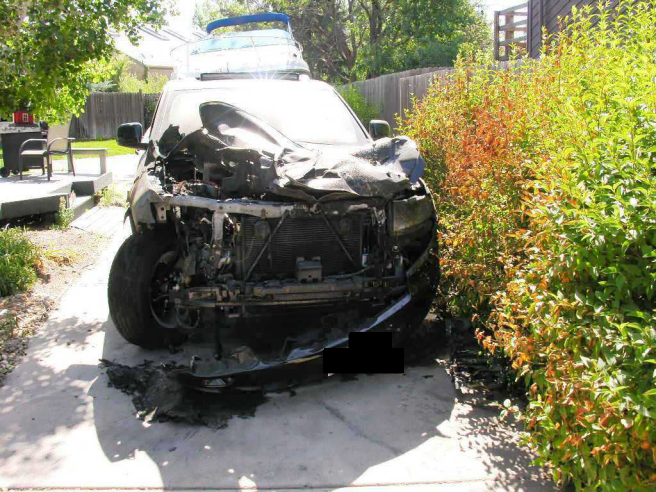
PAINT: PGZ

TRIM: ULX9

**OWNER STATED THAT THE  
ARROW SHOWS THE  
APPROXIMATE NEEDLE POSITION  
WHEN THE ENGINE WAS  
"TURNED OFF"**





































**TRANS DIP STICK**





**ENG DIP STICK TUBE  
STICK NOT ACCESSIBLE**

















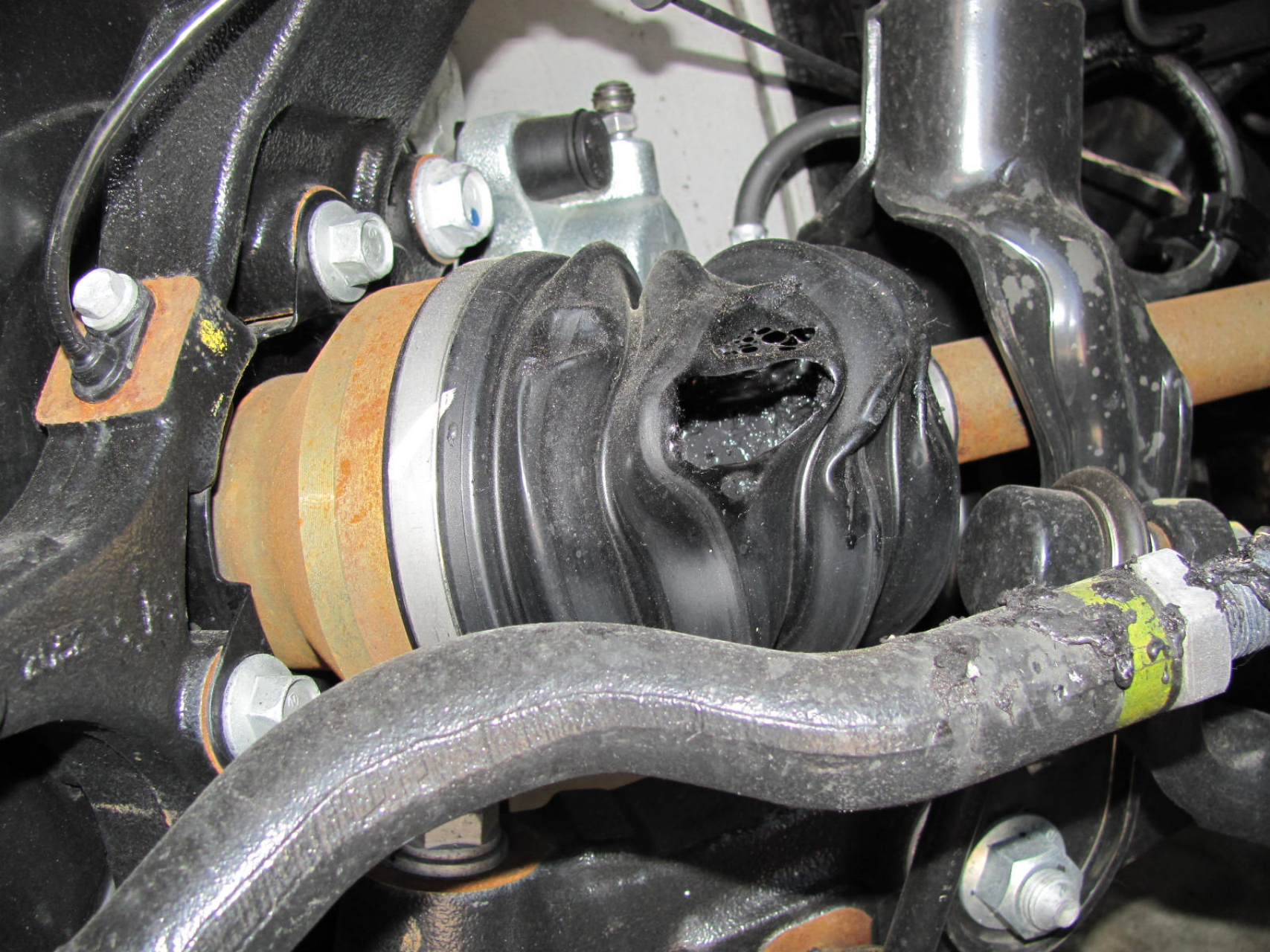




































Jeep

4x4  
CHEROKEE  
LAREDO





RANGE ROVER











Proven  
Fasteners  
DO NOT adjust  
without  
factory  
specifications.  
See dealer.

Jeep



DA-888 HYD. BRAKE ACTUATOR  
MAX. GROSS LOAD 6000#  
OR LESSER RATED COMPONENT  
NEVER EXCEED 10% OR  
LESS THAN 5% OF GROSS  
LOAD RATING ON TONGUE  
BRAKES NOT EFFECTIVE  
WHEN MOVING IN REVERSE  
DETRIMERS MFG. CO. BOYDEN IA

**— ATTENTION —**

**This Brake Actuator is  
specially designed for  
use with  
Disc Brakes ONLY.  
Any replacement  
of this unit  
MUST  
be of the same design.**

BD21001, Rev.0

MANUFACTURED BY  
**ALL AMERICAN TRAILER MANUFACTURERS, INC.**  
FT. LAUDERDALE, FL • (954) 468-5544

DATE OF MFG.	MARCH 2009		
GVWR	3175	KG	7000 LBS
GAWR ALL AXLES	1587	KG	3500 LBS
TIRE	ST205/75D15C	RIM	15x6
COLD INFL PRESSURE	344	KPA	50 PSI
			<input type="checkbox"/> DUAL <input checked="" type="checkbox"/> SINGLE

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN 1A9BB24229F [REDACTED]

TYPE

TRAILER





CHAPARRAL

CHAPARRAL

Gratitude

Signature

Highland Beach, FL

WINDSOR

Merita On





*Signature*

240

EXTENDED  
V  
PLANE



Marina One  
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EXTENDED



**Marina One**

[www.marinaone.com](http://www.marinaone.com)

*Signature*

240

EXTENDED  
V  
PLANE