

PE12-020

CHRYSLER

11/1/2012

PART 1 OF 2

MATTER #	1226945
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	[REDACTED]
DATE OF INCIDENT	12/18/2011
DATE OF NOTICE	12/19/2011
MODEL/MODEL YEAR	2012 Jeep Grand Cherokee Overland 4x4
VIN	1C4RJFCG5CC [REDACTED]
MILEAGE	5,000
OWNER	[REDACTED] [REDACTED] Brooklyn, NY [REDACTED]
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Fire
DESCRIPTION	[REDACTED] was parked at a store waiting for a friend when he smelled smoke; he got out of the vehicle and saw flames from under the hood. He called 911 and ran into the store for a fire extinguisher. When he came out the vehicle was fully engulfed in flames.
CRASH	No
FIRE	Yes
SMOKE	Yes
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	This vehicle is equipped with a 3.6L engine, and an EHPS system. An inspection revealed ¹ that the fire originated at the outboard side of the rearward portion of the inner fender panel (see photos). The driver indicated that the vehicle had been parked for 10 minutes prior to noticing smoke from the engine

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

compartment. Additionally, the driver did not indicate that there were any noticeable steering effort changes prior to parking the vehicle. Chrysler's assessment of the 3.6L engine compartment environment is that if a hose were to leak or blow off at the high pressure side of the transmission fluid cooler, the fluid would be directed down to the ground. In summary, while the specific cause of this fire is unknown, the circumstances and location of the origin of this fire are not consistent with a power steering hose separation.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	████████████████████
CAIR #	██████████
DATE OF INCIDENT	06/13/2012
DATE OF NOTICE	06/14/2012
MODEL/MODEL YEAR	2012 Jeep Grand Cherokee Laredo 4x4
VIN	1C4RJFAG4CC ██████████
MILEAGE	761
OWNER	████████████████████ ████████████████████ Maple Shade, NJ ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Fire
DESCRIPTION	Customer reported that while driving the temperature gauge was not registering on her 10 day old vehicle. When the customer turned off the highway, the vehicle stalled and could not be restarted. Customer had the vehicle towed to the dealership. The customer did not smell smoke or see a fire.
CRASH	No
FIRE	No
SMOKE	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	This vehicle is a 3.6L engine, with EHPS system. An inspection revealed ¹ there was no evidence of smoke, flames or thermal melting (see photos) of wiring or surrounding material. The CAIR makes mention of a fire however there is no evidence of

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fire. This complaint is not related to an EHPS system malfunction.

MATTER #	██████████
FILE TYPE	Legal Claim
FILE NAME	██████████ A/S/O TRAVELER'S INSURANCE
CAIR #	██████████
DATE OF INCIDENT	12/26/2011
DATE OF NOTICE	01/09/2012
MODEL/MODEL YEAR	2012 Jeep Grand Cherokee Srt8 4x4
VIN	1C4RJFDJ2CC ██████████
MILEAGE	1,000
OWNER	██████████ ██████████ Southfield, MI ██████████
COURT	N/A
DOCKET #	N/A
ALLEGED DEFECT	Fire
DESCRIPTION	This incident was referred from the dealer as a "vehicle fire" and the car insurance company made a subrogation demand but did not provide an event description.
CRASH	No
FIRE	Yes
SMOKE	Unknown
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	This vehicle is a SRT 6.4L engine, non - EHPS power steering system. The inspection revealed ¹ the origin of the fire was in the engine compartment right front area. The inspection report and a review of the inspection photographs (see photos) indicate that this was an extensive engine fire. The origin and

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege.

fire cause are undetermined.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4RJFCG5	CC [REDACTED]	Open Date	12/19/2011	Built Date	09/02/2011
Model Year	2012	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
In Service Dt	10/05/2011	Mileage	5,000	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					

Owner	[REDACTED]	Contact Type	LETTER
Address	[REDACTED]	Home Phone	[REDACTED]
	BROOKLYN NY [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Fire - Engine Compartment	Claim 113656570
Corporate - Product Information - Default - Default - Default	Progressive Auto Insurance called in on Grand Cherokee Claim number 11365
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

Briefly summarize why the customer is contacting Chrysler:
 Dawn Frick called in from an insurance company called in so they could confirm where to send a letter of origin to Jeep. Progressive Auto Insurance called on behalf of customer [REDACTED] because his 2012 Jeep Grand Cherokee caught on fire. The insurance company is having a third party vendor do a inquiry and they would like to offer Jeep the chance to have a representative present.

Briefly summarize what the customer is expecting:
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day their time.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle?
 Has the vehicle been diagnosed by a CDJ dealer?
 If a CDJ dealer has diagnosed, what is the dealer name or code?
 Reassigned to 88S

 12.21.11
 Progressive Ins
 Dawn Frick 631 716 4712
 Claim# 113656570
 DOL 12.18.11
 VEHICLE LOCATED AT:
 Copart Salvage Auto Auctions
 1983 Montauk Highway
 Brookhaven, NY 11719
 (631) 776-0994
 Lot# 29029831
 >>> CALL to set up joint Inspection
 Northeast Tech Svc
 Kathy 508-675-0999
 Claim# [REDACTED]
 Per OGC Matrix, reassigned to 82T. MG17
 12/21/11 ASSIGNED TO RLG92. PAG
 CAIR NUMBER 21677699 REQUEST DEKRA INSPECTION 12-21-2011 14:54
 CAIR NUMBER 21677699 E-MAIL SENT TO DEKRA 12-21-2011 14:54

12.22.11

Notice Of Subrogation Claim

Per OGC Matrix, reassigned to 82T. MG17

12/22/11 UPDATED CCRG FILE & CASE MANAGER. PAG

CCRG Open Date: 12/21/2011 10:09:59

Letter Sent: Acknowledgement 12/22/2011 09:31:44

POSTMARK DATE: 121811; DATE RECEIVED: 010312

POSTMARK DATE: 121911; DATE RECEIVED: 010312

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 01/10/12 AT 12:35:29 21677699

POSTMARK DATE: 012412; DATE RECEIVED: 012612

01.26.12

Notice Of Subrogation Claim

Per OGC Matrix, reassigned to 82T. MG17

1/26/12 UPDATED CCRG FILE & CASE MANAGER. PAG





















































TIRE AND LOADING INFORMATION			
PLATE CAPACITY - 2014 2 FRONT 2 REAR			
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED			
TYPE	FRONT	REAR	SPARE
STANDARD TIRE	RECOMMENDED	RECOMMENDED	SPARE
MAXIMUM LOAD CAPACITY	500 LBS / 227 KG	500 LBS / 227 KG	200 LBS / 91 KG
			P245/55R18XL
			P245/55R18

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION

CC138771

This vehicle may include mercury - added devices installed by the manufacturer:

- VIDEO DISPLAY
- NAVIGATION/CAMERA DISPLAY
- H.I.D. HEADLAMPS

Remove devices before vehicle disposal.
Upon removal of devices please reuse, recycle or dispose as hazardous waste.





MFG BY CHRYSLER GROUP LLC

DATE OF MFG: 9-11

WGT FRONT: 1452 KG 3200 LB WITH 20X8.0

WGT REAR: 1879 KG 4150 LB WITH 20X8.0

WGT: 2949 KG 6500 LB

285/55R20

254 MM I 35 PSI CAL

285/55R20

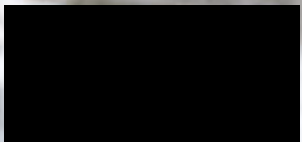
254 MM I 35 PSI CAL



THIS VEHICLE COMPLIES TO ALL
STANDARDS IN EFFECT ON THE DATE OF MFG.
VIA: (248-3705211877) 7902
VEHICLE MADE IN U.S.A. 8007-700



1CARJFCG5CC



1000

Customer Assistance Inquiry Record (CAIR)#

VIN	1C4RJFAG4	CC	Open Date	06/14/2012	Built Date	03/08/2012
Model Year	2012	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	05/28/2012	Mileage	761	Dealer Zone		
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	
	MAPLE SHADE NJ				Country	UNITED STATES

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2012-06-14
Road Side File Created 06-14-12 FOR WARRANTY
VEHICLE PROBLEM AT: VEHICLE TAKEN TO:
ROUTE 73 1708 WEST MARLTON PIKE
I-295 N
MT LAUREL CHERRY HILL
NJ USA NJ
SAYS NEAR THE MORRISTOWN MALL, START-STALL, VEH BROK
DEALER CODE : RIVER FRONT CHRYSLER JEEP DODGE

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4RJFAG4	CC [REDACTED]	Open Date	06/14/2012	Built Date	03/08/2012
Model Year	2012	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	05/28/2012	Mileage	38	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	58285	CHERRY HILL DODGE				
Dealer Address	1708 WEST MARLTON PIKE					
Dealer City	CHERRY HILL	Dealer State	NJ	Dealer Zip	08002	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone	[REDACTED]			
	MAPLE SHADE NJ [REDACTED]	Country	UNITED STATES			

Product - Electrical - Starter - Burned Out - Default	customer irate over needed repairs to 10-day-old Jeep
Product - Unknown - Unknown - Fire - Engine Compartment	customer irate over needed repairs to 10-day-old Jeep
Corporate - Complaint Contact - Default - Default - Default	customer irate over repairs to new vehicle
Dealer - By-Pass - Default - Default - Default	customer irate over rude treatment by employee
Dealer - Unknown - Unknown - Rude / Discourteous - Default	customer irate over rude treatment by employee

Briefly summarize why the customer is contacting Chrysler: Customer reports vehicle is 10 days old and last evening the temperature gauge was registering cold, and then when customer turned off the highway, the vehicle stalled and died. Police arrived and tried to start the vehicle without success. Customer had to have the vehicle towed back to the dealership. Customer has no problems with the sales person but there is someone named Ron who may be a finance person, was extremely rude and obnoxious. Mike, who is some sort of manager at the dealership, has been very kind and was calming in this situation. Customer asked the sales person if she could swap this vehicle for a new Jeep and was told no, because she already owns it. Customer has yet to make a payment and the vehicle isn't plated or registered in her name. Apparently the starter disconnected and caused a fire which melted wires. The tow truck driver noted that there were fluids leaking from the vehicle. Customer did not note any flames, did not smell or see smoke, and did not notice an odor. Briefly summarize what the customer is expecting: Customer wants this vehicle swapped for a new Jeep. Customer wishes to make a complaint against dealership.

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 58285 Cherry Hill

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

Owner alleges burned wires, and fire, refer to 82S.

VEHICLE IS LOCATED AT:
 CHERRY HILL DODGE CHRYSLER JEEP CJDTR
 1708 WEST MARLTON PIKE CHERRY HILL NJ 08002 856-665-9000

Per OGC Matrix, reassigned to 82T.

Customer called to say that she does want her vehicle as it has had to be

repaired only 10 days after purchasing. Customer also does not feel safe in the vehicle.

Customer would appreciate a call as soon as possible as she is stressed out.

6/19/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER 22326880 REQUEST EAA INSPECTION 06-19-2012 11:37

CAIR NUMBER 22326880 E-MAIL SENT TO EAA 06-19-2012 11:37

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 06/20/12 AT 15:12:28 22326880

CCRG Open Date: 06/15/2012 15:06:43

Letter Sent: Acknowledgement 06/20/2012 09:50:25

Vehicle Speed

Trip Info

T 772 mi  RUN

P



0

6

7

RPM
x1000



C

H

NE

86°F

Radio Off

Fuel Economy ▶

Vehicle Speed

Trip Info


772 mi  RUN

P

PM
000







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

VIN: 1C4RJFAG4C0 [REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. PAINT: PDM T

storage • logistics



Jeep
Cherry Hill
www.CherryHillDodge.com
Dodge • Chrysler • Jeep • Ram
www.CherryHillDodge.com

4x4
LAREDO



CUSTOMER PARKING
VEHICLES WILL BE TOWED AND
FEES INCURRED WITHOUT NOTICE

Cherry Hill
www.CherryHillNJ.com





Jeep

5-17





CUSTOMER
PARKING
UNRESERVED
LAPS WILL BE
TAKEN AWAY
AT OWNER'S
DISCRETION

Varikress Rd
Sreentree Rd
Springdale Rd
1/4 MILE

25 NORTH
Mt Holly
Trenton
1/4 MILE

1027A
Bellmore
Del Main Br
1/4 MILE



0



C


H

RPM
x100

NE

89°
F

Radio Off

Fuel Economy 

Vehicle Speed

Trip Info

N

88°
88F

Radio Off

Fuel Economy ▶

Vehicle Speed

Trip Info

794 mi ⏻ RUN

D



RPM
x1000



C

H

Fuel Economy 

Vehicle Speed

Trip Info

 794 mi  RUN

P



3.6L
VVT

WARNING: HOT SURFACES & PRESSURE



FULL

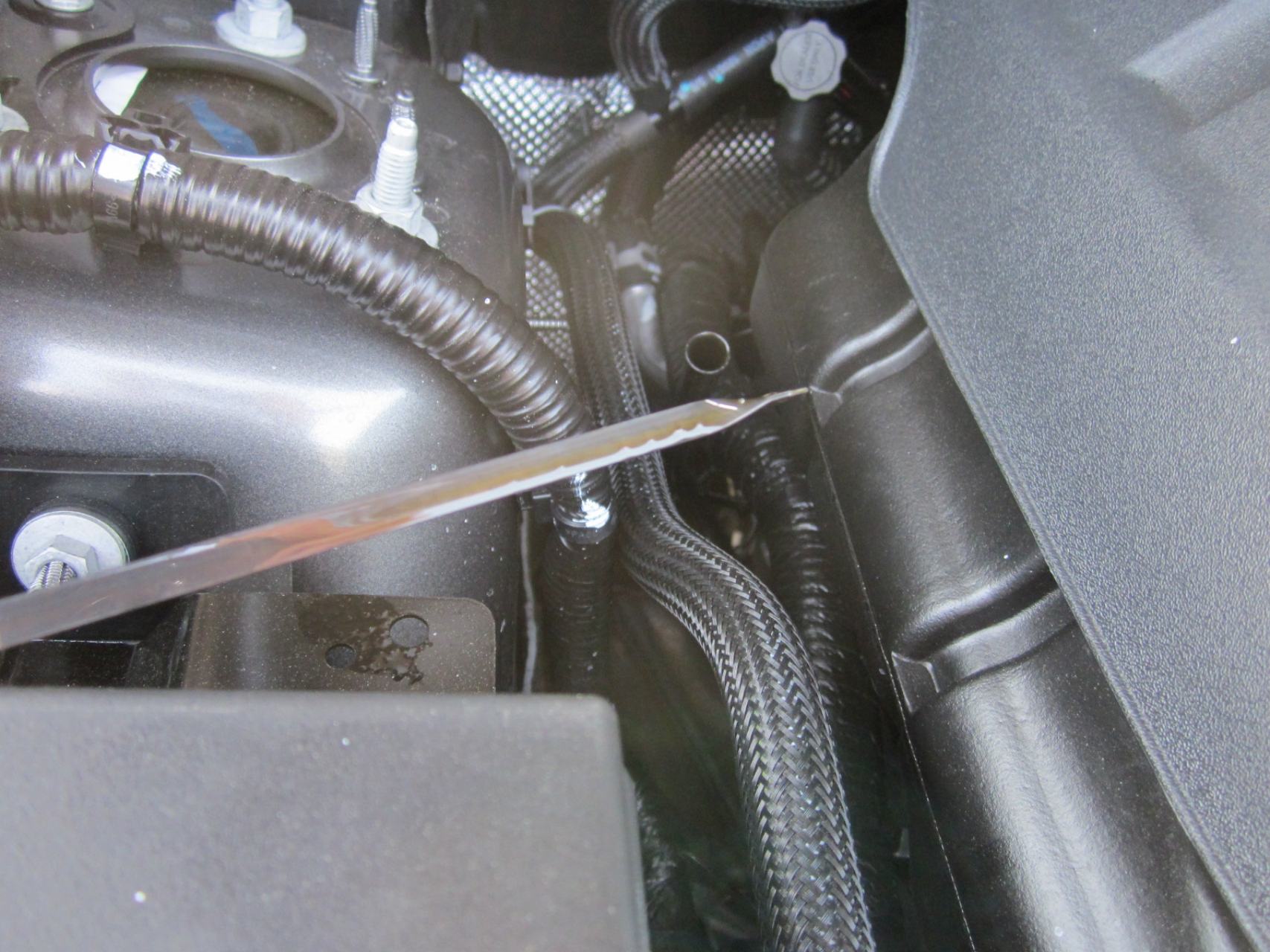
ADD





VACUUM BRAKE 52124749AG
CM, SYIPETCKK


REPLACE CAP BEFORE REPAIR
REPLACE CAP BEFORE REPAIR
TRƯỚC KHI SỬA SỬA
TRƯỚC KHI SỬA SỬA



NW

90°F

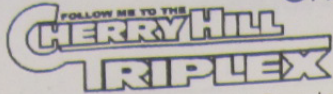
Radio Off

Fuel Economy 

Vehicle Speed

Trip Info

794 mi 11.1 L/100mi



Cherry Hill Dodge Chrysler Jeep



1708 W. Marilton Pike
Cherry Hill, N.J. 08002

Service (856) 665-9000 Parts (856) 382-1690

www.cherryhilltriplex.com

34095TJB

794

VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
1C4RJFAG4C [REDACTED]		764	06/19/12	[REDACTED]
YEAR		MAKE	MODEL	COLOR
12		JEEP	GRAND CHER	MINERAL GR
TAG NO.		PART-CLOSE		
00000				
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.
[REDACTED]	[REDACTED]	[REDACTED]	- -	263694
PROD.DATE		SERV.ADV.	TERMS	
00/00/00		903	CASH	
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN
	05/28/12	38	761	06/14/12
IN-SERV DATE				
05/28/12				

OUR STAFF AT CHERRY HILL DODGE/CHRYSLER/JEEP HOPE YOUR EXPERIENCE WAS A PLEASANT ONE. IF YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT US AT 856-665-9000. THANK YOU.

SUMMER IS HERE...ARE YOU READY? ASK US ABOUT OUR SUMMER SPECIALS!

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
------	---------	---------	-------	-----------	------	--------

A +

Com Customer states

Cor Starter - Test and replace 3.6 liter engine (C) / Test and replace

08750161 2.2 (4X4)

1 087501P1 14

A09

W

4801694AC STARTER ENGI

1

W

Line Total.....

Warranty Claim Type: W

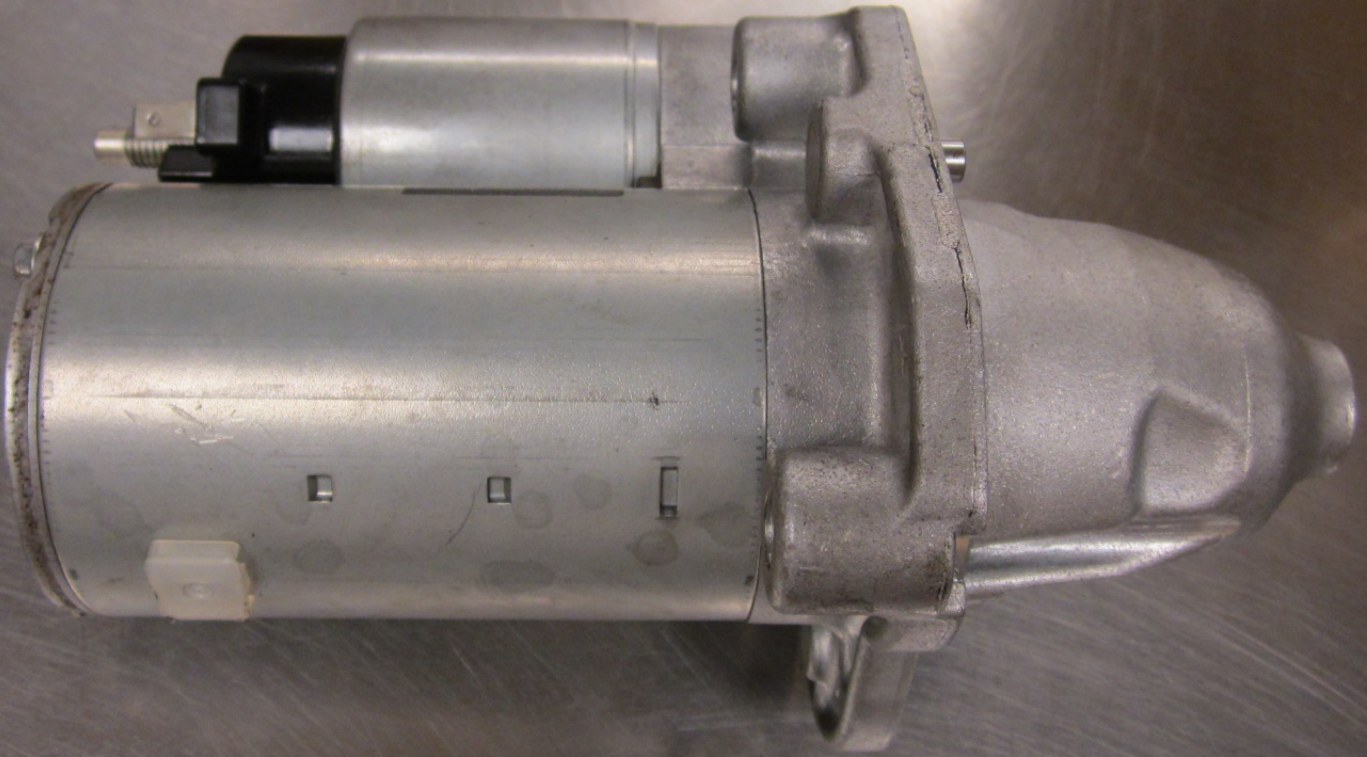
Authorization Code:

TOTAL-CUSTOMER

NoCharge

6213
Marilton Street
KEY TAG









WFF's Auto



MOPAR
Complies with U.S. Federal Motor Vehicle Safety Standards, if any are applicable.
MADE IN U.S.A.

17

2000

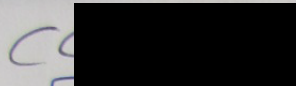
WRO

34095

111

11

Service [redacted] Submission Type: [redacted]
W-Warranty: TCARJFAG4C
Date: 09/13/2012 Time: 09:13:37
Odometer: 761 miles
Dealer Entered Odometer: 761 miles
Dealer Entered Name: TIBE



CHERRY HILL Dodge/Chrysler/JEEP Parts & Service SUPERCENTER



- PLEASE: 1. Fill out envelope completely
2. Enclose your warranty manual
3. Enclose car keys
4. Leave your car locked on our lot

Fulton Street Seal envelope and drop in slot provided

PLEASE ENCLOSE VEHICLE REGISTRATION

NAME [redacted]
ADDRESS [redacted] City/Town MAPLESHADE
Telephone: Home [redacted] Business () ()

What time would you like your car finished? _____ AM PM
Year 2012 Make & Model JEEP GRAND CANYON color _____
License Plate no. _____ mileage _____

PLEASE CHECK SERVICES DESIRED:

- | | | |
|--|--|--|
| <input type="checkbox"/> Maintenance Service _____ miles | <input type="checkbox"/> Wheel Balance | <input type="checkbox"/> Adjust Brakes |
| <input type="checkbox"/> Chassis/Lube | <input type="checkbox"/> Rotate Tires | <input type="checkbox"/> Undercoat |
| <input type="checkbox"/> Change Engine Oil | <input type="checkbox"/> Reline Brakes | <input type="checkbox"/> Front End Alignment |
| <input type="checkbox"/> Change Oil Filter | <input type="checkbox"/> Replace Muffler | <input type="checkbox"/> Tune Engine |
| <input type="checkbox"/> Change Transmission Fluid | | |

Other - please list in Car broke Down
detail - write clearly _____

If Additional Space is Required, Use Reverse Side of Envelope

I authorize above work up to a limit of (circle one): \$50 \$100 \$150 \$200 \$250 \$ _____
NOTE: In the event the cost of providing the above specified services will exceed the dollar limit indicated, you will be contacted for approval.

ARBITRATION: The terms of this Agreement are hereby incorporated herein and made a part of this Agreement. Dealer and purchaser, agree that any controversy or claim arising out of or relating to this Agreement shall be settled by arbitration in accordance with the Commercial Arbitration Rules of the American Arbitration Association (the "AAA"). The arbitration shall be conducted by a single arbitrator, if the parties agree to a specified single arbitrator, or otherwise by a panel of three arbitrators. If a panel of three arbitrators is used, each party shall have the right to select one of the arbitrators, and the third arbitrator, who shall be a competent and impartial person with at least ten (10) years experience in New Jersey in a field connected with the subject matter of the arbitration, shall be selected by the other two arbitrators or, failing agreement, by the AAA. The arbitrator(s) shall be entitled to award costs as part of their decision and shall award costs to the prevailing party, if there is one. The determination of the arbitrator(s) shall be final, binding and conclusive on all parties. No judgment upon the award rendered by the arbitrator(s) may be entered in any Court having jurisdiction.

Signature X

NO REPAIR

SIZE =	ALT. =	BATT. =	TIRE PRESSURE =	TECH. NO.	
CONDITION	COMPLAINT	WON'T START		9	TIME CLOCK
	CAUSE	SHORTED			OFF
	CORRECTION	INSTALLED NEW STARTER			ON
CONDITION	COMPLAINT	FOUND RADIATOR CLAMP LOOSE			OFF
	CAUSE	TIGHTENED CLAMP			ON
	CORRECTION				OFF
CONDITION	COMPLAINT				OFF
					ON

PWA 9 (4)