

PE13-034

CHRYSLER

12/2/2013

ENCLOSURE 4

CONSUMER COMPLAINT

Customer Assistance Inquiry Record (CAIR)#**22226337**

Vin	1C4PJMAK9	CW	Open Date	05/12/2012	Built Date	07/20/2011
Model Year	2012	Body	KKJL74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/21/2011	Mileage	10,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.				
Dealer Address	928 JERICHO TPKE					
Dealer City	WESTBURY	Dealer State	NY	Dealer Zip	11590	
Owner					Contact Type	ROADSIDE
Address					Home Phone	
	HUNTINGTON NY				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2012-05-12

Road Side File Created 05-12-12 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

595 W JERICHO TURNPIKE 111 BOND STREET

HUNTINGTON WESTBURY

NY USA NY

RE FOR TOW: CAR DOOR CAUGHT ON FIRE AND IS MELTED

DEALER CODE : 23153 WESTBURY JEEP CHRYSLER DODGE, INC.

***** CASE MANAGER TEAM - District ? X ? *****

Dialed 516-997-3900 DL 23153 Spoke with SM Matt who stated that the door panel caught on fire and Customer has made a claim with his insurance.

Writer is closing case as being handled by 3rd party

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

Customer Assistance Inquiry Record (CAIR)#**22228877**

Vin	1C4PJMAK9	CW [REDACTED]	Open Date	05/14/2012	Built Date	07/20/2011
Model Year	2012	Body	KKJL74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	10/21/2011	Mileage	10,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.				
Dealer Address	928 JERICHO TPKE					
Dealer City	WESTBURY			Dealer State	NY	Dealer Zip 11590
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HUNTINGTON NY [REDACTED]				Country	UNITED STATES

Product - Unknown - Unknown - Fire - Interior	Customer states drivers door caught fire
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	

1. Who is calling and what is their contact information? MR [REDACTED]
(owner)
Preferred: [REDACTED]

2. What happened? Customer states that the vehicle began to smoke from the driver s door. Customer states the window controls melted. Customer states he had his kids in the vehicle and the car filled up with smoke. Customer states he had the vehicle towed to the dealership. Customer states the dealership called customer stating the vehicle caught fire at the dealership, and the dealership needed two fire extinguishers to stop fire.

3. What is the current location of the vehicle? WESTBURY JEEP CHRYSLER DODGE, INC Dealer code- 23153

Address:

100 JERICHO TPKE
JERICHO, NY. 11753 1004

Writer sending case to 82S for further review. Please allow 2-5 business days for contact.

05.21.12

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

WESTBURY JEEP CHRYSLER DODGE, INC.

100 JERICHO TPKE

JERICHO NY 11753

516-997-3900

Per OGC Matrix, reassigned to 82T. MG17

Briefly summarize why the customer is contacting Chrysler: Customer

states the case manager has not contacted him on the issue and is not going to wait for more than 24hrs. Customer states he has the video recording and will post this on you tube if there is no reponse or immediate investigation on the issue.

Briefly summarize what the customer is expecting:Customer seeking urgent call back.

Agent advised customer the case is under review and concern will be documented.

5/22/12 ASSIGNED TO RLG92. PAG

CAIR NUMBER 22228877 REQUEST EAA INSPECTION 05-22-2012 10:24

CAIR NUMBER 22228877 E-MAIL SENT TO EAA 05-22-2012 10:25

Customer called in seeking status of call back. Agent informed customer

that it would take another 2-5 business days for a contact. Customer

became agitated due to the fact that it shouldn t take 10 days to receive

a call. Customer stated that if this issue is not resolved in 30 days New

York lemon law states Chrysler needs to buy back this vehicle. Agent

advised customer he would transfer him to SI agent MG17 at 248-944-7084.

CCRG Open Date: 05/21/2012 09:27:34

Letter Sent: Acknowledgement 05/23/2012 13:21:08

05.24.12

Customer Call Back Seeking update on 82T -

Phone# 631-926-1516 Cell [REDACTED] Home

Per OGC Matrix, reassigned to 82T. MG17

Maggie - MG17 - 248-944-7084 (8:30 - 5:15 ET, M-F)

Customer calls to speak with their Case Manager. Customer states that no communication has come from the case manager handling this case. Customer wants someone to contact him back. Provided contact number again.

5/25/12 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 05/25/12 AT 13:04:24 22228877

Customer Assistance Inquiry Record (CAIR)#**23157262**

Vin	1C4PJMAKX	CW	Open Date	03/01/2013	Built Date	06/14/2012
Model Year	2012	Body	KKJL74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/21/2012	Mileage	16,544	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				
Dealer	42725	HUGH PALMER MOTOR COMPANY				
Dealer Address	1755 WEST ELM ST					
Dealer City	LEBANON			Dealer State	MO	Dealer Zip 65536
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	MONTREAL MO				Country	UNITED STATES

Product - Electrical - Power Windows - Steam or Smoke - F. Door-Driver	Customer states the driver side door handle caught on fire
Dealer - By-Pass - Default - Default - Default	
Product - Unknown - Unknown - Fire - Unknown	
Product - Unknown - Unknown - Insurance / Subrogation - Default	

1. Who is calling and what is their contact information?

Preferred:

2. What happened? Customer states the driver side door handle caught on fire while pulling out of store. Customer states the switch area is where the smoke started coming out and then the door panel. Customer states he opened the door and put the fire out with snow and drove to the dealer. Customer states they replaced the regulator, switch and window motor.

3. What is the current location of the vehicle? 1755 WEST ELM ST LEBANON mo 65536

reassign to 82S

Per line 8, vehicle has already been repaired. Please follow AC18819 for vehicles that have already been repaired.

Writer left voicemail message advising to contact insurance company for resolving and left cair and CAC for more information.

Customer Assistance Inquiry Record (CAIR)#**23682537**

Vin	1C4PJMAKX	CW [REDACTED]	Open Date	07/12/2013	Built Date	06/14/2012
Model Year	2012	Body	KKJL74	JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR		
In Service Dt	08/21/2012	Mileage	17,000	Dealer Zone	74	DENVER
Plant	W	TOLEDO NORTH ASSEMBLY PLANT		Market	U	US
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MONTREAL MO [REDACTED]	Country	UNITED STATES

Product - Electrical - Unknown - Other - Default	electrical fire in dash area - melted entire left side dash
Dealer - By-Pass - Default - Default - Default	power door lock area fire
Product - Electrical - Power Door Lock / Deck Lid - Other - Unknown	power door lock area fire
Product - Body / Trim / Paint Finish - Glass - Other - Windshield	windshield cracked due to heat contained in vehicle
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Fire - Instrument Panel	
Product - Unknown - Unknown - Fire - Unknown	

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

1. Who is calling and what is their contact information? [REDACTED]

Preferred: [REDACTED]

2. What happened? The customer stated he and his daughter were going kyaking and they went down the river and were gone about eight hours. The caller states they came back and the flashers were on. The customer tried to open the vehicle. There was a fire that burned itself out it was very sunny. The dash melted and there are wires hanging that are fused together. The left hand side of steering wheel to drivers door dash has melted and there is nothing there but wires. The headliner burned as well over the drivers side. The windshield is cracked. The inside door panel is also melted. From the door lock forward is melted. There is definitely a burnt smell in the vehicle as well. This is the second fire on the vehicle. The vehicle has been brought back on three separate occasion since the original repair as the windows were not functioning - sporadic as well as the wipers, turn signals - these were also functioning sporadically - more so when it was damp outside. The original cair number was 23157262

3. What is the current location of the vehicle?

Vehicle is located at Dealer code 74-45583
SAKELARIS CHRYSLER DODGE JEEP RAM
Sakelaris Chrysler Dodge Jeep Ram of Camdenton
Visit dealer website 268 N. Business Route 5
Camdenton, MO 65020
(573) 346-5551

Agent provided case number to caller and informed there would be a 3 to 5 business day call back. Agent contacted the dealership to let them know

that someone would be coming to take a look at the vehicle to perform an investigation as to the cause of the fire. Agent spoke with Mike in regard making sure that no one touched the vehicle until and investigation was performed. Agent informed Mike that someone should be coming out in three to five business days to investigate this.

Re-assign to 82S

07.15.13

>> case is being forwarded to Chrysler Legal (CCRG) (2-5 days contact)

VEHICLE LOCATED AT:

SAKELARIS CHRYSLER DODGE JEEP RAM

268 N. BUSINESS ROUTE 5

CAMDENTON MO 65020

573-346-5551

Per OGC Matrix, reassigned to 82T. MG17

7/16/13 ASSIGNED TO RLG92. PAG

CAIR NUMBER 23682537 REQUEST EAA INSPECTION 07-16-2013 08:04

CAIR NUMBER 23682537 E-MAIL SENT TO EAA 07-16-2013 08:04

CCRG Open Date: 07/15/2013 11:15:01

Letter Sent: Acknowledgement 07/17/2013 13:04:46

Customer called in about their file and agent advised caller that if he did not receive a letter by the end of next week to call back

Customer called because he has not received the letter that was mailed 07/17/13.

As per Answer ID# 18819, agent reopened case and reassigned to 82S.

Best contact number for the customer is [REDACTED].

Per OGC Matrix, reassigned to 82T.

7/29/13 UPDATED CCRG FILE & CASE MANAGER. PAG

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 07/29/13 AT 19:07:36 23682537

The customer contacted Chrysler seeking update. Agent advised that the case is still being worked on. Agent advised customer of MG17 contact information



Jeep











4x4

Jeep

Jeep
4x4















Jeep

GT















































5600 LB
18 TIRES
33 PSI) COLD
R18 TIRES
(33 PSI) COLD



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

VIN: 1C4PJMAKXC [REDACTED] TYPE:
VEHICLE MADE IN U.S.A. PAINT: PXR

MPV

TRIM: ALDU

MDH: 061414 672

MFD BY **CHRYSLER GROUP LLC**

DATE OF MFR(BUILT): JUN 12

GAWR FRONT: 1248 KG 2750 LB WITH
18X7.0 RIMS AT

GAWR REAR: 1452 KG 3200 LB WITH
18X7.0 RIMS AT

GVWR:

2541 KG 5600 LB

P235/60R18

TIRES

228 KPA (33 PSI) COLD

P235/60R18

TIRES

228 KPA (33 PSI) COLD



THIS VEHICLE
THEFT

VI
VE

PE13-034

CHRYSLER

12/2/2013

ENCLOSURE 4

LEGAL CLAIMS

MATTER #	1230815
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	22228877
DATE OF INCIDENT	5/5/12
DATE OF NOTICE	5/5/12
MODEL/MODEL YEAR	2012 Jeep Liberty Sport (KK)
VIN	1C4PJMAK9CW [REDACTED]
MILEAGE	10,000
OWNER	[REDACTED]
COURT	None
DOCKET #	None
ALLEGED DEFECT	Driver's Door Panel Fire
DESCRIPTION	The owner stated that while driving he noticed smoke coming from the left front door switch. He pulled into a parking lot and turned the ignition off and the smoke stopped. The dealer then towed the vehicle to a service department at which time the door caught fire again and the dealer put it out with a fire extinguisher.
CRASH	No
PROPERTY	No
DAMAGE	
INJURIES	0
FATALITIES	0
ANALYSIS	An inspection ¹ of the vehicle revealed that the origin of the fire was the left front door power window switch. The cause appears to be a short in the electrical power window switch.

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.









Jeep

4x4
WESTBURY
JEEP CHRYSLER DODGE

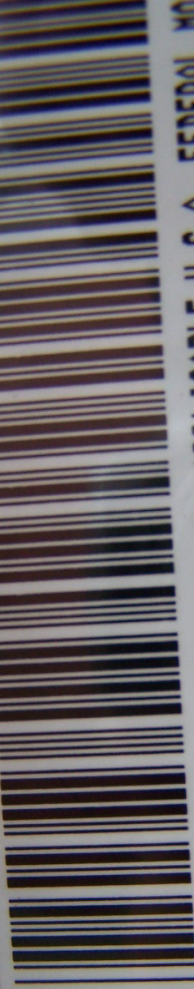
5600 LB

6 TIRES

33 PSI) COLD

6 TIRES

33 PSI) COLD



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

VIN: 1C4PJMAK9CW

VEHICLE MADE IN U.S.A.

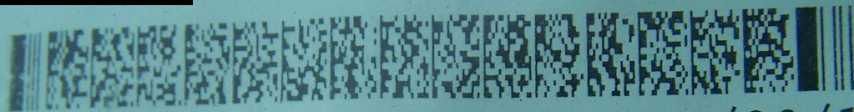
TYPE:

MPV

PRINT: PS2

TRIM: K7

NEW YORK



* NYMA *

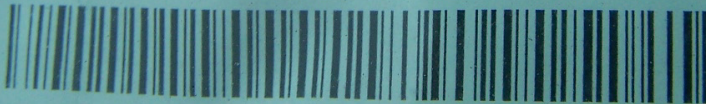
1C4PJMAK9CW

2012 JEEP SUBN

PAS 0 G

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NEW YORK STATE DEPT. MOTOR VEHICLES NEW YORK STATE DEPT. MOTOR VEHICLES NEW YORK STATE DEPT. MOTOR VEHICLES NEW YORK STATE DEPT. MOTOR VEHICLES NEW YORK STATE DEPT. MOTOR VEHICLES NEW YORK STATE DEPT. MOTOR VEHICLES

VEHICLE REGISTRATION

MONTH

YEAR





























SIEMENS VDO



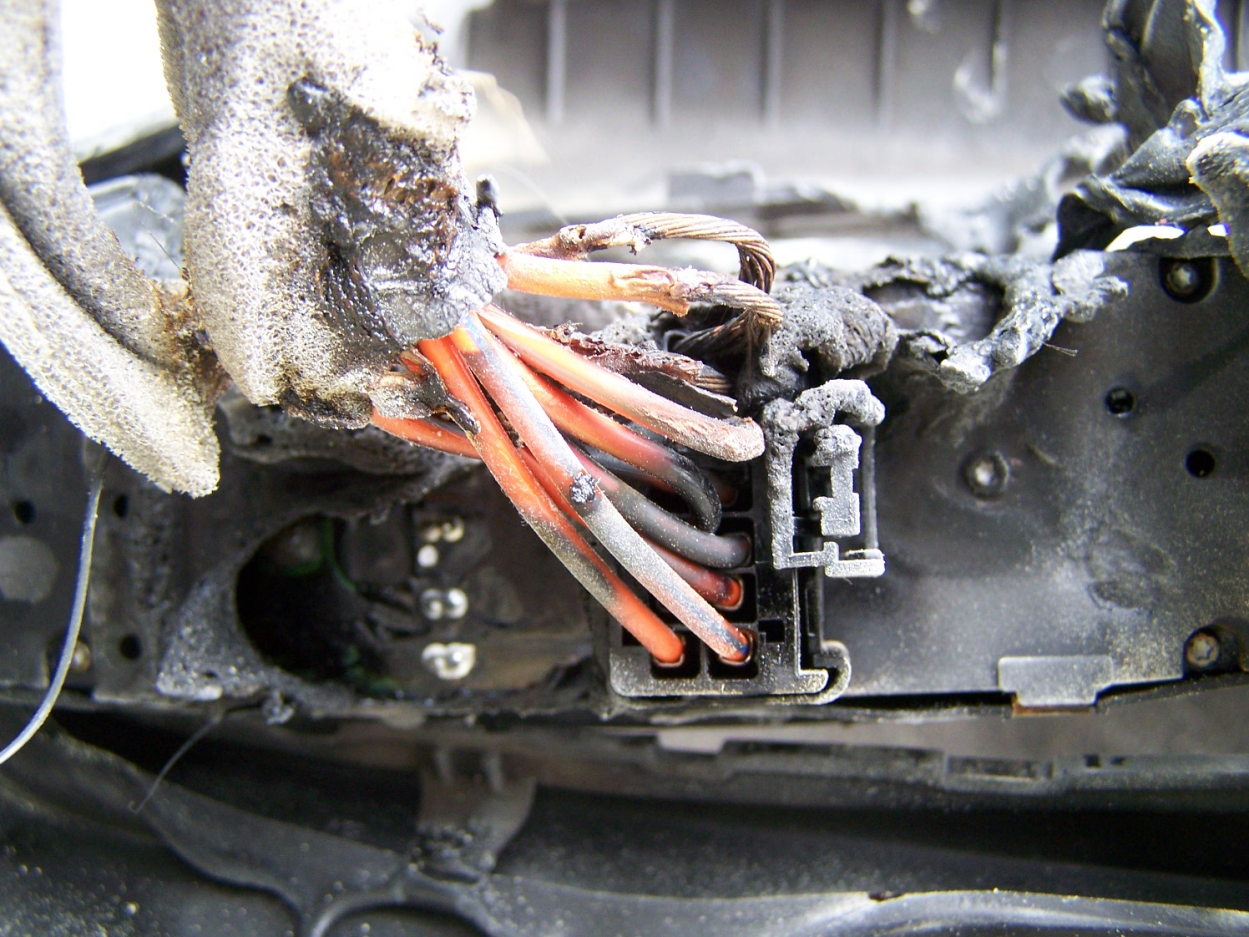
30-19-102













PE13-034

CHRYSLER

12/2/2013

ENCLOSURE 4

LEGAL CLAIMS

MATTER #	1240350
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	23682537
DATE OF INCIDENT	3/1/13
DATE OF NOTICE	3/1/13
MODEL/MODEL YEAR	2012 Jeep Liberty 4X4 (KK)
VIN	1C4PJMAKXCW [REDACTED]
MILEAGE	16,544
OWNER	[REDACTED]
COURT	None
DOCKET #	None
ALLEGED DEFECT DESCRIPTION	Driver's Door Panel Fire. The owner stated that after having been away from his vehicle for a kayaking trip he returned to find the emergency flashers on and fire damage to the left front door, instrument panel and headliner.
CRASH	No
PROPERTY DAMAGE	No
INJURIES	0
FATALITIES	0
ANALYSIS	An inspection ² of the vehicle revealed that the origin of the fire was the left side of the instrument panel. The cause of the fire is unknown.

² 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.



Jeep





LINCARE

LIBERTY







4x4

Jeep

Jeep
4x4















Jeep

GT















































5600 LB
18 TIRES
33 PSI) COLD
R18 TIRES
(33 PSI) COLD



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MPV

TRIM: ALDU

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