

CAS Complaint: Complaint [REDACTED] Jeep Wrangler 2014**Contact Information**

- [REDACTED]
 - [REDACTED]
- Bartlett, TN [REDACTED]
USA

Problem Description

- **Problem Description:**
Wrangler Unlimited Sahara: There is apparently an ongoing problem in the electrical or TIPM per the Service Manager at the dealership were the AC system over pressurizes and blows off the valve making it look like the engine is on fire. I have owned the Jeep for one month and it has spent 75% of the time in the shop trying to fix this problem. They gave it back to me once saying it was fixed and it did it again with 48 hours.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Wrangler
- Year: 2014
- VIN: 1C4HJWEG8EL [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
air conditioning/heat	March 2014	75	0	0	2
computer controls	March 2014	100	0	0	1
electrical/battery	April 2014	150	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Wrangler 2008**Contact Information**

- [REDACTED]
- [REDACTED]
Henderson, NV [REDACTED]
USA

Problem Description

- **Problem Description:**
Wrangler X: The TIPM appears to be failing, the jeep has a mind of its own, wipers, washers and horn come on whenever they want, whether the key is in or not..power windows work when they want, dash lights go crazy when its having one of its seizures...dealer says they can change the TIPM for \$1000 but it may not solve the issue and their diagnostic did not reveal any issues with the TIPM.
Chapmen Dodge in Henderson Nevada
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Wrangler
- Year: 2008
- VIN: 1J4FA24148L [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	32000	1000	0	1

CAS Complaint: Complaint [REDACTED] Jeep Wrangler 2008**Contact Information**

- [REDACTED]
- [REDACTED]
Conyers, GA [REDACTED]
USA

Problem Description

- **Problem Description:**
I bought the 2008 Jeep Wrangler Unlimited Sahara in September 2007. I follow the service manual and take my Jeep for every scheduled service at the Jeep dealership. My Jeep started failing to start in 2010. I reported the issue at my 36,000 mile service on 23 November 2010 and was told that the service department could not isolate the problem. I have reported this issue on several services but was always told that the service department could not isolate the issue. Finally when I take the Jeep in for the 72,000 mile service the fault was identified and is currently under repair. If this has been a known issue why was I not notified of the problem by Jeep. I have been stranded on more that one occasion because the vehicle failed to start and I have been driving around for four years with a TIPM that could have failed causing injury to me or my family. I am very upset that Jeep has known about these issues and I was not informed that there was an issue with this TIPM when I reported the Jeep was having electrical problems. I had to stumble across a web site reporting this issue with the TIPM, this is how I found out that this is a known issue that Jeep has failed to acknowledge.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Wrangler
- Year: 2008
- VIN: 1J4GB59108L [REDACTED]

- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	72000	1200	0	1
electrical/battery	June 2014	72000	1200	0	1

CAS Complaint: Complaint [REDACTED] Jeep Liberty 2012**Contact Information**

- [REDACTED]
- [REDACTED]
Houston, TX [REDACTED]
USA

Problem Description

- **Problem Description:**
Liberty Sport: As of today - 30 July 2014 - the car is still with the dealership service centre. They can't get hold of the part, or any decent information from Chrysler. Chrysler, now that they've realized the part involved is the TIPM is unhelpful and unresponsive. We took the car in because we could only unlock the doors manually. Now it won't drive and it has been with the dealership for 8 weeks. Still no end date in sight.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Liberty
- Year: 2012
- VIN: 1C4PJLAK5CW [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	March 2014	40000	2500	0	2
doors & windows (non-power)	March 2014	40000	2500	0	2

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- fargo, ND [REDACTED]
USA

Problem Description

- **Problem Description:**
Electronic control module failed many complaints filed there us a class action lawsuit
- **Interested in Class Action?** yes

Vehicle Information

- **Make:** Dodge
- **Model:** Durango
- **Year:** 2011
- **VIN:** 1D4RE2GG6BC [REDACTED]
- **Transmission:**
- **Vehicle involved in:**

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
brakes	April 2014	40000	0	0	1
computer controls	August 2014	43867	0	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
electrical/battery	August 2014	43867	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2012**Contact Information**

- [REDACTED]
- [REDACTED]
Mobile, AL [REDACTED]
USA

Problem Description

- **Problem Description:**
Started with the airbag light. Then a battery. Now the TIPm module.
This has been a safety issue for a while.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2012
- VIN: 1C4RDHDG3CC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011

Contact Information

- [REDACTED]
- [REDACTED]
Odessa, FL [REDACTED]
USA

Problem Description

- **Problem Description:**
Defective TIPM: causes multiple electrical issues including failure to start, malfunctioning fuel pump, inoperative air bags and random horn
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RD4GG6BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	August 2014	55000	1300	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
electrical/battery	August 2014	55000	1300	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Hampton, VA [REDACTED]
USA

Problem Description

- **Problem Description:**
I'm posting these comments shortly after receiving a call from my local Dodge service center advising me of the cause of my vehicle not starting - the TIPM. If this is a problem that has been experienced by many Chrysler owners, then I find it shameful that Chrysler has not implemented a fix. Fortunately I have an extended warranty to cover the repair, but I dislike having to use it for a known problem.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RD4GG2BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011

Contact Information

- [REDACTED]
 - [REDACTED]
- Bowie, MD [REDACTED]
USA

Problem Description

- **Problem Description:**
I own a 2011 Dodge Durango and my TIPM is causing my fuel pump to constantly run and drain my battery also it makes it very difficult to start my vehicle. Please help in making dodge recall this issue and fix this problem.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RE2GG4BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	65000	0	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
OTHER (identify in Problem Description Box)	July 2014	65000	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- Haughton, LA [REDACTED]
USA

Problem Description

- **Problem Description:**
Vehicle extremely difficult to start. Fuel pump runs while vehicle is off and parked.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4SD4GT3BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	4200	1000	0	1
electrical/battery	July 2014	42000	1000	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2014**Contact Information**

- [REDACTED]
- [REDACTED]
Temecula, CA [REDACTED]
USA

Problem Description

- **Problem Description:**
Problem (began in 11/2012) is with the car not starting, starting then suddenly shutting off, and recent new problem is that after car is turned off and key removed, the fuel line relay is staying engaged, running until we remove the M20 fuse. This problem has just started after we have been dealing with the on going repeated no start to start and shutting off pattern.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RD2GGXBC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	March 2014	72316	0	0	2
fuel system	March 2014	72316	0	0	2

CAS Complaint: Complaint [REDACTED] Dodge Durango 2012**Contact Information**

- [REDACTED]
 - [REDACTED]
- Morristown, NJ [REDACTED]
USA

Problem Description

- **Problem Description:**
Dodge dealer had my truck for a week and said they could not "replicate" the problem of my truck not starting and sometimes not shutting off! My truck has done it 3 times in the month of July, I have video of my truck trying to turn over - - -on it's own, on 7/4/14. When you push the start button, it turns over and over and over for up to a minute. Then it sometimes will not shut off after being driven. My local Dodge dealer WILL not view the video, says I need to leave my truck with them indefinitely until they see if happen for themselves. I cannot drive this truck more than a new miles for fear of being stranded. Fed up and will never buy a Dodge again.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2012
- VIN: 1C4RDJDG0CC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
OTHER (identify in Problem Description Box)	June 2014	30000	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Fallbrook, CA [REDACTED]
USA

Problem Description

- **Problem Description:**
From the purchase of the car the key fob has not been recognized, I have taken the car in numerous times, replaced the battery 5 times, been told (by an idiot at the dealer) to "smack the fob on the steering wheel" and ignored about the issue. I have also (for the same duration of time) had issues with the car starting. I have had intermittent (now more) issues with the car turning and turning and nothing. Then three weeks ago I turned the car on, put it in reverse, and all the sudden the damn thing is attempting to turn on again. The scariest part, the car has to be in park with your foot on the brake in order to turn it off.. It took almost 5 minutes to get the car into a place where I could kill the engine. Also, in 2013 the rear view camera decided to stop working. When I notified the dealer, they told me it was a defective part and then refused to replace it. No dealer has assisted in the fix for the above issues. I went to one recently, on the request of Chrysler warranty and was told the fuel relay is faulty and that replacing it would fix all problems. Here I am, \$200 in, and I still have the same problems. Some fix.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RD4GG3BC [REDACTED]
- Transmission: automatic

- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accessories (cd/tape, radio, navigation system, etc)	December 2011	29000	0	0	5
computer controls	February 2013	35000	0	0	2
electrical/battery	December 2011	29000	0	0	5
OTHER (identify in Problem Description Box)	February 2013	35000	0	0	2

CAS Complaint: Complaint [REDACTED] Dodge Durango 2014**Contact Information**

- [REDACTED]
 - [REDACTED]
- Canyon country, CA [REDACTED]
USA

Problem Description

- Problem Description:
Totally integrated power train module
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2012
- VIN: 1C4RDHDG2C[REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	28000	1300	0	1
electrical/battery	July 2014	28000	1300	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Methuen, MA [REDACTED]
USA

Problem Description

- **Problem Description:**
Defective Lariant # 5- needed to be upgraded to newer version Lariant # 6. Faulty- not covered under warranty. Issues starting- clicking over and stuttering- known TIPM issues with this model Durango- 2011.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RE4GG8BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	45736	356	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
electrical/battery	July 2014	45736	356	0	1
engine	July 2014	45736	356	0	1
fuel economy	July 2014	0	0	0	1
fuel system	July 2014	0	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- Hillsboro, OR [REDACTED]
USA

Problem Description

- **Problem Description:**
Problems I've seen over the last year that seem to be related to faulty TIPM: - Failure to detect key - Thinks key has left vehicle - Remote Start disabled - Failure to start vehicle - "Key battery low" message (key batteries are in fact full charge) - While driving: - Battery light comes on (nearly every time the vehicle is driven) - Entire dash 'reboots' or resets completely - Have had alternator and remote start module replaced (under warranty) - Paid to have battery replaced at about 2.5 years into ownership Not once has any service person even mentioned TIPM
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4SE4GT7BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	31700	0	0	2
electrical/battery	June 2014	31700	0	0	2

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- Hilo, HI [REDACTED]
USA

Problem Description

- **Problem Description:**
Vehicle starts then dies out. It takes 3 to 6 times for the engine to run. Kayaking Dodge.Service Department. Quoted me \$1,000 to fix. My battery then dies, I change the battery for \$200 and my problem stops. But now, there is a "hissing sound", unknown source from beneath the vehicle.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RD4GG7BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	May 2014	41000	1000	0	1
electrical/battery	May 2014	41000	1000	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- south san francisco, CA [REDACTED]
USA

Problem Description

- **Problem Description:**
Car does not start due to a faulty TIPM. We are still financing vehicle and the dealer says it is not covered by warranty.
- **Interested in Class Action?** yes

Vehicle Information

- **Make:** Dodge
- **Model:** Durango
- **Year:** 2011
- **VIN:** 1D4RE4GG5BC [REDACTED]
- **Transmission:** automatic
- **Vehicle involved in:**

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	33000	1545.4	0	1
electrical/battery	June 2014	33000	1545.4	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Midland, GA [REDACTED]
USA

Problem Description

- **Problem Description:**
The vehicle started smoking while parked. Vehicle will not start. It was taken to a collision center, but they couldn't figure out what the problem is. The vehicle was later taken to the Dodge dealer and they still have not determined the problem or cause. Their guess is that there was a shortage, or problems with the TIPM (Totally Integrated Power Modules) and they also have not been able to start the vehicle.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RD2GG1BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accelerator/throttle	April 2014	49000	1200	0	2
computer controls	April 2014	49000	1200	0	2
doors & windows (non-power)	April 2014	49000	1200	0	2
electrical/battery	April 2014	49000	1200	0	2
power options (window/door/seat/roof)	April 2014	49000	1200	0	2
windshield & wipers	April 2014	49000	1200	0	2

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Poynette, WI [REDACTED]
USA

Problem Description

- **Problem Description:**
TIPM is bad. Car doesn't start and now the fuel pump keeps running. The TIPM can cause the airbags to not deploy and car to stall at anytime. This is a major safety problem This is an ongoing problem for many Jeep and Durango owners. Chrysler has had to recall this before and needs to step up and recall these TIPMs again.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4SE4GT7BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	October 2013	55000	0	0	1
OTHER (identify in Problem Description Box)	October 2013	55000	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Warrens, WI [REDACTED]
USA

Problem Description

- **Problem Description:**
REF. electrical: I have an issue getting my Durango to start about 80% of the time. I started to have this issue last summer (CY 2013) after I had recently purchased the 2011 Durango and it had about 38,000 miles on it. I push the button to start the vehicle and the starter continues to motor without the vehicle starting. After several attempts I am able to get it to start. I have taken it to two different dealerships who "cannot replicate this issue" and one suggested replacing the key FOB batteries so I did but it didn't fix anything. I have read several articles about how it can be a defective TIPM and believe this is the issue due to having multiple issues that other people are experiencing. Ref. Engine: The engine has stalled on at least three occasions while I was driving my 2011 Durango. Thankfully I was parked each time because I have read articles of this happening to people as they were cruising down the road and it could be deadly. I have a hard time getting my truck to start on occasion and each time it stalled on me was when I had recently started it surprisingly without any issue. But, shortly after getting it started I would shift into gear to drive off and it would just stall. Not only is this and the starting issue extremely embarrassing it is a serious hazard. Ref. Fuel System: This is not the first time I have had an issue starting my Durango. The first time the fuel pump continued to run was in January of 2014. When it happens it sounds like a leak in a tire. I monitored the tire pressure throughout the day and realized I didn't have a leak so I got underneath the truck and it sounded like it was coming from the fuel tank. When I placed my hand on the tank I could feel a vibration. I went under the hood and figured out which circuit breaker was for the fuel pump and pulled it. Alas! The pump

stopped and when I replaced the breaker it stayed off. I had this happen again last week and applied the same procedure. If you allow the fuel pump to run it will deplete your battery and even though I am having issues getting this thing to start that would definitely prevent it from starting. I have read several articles about the defective TIPMs and believe this is the issue because of the other issues I am having with my 2011 Dodge Durango Citadel. I paid a lot of money for this car and expect a quality product. This TIPM is a costly issue that has presented several inconveniences and is a real safety issue

- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4SE5GT5BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
electrical/battery	April 2014	52500	8	0	1
engine	April 2014	52150	0	0	1
fuel system	April 2014	52100	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- Rockwall, TX [REDACTED]
USA

Problem Description

- **Problem Description:**
TIPM went out, talks with Chrysler unhelpful - told 'too bad, out of warranty'. Class action lawsuit in progress.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4SD4GT9BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	February 2014	73000	0	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
electrical/battery	February 2014	73000	1	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- Corpus Christi, TX [REDACTED]
USA

Problem Description

- **Problem Description:**
2011 Dodge Durango... Trouble starting. We purchased it new in March of 2011. We have been having this problem since June 2013. It takes 8-15 tries to get the car started. It keeps getting worse. My car also has a "fan sound" after it is turned off. It runs down the battery and battery dies everyday
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2011
- VIN: 1D4RD4GG0BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	0	0	0	1
electrical/battery	June 2013	0	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Durango 2012**Contact Information**

- [REDACTED]
- [REDACTED]
Broken Arrow, OK [REDACTED]
USA

Problem Description

- **Problem Description:**
Major issues are:
 - 1.) Both front struts blown at the exact same time. I have pictures. Dealer would not/could not fix. I have video of Chrysler System Engineers, Chrysler Attorneys, Dealer Rep, and State House Representative all at the dealership during legal discovery not being able to resolve the issue because of the design flaw the exists in the Durango RT. Parts were on backorder and could not be replaced. The struts are still blown to date. Major handing issues were detailed within day one of the "Ordered for Jeff Marlow" vehicle as depicted in the original manufactures car sticker.
 - 2.) High oil consumption from Hemi 5.7 engine. Test by dealer but know attempt to resolve. Dealer did all oil changes and documented oil changes.
 - 3.) Total Integrated Power Module failed immediately, within the first 1000 miles. Dealer would not acknowledge the failed. Durango would not start and had to be towed into the dealer. Chryslers attorneys paid for it. Taillights were blown in the rear. Vehicle would start and die on in the street. Again, all video taped with their consent the vehicle was towed to the dealership for inspection for inspection by the Chrysler attorneys, System Engineers, Dealer Reps, and State House Representative.
 4. Clunk and jerk in transmission while shifting into drive. Transmission leaking fluid onto drive shaft and slinging onto exhaust, smoking, etc..All of these major items have NOT been resolved. In fact nothing has been resolved. The vehicle sets wrapped in evidence tape because it caught fire due to the result of the TIPM failure. A certified fire

inspector, inspected, detailed and documented the failure. All documented within the 1st year, 1st 12K miles, express warranty period. The vehicle is a soccer moms vehicle and is in pristine condition. In town driving.

The only time a rental was provided to us was a brand new Durango off the lot that had plastic still inside the car. We live within 5 miles of the dealer and we had to return it because the headlights were flashing, radio was crackling, horn was going off and the windshield wipers were going off while driving.

We have a platinum extended warranty that covers bumper to bumper but will not pay or gives us a rental reimbursement very specifically because they are aware of the TIPM issues and will not cover back ordered parts

The not so short story..... I am contacting you because I am always reading the news on Chrysler. I have been a very long time owner of many of their products year after, after year. With that being said I would also bring forth the fact that the last two products I have owned have been lemons. Not just lemons in the state law(s) but lemons in the fact of design flaws to where they cannot be fixed because the design is flawed. I am a firm believer that what is built by man can be fixed by man. I have learned this only stands true if the dealers, system engineers and CEOs stand together and produce the correct parts to resolve the issue. I have learned there are no extended warranties or auto insurance that will cover you when there is pure arrogance and negligence involved. Nobody is there to help the consumer as you know.

My story starts with... I have battled Chrysler for nearly 5 yrs. I have had 4 cars ordered for me. (my wife car(s)). 1st was a brand new car, it was a lemon, in the shop 14 times for possessed electrical characteristics. Such as windows rolling down by themselves, blower motor on, radio on without power to the ignition. No key in the ignition. etc. After battling under the lemon law for 2 yrs a replacement vehicle was ordered. It came in wrong, not as ordered. I had to hire an attorney to finalize.** We chose a totally different product from Dodge. It also came in wrong, from a different dealer. This was the 3rd vehicle. Nearly a year in ordering cars a 4th vehicle arrived that we ordered just as we did with the 2nd vehicle, In front of the fleet manager and his computer while we selected the options. If the details above are not bad enough the new vehicle, a brand new ordered Dodge Durango RT AWD Hemi @ 45K was delivered to us. I noticed the window sticker, as ordered came with a Garmin Navigation. I paid for a Garmin Navigation. It was and is not installed in the car. As you know this is against the Federal Monroney Act. In addition, I was charged an ADP, aka ADM, aka DOC fee that was not advertised on any store front nor an appended window sticker. The window sticker was in the glove box and not attached to the window. As a consumer, I knew these laws from battling them over the years. I am not an attorney. I was given the option to drive our lemon that does not start or just take the vehicle.

We took the vehicle with respect that things would be worked out because the dealer said the manufacture was responsible for everything and I could work it out with them. What I didn't know was

that as soon as we drove the vehicle off the lot it had a vibration and pulled to the right, I returned it immediately. No issues were found. I kept taking it back 6 times within the first 6 months. At 1500 miles you could not read engine oil on the dipstick. The transmission clunked, required software fix they were waiting on Chrysler for. They did engine oil consumption test and lied on the invoices. With no repairs to the vibration and pulling I jacked the car up to find both front struts are blown. Blowing oil all over the frame, break lines, and other parts of the chassis. 0 repairs. All under express warranty, and bumper to bumper warranty. They have since repurchased other Durango's on the strut issue alone. Not ours.

With all of that being said the vehicle would not start and had the same or the possessed electrical characteristics as the first. Blowing the rear taillight assemblies. Would die in street and eventually caught fire in our driveway because of a faulty TIPM module that they could not and would not replace under warranty. The car still sits in my driveway with evidence tape wrapped around it and still no resolution.

I am aware of the TIPM class action and the thousands of consumers that cannot get it replaced. There is no recall on it and it Chrysler makes not claim that the problem is even a problem. I have documented my hardships extremely well with video, pictures, emails and invoices. I even went to our State Capital, spoke and pitched a new Lemon Law based on this case. Please help the consumers against these inconsiderate bastards. In your part of the world, What is being done about all of these Total Integrated Power Modules that plague almost the entire fleet? Respectfully, Jeff

__ ** It was a brand new 2009 Dodge Journey RT (fully loaded). Yes it was the TIPM as well. The windows would go down by themselves, radio, windshield wipers, and blower motor would come on without the key fob in the ignition. It would not start either. It was towed in a back of a rollback wrecker to the dealer just have them say they could not reproduce the issue. I had 14 work orders on it before they agreed to repurchase it. It took me 2 years.

A colleague in my office had a Durango with the no start issue. He knew of my story so he came to talk to me before he took it to the dealer. I told him what the dealer would say. He took it in, they told him what I had already told him. They did not fix the issue. He sold it to Carmax the next day. His response to me was "Marlow you are fighting the fight" "I punted my problems to someone else"

My sister has a 2008 Dodge Nitro. Its TIPM is bad. Dies in the street and wont start. She called again just a few days ago on the part. They said there is a 6 month wait. She even called out of state.

- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Durango
- Year: 2012

- VIN: 1C4SDJCT9CC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accelerator/throttle	January 2012	980	0	0	4
computer controls	December 2011	800	0	0	4
engine	December 2011	800	0	0	4
suspension	November 2011	400	0	0	6
transmission	December 2014	1500	0	0	4

CAS Complaint: Complaint [REDACTED] Dodge Grand Caravan 2014**Contact Information**

- [REDACTED]
- [REDACTED]
Denver, NC [REDACTED]
USA

Problem Description

- **Problem Description:**
At mile 142, on day 3 of ownership, the airbag light began turning on intermittently. I brought it in for service, the next day. The dealership reset the computer and sent me on my way. That night, the same problem recurred. I contacted the dealership, who set up a new appointment for me on day 8 of ownership. They kept the car and gave me a loaner. They called that night, to let me know that the TIPM was faulty, and that the part was on backorder. They have since put me in a rental car. I have now learned that there is a class action lawsuit against Chrysler for this very part. I don't know how long I'll be in a rental, or when the part will be in. I am extremely concerned for my family's safety, once I get my new car back. I am unconvinced that, once the new part arrives, I will not have problems with it.

Vehicle Information

- Make: Dodge
- Model: Grand Caravan
- Year: 2014
- VIN: 2C4RDGBG1ER [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
airbag	July 2014	142	0	0	2
computer controls	July 2014	142	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Grand Caravan 2008**Contact Information**

- [REDACTED]
- [REDACTED]
north royalton, OH [REDACTED]
USA

Problem Description

- **Problem Description:**
TIPM (Totally Integrated Power Module) replaced in 2010 @ 40,000 (under warranty), TIPM failing 2014 @ 124,000. Safety hazard, warned not to drive. No replacement parts available due to massive back order. Family of five, driving out of necessity.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Grand Caravan
- Year: 2008
- VIN: 2D8HN44H98R [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	124	0	0	2

CAS Complaint: Complaint [REDACTED] Dodge Grand Caravan 2012

Contact Information

- [REDACTED]
- [REDACTED]
NORTH LIBERTY, IA [REDACTED]
USA

Problem Description

- **Problem Description:**
several lights came on on the dashboard. I stopped and turned the vehicle off. It would then not respond to the FOB, and the vehicle wouldn't restart. Had it towed, where they replaced the clock spring. Cost \$600. Had it for 6 days when it did the same thing again. They have now told me they have to replace the TIPM module. They are on backorder across the US. Chrysler is aware of the problem and a class action lawsuit has been filed. Everything I've read says it could be 3 mths or longer before the part is available. I am in a power wheelchair, and my van has been customized with a wheelchair life, a kneeling system, a power transfer driver's seat, and a low effort steering wheel. I still work full time and depend on that wheelchair for my stamina for the day. The dealer has provided a loaner, but it will not transport my wheelchair. It weighs 360 lbs so cannot be lifted into the van. This now impacts my daily living as well as my health.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Grand Caravan
- Year: 2012
- VIN: 2C4RDGCG7CR [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	59000	600	0	2
OTHER (identify in Problem Description Box)	June 2014	59000	600	0	2

CAS Complaint: Complaint [REDACTED] Dodge Grand Caravan 2008**Contact Information**

- [REDACTED]
- [REDACTED]
Fruitvale, TX [REDACTED]
USA

Problem Description

- **Problem Description:**
Horn blares, wipers start running while off, won't shift out of 1st gear, A/C blower stops working, engine cooling fan stops running, brake, reverse, and park lights flickering, locks lock and unlock on own fob wont work on them, power steering goes out, gauges go nuts, ruined my battery the last time it happened, happens regularly about every 2 to 3 weeks have found it is faulty TIPM that is always on backorder or has been since 10/2012 when I first had the problem occur
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Grand Caravan
- Year: 2008
- VIN: 2D8HN44H48R [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
air conditioning/heat	May 2014	125000	0	0	1
computer controls	May 2014	125000	0	0	1
electrical/battery	May 2014	125000	0	0	1
engine cooling (radiator, water pump)	May 2014	125000	0	0	1
lights (exterior & interior)	May 2014	125000	0	0	1
power options (window/door/seat/roof)	May 2014	125000	0	0	1
steering	May 2014	125000	0	0	1
transmission	May 2014	125000	0	0	1
windshield & wipers	May 2014	125000	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Grand Caravan 2008**Contact Information**

- [REDACTED]
- [REDACTED]
Stroudsburg, PA [REDACTED]
USA

Problem Description

- **Problem Description:**
Twice during 2013, I had an issue with my 2008 Dodge Grand Caravan. With no warning and no apparent triggering mechanism, the van's horn would begin a constant blaring and the front and rear windshield wipers would go back and forth. When this happened, the transmission would not downshift. The incidents lasted only a couple of minutes each time. Both times, I took the van to the local Chrysler service center and was told that they could not address the problem because they could not replicate the issue. On January 27, 2014, after remotely opening the sliding door but before starting the car (I was still in the house), the minivan's horn began a constant blaring, and the front and back windshield wipers came on. After a few minutes when it became apparent it would not stop on its own this time, I disconnected the battery terminals, but nothing changed. After 30 minutes, I drove the van to the local Chrysler service center. During the 15 minute drive, the car would not downshift at all. When I arrived at the service center, the mechanic disconnected the fuse (or possibly the TIPM) to stop the car's horn and wipers. After a mechanic inspected the minivan, the service manager informed me that the TIPM was bad and would have to be replaced. I paid the entire cost of \$818.00 (\$610.00 for the TIPM and \$208.00 for labor).
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Grand Caravan

- Year: 2008
- VIN: 2D8HN54X08R [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	January 2014	83950	818	0	1
OTHER (identify in Problem Description Box)	January 2014	83950	818	0	1

CAS Complaint: Complaint [REDACTED] Dodge Grand Caravan 2008**Contact Information**

- [REDACTED]
 - [REDACTED]
- Severna Park, MD [REDACTED]
USA

Problem Description

- **Problem Description:**
I was driving to work on Tuesday August 13, 2013 doing about 60MPH, suddenly my windshield wipers came on, the horn started blaring, dashboard gauges stopped working (then started going crazy) and the engine turned off. I was able to pull over to the side of the road, I turned off the ignition removed the key but the nothing in the van would not turn off. The wipers were on, the horn was blaring and the dash gauges were still going crazy. This continued for about 6 to 8 minutes before everything just stopped. After about 3 minutes I was able to start the van and continue to work without issue. I called the dealership and told them the problem (it was in that shop for similar problem 2 weeks earlier) I dropped it off at the dealer the same day and as of today they it is still there (they cannot duplicate the problem.....) I've researched the problem online and I am apparently 1 of hundreds with the same issue with 2008 Grand Caravans. It is a faulty TIPM Module. The Dealership will not replace.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Grand Caravan
- Year: 2008
- VIN: 2D8HN54X78R [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	August 2013	64000	110	0	2
electrical/battery	August 2013	64000	110	0	2

CAS Complaint: Complaint [REDACTED] Dodge Ram Truck 2014**Contact Information**

- [REDACTED]
- [REDACTED]
Bellevue, OH [REDACTED]
USA

Problem Description

- **Problem Description:**
The TPIM is going out. Lose power to all sorts of things. Happens at will, mostly below 32 degrees or freezing 4x4 can't be turned on, no power to rear windows, airbag lights come on, ABS comes on, ESP comes on and off, Tow/haul comes and goes, sliding rear window comes and goes, heater fan DON'T work at all SERIOUSLY DANGEROUS being the problem occurs at freezing temp. wind shield wipers come and go, digital thermometer stopped working also fuel economy is terrible now too 12-13.5 MPG average
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Ram Truck
- Year: 2009
- VIN: 1D3HV13T69S [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accessories (cd/tape, radio, navigation system, etc)	November 2013	91000	0	0	1
air conditioning/heat	November 2013	91000	0	0	1
airbag	November 2013	91000	0	0	1
computer controls	November 2013	91000	0	0	1
doors & windows (non-power)	November 2013	91000	0	0	1
driveline (differential, transfer case, u-joints)	November 2013	91000	0	0	1
electrical/battery	November 2013	91000	0	0	1
fuel economy	November 2013	91000	0	0	1
lights (exterior & interior)	November 2013	91000	0	0	1
power options (window/door/seat/roof)	November 2013	91000	0	0	1
windshield & wipers	November 2013	91000	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Ram Truck 2008**Contact Information**

- [REDACTED]
- [REDACTED]
chatom, AL [REDACTED]
USA

Problem Description

- **Problem Description:**

2008 DODGE/RAM 3500 MEGA CAB/6.7L L6 MPI OHV 24V: reflector, door trim panel fell off The main safety issue is the repeated failure of the computer controls causing loss of all instrument panel read outs, and engine stoppage while truck is moving at 60-70 mph. this occurs during rainshowers causing very stressful and unsafe conditions .

- **Interested in Class Action? yes**

Vehicle Information

- **Make: Dodge**
- **Model: Ram Truck**
- **Year: 2008**
- **VIN: 3D3MX49A58G [REDACTED]**
- **Transmission: automatic**
- **Vehicle involved in:**

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	April 2008	4290	0	0	2
engine	May 2009	35443	0	0	3
exhaust/emission	November 2008	23367	0	0	0
OTHER (identify in Problem Description Box)	November 2008	23367	0	0	2
steering	June 2009	35548	0	0	0
transmission	June 2009	35548	0	0	0

CAS Complaint: Complaint [REDACTED] Dodge Ram Truck 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Roy, UT [REDACTED]
USA

Problem Description

- **Problem Description:**
3 year old TIPM (fuse box) just decided to stop working on my 2011 Dodge Ram 1500. Stranded my family out of state. Dealership had to order a part which took 3 business days to ship to dealership from Denver. Cost us \$1200 and a car rental. Research online shows that Dodge/Chrysler are in a class action lawsuit regarding this item, but no recall has been issued.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Ram Truck
- Year: 2011
- VIN: 1D7RV1CT8BS [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	70000	1200	0	1
electrical/battery	July 2014	70000	1200	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- Dallas, TX [REDACTED]
USA

Problem Description

- **Problem Description:**
grinding noise when trying to start car, wouldn't start TIPM failed.
caused burned out fuel pump, also had to have ignition switch
replaced
- **Interested in Class Action?** yes

Vehicle Information

- **Make:** Jeep
- **Model:** Grand Cherokee
- **Year:** 2011
- **VIN:** 1J4RS4GG0BC [REDACTED]
- **Transmission:** automatic
- **Vehicle involved in:**

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	53000	2637	0	2
engine	July 2014	53000	2637	0	2

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Lititz, PA [REDACTED]
USA

Problem Description

- **Problem Description:**
When started and shifted into "D" drive mode, car would self engage in manual gear "4" and then had no traction or acceleration, only reverse. Transmission completely died and would automatically go into manual "4" gear itself when put into "D" drive mode from park or while driving on the road. Very dangerous and very scary. Had it towed to dealer who wanted \$1,300 to repair faulty TIPM Module and would not cover under powertrain warranty. Called Chrysler and negotiated it down to \$100. This should be a recall and is very dangerous because the car is putting itself into the wrong gear and would not accelerate or move in drive mode.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR6GT4BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- La quinta , CA [REDACTED]
USA

Problem Description

- **Problem Description:**
The car has failed to start and stalled out. The technician said it was a faulty fuse within the modulator.
- **Interested in Class Action?** yes

Vehicle Information

- **Make:** Jeep
- **Model:** Grand Cherokee
- **Year:** 2011
- **VIN:** 1J4RR4GG2BC [REDACTED]
- **Transmission:** automatic
- **Vehicle involved in:**

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
OTHER (identify in Problem Description Box)	August 2013	40000	420	0	1



CAS Complaint: Complaint [redacted] Jeep Grand Cherokee 2014

Contact Information

- [redacted]
 - [redacted]
- Quincy, MA [redacted]
USA

Problem Description

- **Problem Description:**
This is 1 problem, I just didn't know how to file it. The TIPM needs to be replaced in my car - car is unable to start.
- **Interested in Class Action?** yes

Vehicle Information

- **Make:** Jeep
- **Model:** Grand Cherokee
- **Year:** 2011
- **VIN:** 1J4RR4GG9BC [redacted]
- **Transmission:** automatic
- **Vehicle involved in:**

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	August 2014	43000	1329	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- Lake Worth, FL [REDACTED]
USA

Problem Description

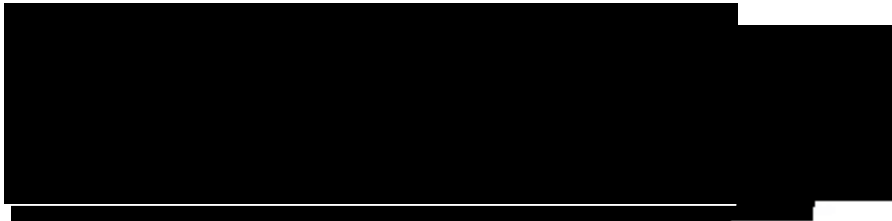
- **Problem Description:**
Engine turns but wont start.After doing research ,I believe its the TIPM. Chrysler should pay for its defected part
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RS4GG3BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	May 2014	48000	0	0	1



CAS Complaint: Complaint [REDACTED]. Jeep Grand Cherokee 2011

Contact Information

- [REDACTED]
 - [REDACTED]
- Marshall, MI [REDACTED]
USA

Problem Description

- **Problem Description:**
Vehicle shuts down while driving. Taillight failure Doesn't recognize key FOB when in car. Commonly recognized as a TIPM replacement problem that is under class action lawsuit.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR4GT9BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	March 2014	59000	1000	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Lynchburg, VA [REDACTED]
USA

Problem Description

- **Problem Description:**
When starting the Jeep, it made a violent shutter and would not completely start. After multiple attempts at trying to start and then stopping, the Jeep finally started successfully. I contacted the local Jeep dealer who stated that unless the stop engine light can on, which would give them a code to check, they would not be able to identify the problem. I mentioned issues with the TIPM module that I had read about on the internet. They stated they were not aware of any issues. Beginning around July 15, 2014, the Jeep started doing the same thing again. Not every time when starting but progressively more often until on July 28, 2014, it would not start at all. After attempting for about 30 minutes, I was able to get the Jeep started and drove to the dealer for repair. This time they identified the TIPM module as the problem, and that there was a need to wire an external relay around the module so that the fuel pump received power. This is clearly a manufacturing defect since it is affecting so many cars and Jeep needs to announce a recall to fix this defect and also to reimburse owners who have had repairs made.

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR4GT5BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	54000	384.44	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
- [REDACTED]
annapolis, MD [REDACTED]
USA

Problem Description

- Problem Description:
Car won't turnover/start
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR4GG3BC [REDACTED]
- Transmission: manual
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	40000	0	0	1
electrical/battery	June 2014	40000	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2013**Contact Information**

- [REDACTED]
- [REDACTED]
Eugene, OR [REDACTED]
USA

Problem Description

- **Problem Description:**
My problem has persisted since I purchased the vehicle in November of 2012. I hit the ignition switch and the car starts and then dies. I try to hit the button again and it just cranks and cranks and won't start. The only way to get it to turn on is to cycle on and off the ignition switch and try it again. I brought it into the dealership and they said unless they can recreate the issue they can't identify the problem, and also claimed they did research and couldn't come up with any similar complaints and sent me home. I did about five minutes worth of online research and found the TIPM issue along with countless complains about ignition switch issues. I called the dealership and reported my findings. They were familiar with the TIPM issue, but said they can't just replace a part unless it can be proved that is the issue.

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2013
- VIN: 1c4rjfcgxdd [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	February 2013	5000	0	0	1
engine	February 2013	5000	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011

Contact Information

- [REDACTED]
- [REDACTED]
Louisiana, MO [REDACTED]
USA

Problem Description

- **Problem Description:**
My 2011 Jeep Grand Cherokee is having issues starting. When I push the start button it makes a noise like it's trying to start but won't. If it does start it dies and I am now unable to drive the vehicle.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR4GG7BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	48000	0	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
OTHER (identify in Problem Description Box)	July 2014	48000	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011

Contact Information

- [REDACTED]
- [REDACTED]
Harleysville, PA [REDACTED]
USA

Problem Description

- **Problem Description:**
series of electrical problems with the car. Door lock failure, electric seat warmer, tipim failure

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR5GT1BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accessories (cd/tape, radio, navigation system, etc)	August 2012	22000	0	0	1
computer controls	July 2014	74000	1000	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
electrical/battery	July 2014	74000	1000	0	1
power options (window/door/seat/roof)	February 2012	12000	0	0	1
seats & seat belts	March 2012	14000	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Niceville, FL [REDACTED]
USA

Problem Description

- **Problem Description:**
The engine will crank but not turn over. It appears that it is not getting fuel. I tested the TIPM relay and it is not reliably sending power to the fuel pump.

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RS4GG0BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	July 2014	50000	0	0	1
fuel system	July 2014	50000	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
 - [REDACTED]
- Lakeland, FL [REDACTED]
USA

Problem Description

- **Problem Description:**
First major issue was a bad water pump that was replaced and took a wee and a half to get the part because I assume a number of other Jeep owners were having the same issue. Next up, is a faulty TIPM computer module/brain...Part is on back order and car sitting in driveway and driving my wife's car - nice! This is my 5th Jeep owned and will no doubt be my last. I have had a number of issues with the Jeep (bought new for \$40,000) and can't wait to get rid of the car. The TIPM should have been recalled many months ago (gotta love big business and how they weight cost versus owner loyalty). Wish it mattered but it does not...
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR6GT0BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	50000	0	0	1
electrical/battery	May 2014	49000	250	0	1
engine	June 2014	50000	500	0	1
engine cooling (radiator, water pump)	October 2014	47000	800	0	1
fuel system	July 2014	51000	1500	0	3

CAS Complaint: Complaint [REDACTED] Jeep Cherokee 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Baltimore, MD [REDACTED]
USA

Problem Description

- **Problem Description:**
I have accumulated \$1,580 worth of repair expense due to the the defective TIPM (Totally Integrated Power Module). This includes replacing the TIPM and battery and labor costs from repair shop. I have receipts for all expenses incurred. My issues match exactly what was described by other owners as well. I began having the issues that are described in the class action document currently filed Case#:CV13-08080-DDP (<http://www.girardgibbs.com/chrysler-totally-integrated-power-module-tipm-lawsuit-/>) by other other owners (not starting, stalling, fuel pump, random electrical events such as windshield wipers coming when not activated, etc) about 3 weeks prior to today. On 8/12/14 my vehicle became unresponsive and the battery had died. I just replaced the battery 3 weeks prior to this event which led me to believe there was another issue. My vehicle was towed to A1 Auto on 3041 Frederick Ave Baltimore, MD 21223. I was informed by the repair shop the TIPM completely failed and needed to be replaced. It is currently being serviced for replacement as of today 8/14/14. If I knew about this defect along with others, I would have not purchased this vehicle back in Oct 2012.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR4GT0BC [REDACTED]

- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	August 2014	82220	1580	0	2
OTHER (identify in Problem Description Box)	August 2014	82220	1580	0	2

CAS Complaint: Complaint [REDACTED] Jeep Cherokee 2012

Contact Information

- [REDACTED]
 - [REDACTED]
- Abingdon , MD [REDACTED]
USA

Problem Description

- **Problem Description:**
We've been having major issues with our car not always starting.

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2012
- VIN: 1C4RJFBG1CC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accessories (cd/tape, radio, navigation system, etc)	May 2014	0	0	0	1
electrical/battery	May 2014	0	0	0	1
fuel system	May 2014	0	0	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
OTHER (identify in Problem Description Box)	May 2014	0	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
- [REDACTED]
ewa beach, HI [REDACTED]
USA

Problem Description

- **Problem Description:**
Engine would not start on first try, had to try multiple times in most instances to get Jeep to run. When running, would stall will operating. This happened several times during morning commute in heavy traffic. Took Jeep to garage twice, diagnostics showed no codes. Nothing apparently wrong as far as mechanics could determine. after a month of repeated troubles, the fuel pump failed to shut off after shutting off the jeep. It continued to run. Made audible sound. Caused battery to go dead. Initially able to jump start it. Same thing happened again that night, fuel pump continued to run. Then unable to jump it. Had to have it towed to garage. Still no codes returned. Replaced battery. Still no success. Had vehicle towed to dealership. Told it was TIPM. Had to replace it and pay again for battery to be recharged. Instructed by dealer that this was a very common and known problem and that Chrysler was aware of the issue. The parts required were on national back order at the time and only available at dealership. Total cost was over 1500 for dealership work, 70 for tow truck, plus 350 for new battery. Total, 1920 dollars.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR4GG0BC [REDACTED]
- Transmission: automatic

- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	January 2014	41000	2000	0	4
electrical/battery	January 2014	41000	2000	0	4
fuel system	January 2014	41000	2000	0	4
OTHER (identify in Problem Description Box)	January 2014	41000	2000	0	4

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
- [REDACTED]
plano, TX [REDACTED]
USA

Problem Description

- **Problem Description:**
vehicle will not stay enabled longer then 10 seconds without shutting off automatically - TIPM.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RS4GG7BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accelerator/throttle	June 2014	62824	0	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	62824	0	0	1



CAS Complaint: Complaint [REDACTED] Jeep Cherokee 2012

Contact Information

- [REDACTED]
 - [REDACTED]
- Madisonville, LA [REDACTED]
USA

Problem Description

- **Problem Description:**
Total Integrated Power Module needed to be replaced
- **Interested in Class Action?** yes

Vehicle Information

- **Make:** Jeep
- **Model:** Grand Cherokee
- **Year:** 2012
- **VIN:** 1C4RJECT9CC2 [REDACTED]
- **Transmission:** automatic
- **Vehicle involved in:**

Failures and Repairs

CAS Complaint: Complaint [REDACTED] Jeep Cherokee 2010**Contact Information**

- [REDACTED]
- [REDACTED]
San Mateo, CA [REDACTED]
USA

Problem Description

- **Problem Description:**
Car won't start for any particular reason. Next day it starts. Someone suggested it is the infamous TIPM.
- **Interested in Class Action?** yes

Vehicle Information

- **Make:** Jeep
- **Model:** Grand Cherokee
- **Year:** 2010
- **VIN:** 1J4PR4GK8AC [REDACTED]
- **Transmission:** automatic
- **Vehicle involved in:**

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	April 2014	0	0	0	1
electrical/battery	April 2014	0	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011**Contact Information**

- [REDACTED]
- [REDACTED]
Houston, TX [REDACTED]
USA

Problem Description

- **Problem Description:**
TIPM failure, Chrysler should recall this part. It was costly and a burden to fix.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RS4GG7BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	April 2014	56000	1200	0	1
electrical/battery	April 2014	56000	1200	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011

Contact Information

- [REDACTED]
 - [REDACTED]
- Lake Mary, FL [REDACTED]
USA

Problem Description

- **Problem Description:**
Faulty TIPM. Won't start and cuts off mid-drive. Havn't had fixed (numbers above are proposed). Waiting to see about pending class action lawsuit.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RS4GG2BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	March 2014	43000	1200	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011

Contact Information

- [REDACTED]
- [REDACTED]
toronto, [REDACTED]
CAN

Problem Description

- Problem Description:
TIPM failure
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR4GG5BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	February 2014	97897	1600	0	2
electrical/battery	February 2014	97897	1600	0	2

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
engine cooling (radiator, water pump)	February 2014	97567	1000	0	2
tire	February 2014	97897	1000	0	2



CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2011

Contact Information

- [REDACTED]
 - [REDACTED]
- Pacifica, CA [REDACTED]
USA

Problem Description

- Problem Description:
TIPM FAILURE - car won't start.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR4GT9BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	October 2013	52000	400	0	1
electrical/battery	October 2013	52000	400	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2013**Contact Information**

- [REDACTED]
- [REDACTED]
STEPHENS CITY, VA [REDACTED]
USA

Problem Description

- **Problem Description:**
I have owned a 2011 Jeep Grand Cherokee since May of this year. This past week my wife began have trouble getting the Jeep started. Yesterday morning, it took her 45 minutes to get the Jeep started. She left work around noon to run an errand and ended up stuck in a parking lot in freezing temperatures for over an hour trying to get the vehicle started. Only after I called my insurance company for a tow truck, did the vehicle finally start. She drove it to the dealership where they diagnosed a faulty TIPM. The service representative then proceeded to tell me that it would be a \$1500 repair. After doing some research and discovering that this is a common issue with this model year I call Jeep costumer service yesterday and again today and received the same answer. There is nothing they could do to help. This is unacceptable.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2011
- VIN: 1J4RR5GG5BC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	December 2013	66000	0	0	1
electrical/battery	December 2013	66000	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2008**Contact Information**

- [REDACTED]
- [REDACTED]
Waterbury, CT [REDACTED]
USA

Problem Description

- **Problem Description:**
The vehicle turns off without warning while driving or stopped. Has happened to my since the day I bought the vehicle. It has been under warranty and so Chrysler covers the repairs or should I say the attempts. It has been to 2 different Jeep dealerships for a total of 6-7 times and continues to shut off.
- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2008
- VIN: 1J8HR58228C [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2013**Contact Information**

- [REDACTED]
- [REDACTED]
Chipley, FL [REDACTED]
USA

Problem Description

- **Problem Description:**
Complete Dissatisfaction with dealership and vehicle I purchased a 2014 Jeep Grand Cherokee Limited for \$46,000 from Dothan Chrysler Dodge Jeep Ram on Saturday, August 17th, 2013. We drove off the at 8:30 p.m. that evening. On Monday, August 19th, at approximately 4:00 p.m. as I was driving down the highway after having just left my job at the Washington County Sheriff' Office, where I am the public information officer, my vehicle's screen flashed a warning that read: vehicle gear shift malfunction. The screen went completely black for approximately 1 minute. When it came back on the screen read: Please Service Transmission followed by turn off ignition to engage park. I tried to turn off ignition, in the middle of the highway, and the warning then read: vehicle must be in park to turn off ignition. This endless circle continued as I was able to stop the car at a gas station parking lot. I sat in the parking lot of the gas station for approximately 5-7 minutes where I documented (via cellphone camera) the repeated messages and attempted to turn my engine off and simultaneously attempted to put the vehicle in park. The gears would not display. There was no way to see if the vehicle was in park, or what gear it was in at all. After struggling with the vehicle for close to 7 minutes, I was FINALLY able to turn the ignition off. When I restarted the vehicle, the transmission service light was on. I contacted the dealership (as noted above) immediately. I was assured by the salesman that this "happens all the time to Jeeps". This was my first MAJOR concern with not only the vehicle, but also the dealership. I have a full team of certified mechanics that work for our office. I met with each of them and was told that this was NOT a common thing for ANY vehicle. I live approximately 1.5 hours from

this dealership. On Tuesday, August 20th, I made a trip to Dothan, AL to address this vehicle issue. I left my BRAND NEW Jeep with them on the 20th. I was assured the following "If we can't fix this to your satisfaction we will get you a new vehicle". I was given a small car to drive (to replace the \$46,000 SUV I had driven a total of two days since purchase). The service department stated "the vehicle printed out 6 pages of code, one code read IMPLAUSIBLE. We have never seen this, we will have to call across the country to figure out how to fix this' . We spoke to the dealership everyday (all conversations were documented including text messages between us and the sales team. We were told daily a different story. On Thursday, August, 22nd 2013 at 7:35 am I sent a message to the dealership saying their inability to pinpoint the problem on a BRAND NEW \$46,000 vehicle and after meeting with close to 5 certified mechanics, I felt they needed to order me a new vehicle. They again assured me they would do so if they couldn't meet my satisfaction, another lie. At 8:00 a.m., the same day August 22nd , I was told a part was in fact in that they believed may fix the problem. After hearing nothing until I left several messages, I was contacted the FOLLOWING day, August 23rd and told "we will know 100% by this morning, but as far as we know it is ready and can be picked up". I spoke to no less than 3 MANAGERS on Friday, August 23rd. I explained that I had made a SUBSTANTIAL purchase of a vehicle that is advertised as dependable, reliable, strong, tough, rugged, etc and I had been able to drive this BRAND NEW vehicle a total of 2 days since purchase. No one could give me a straight answer and every person I spoke to assured me that I would have a new Jeep if I wasn't satisfied. 2. We would never have to make the return trip to Dothan, AL to handle these issues, they would come to us. They promised to detail our vehicle (which had NEVER been done after we purchased vehicle) and they would fill it up with gas, since the service team had burnt the gas and the gas light was now on. Now, correct me if I'm wrong, but neither one of those are favors. We didn't burn the gas, so of course they should replace it and we were never given our detail after purchase so of course they should be detailing the vehicle. One of the reasons we purchased from this dealership was because we were assured we would NEVER have a problem with this vehicle and that if we did wayyyyyy down the road we could use the dealership that is only 30 minutes from our home. This is a BRAND NEW VEHICLE, a \$46,000 Jeep, we would certain we wouldn't have issues. Apparently we couldn't be more wrong. On Friday, August 23rd at 7:00 p.m. we were told the vehicle was fixed and the mechanic would drive it home to test it and drive it back to dealership Saturday morning. They would then have the salesman bring it to us and pick up the rental. On Saturday, August 24th morning and after having not heard a word, we called the service manager at 10:00 a.m. Phil, the manager, stated "our technicians do not come in until Monday morning, we can't begin fixing the vehicle until them." We then received a call back from the sales manager, an hour later, that said "Oh wait. It has been fixed you can come pick it up whenever. It hasn't been detailed because we have no detailing department on the weekend. We can't come to you because it is a liability issue. He also stated that is apparently a common issue with jeeps, something I'm sure you need to be made aware of if you a

producing a subpar product (per salesmen and service managers representing YOUR product). So we took a second day off work and made a third trip to Dothan, AL to pick up our BRAND NEW \$46,000 vehicle that had STILL not been detailed. When we arrived, we got approximately 30 miles down the road before we discovered the cruise control no longer worked. We immediately called the dealership who assured us they would handle it by coming and getting the vehicle so we didn't make a fourth 1.5 hour trip to Dothan, AL. This morning, Monday, August 26th, the manager has just called to say "bring the vehicle back whenever it is convenient and we will fix the other problems." The only thing this entire experience has been is the biggest inconvenience of my life. As you can clearly see, we have lost faith in Dothan Chrysler Dodge Jeep Ram dealership and in your product. We bought what we thought was a superior product and we have been disappointed every day since. This is an issue, I believe you, as a company who represents what is suppose to be a superior, reliable product, should address. My job is public information. I do public relations for a living. I know marketing and I know how to get information disseminated to a large group of people fast. I would assume it would be important to Jeep to keep the reputation it has so valiantly defended since inception. At this point, I am the complete opposite of satisfied with both your product and the people representing your product. I will use every resource at my disposal, and you can be assured those resources are vast, to ensure no one falls victim to either your product or this dealership. Thank you for your time.

- Interested in Class Action? yes

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2014
- VIN: 1C4RJEBT1EC [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	August 2013	550	0	0	1
OTHER (identify in Problem Description Box)	August 2013	550	0	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
transmission	August 2013	550	0	0	1

CAS Complaint: Complaint [REDACTED] Jeep Cherokee 2008**Contact Information**

- [REDACTED]
- [REDACTED]
Bonner Springs, KS [REDACTED]
USA

Problem Description

- **Problem Description:**
Grand Cherokee Laredo: Intermittently will not start. No click, no nothing. However, still have lights, radio, etc. Oct. 2012 dealer replaced starter. Car was fine until Apr. 2013. Exact same problem. I replaced the Key Fob as it seemed really loose and thought that might be it, it was not. Took care into dealer today and now they say it is the Battery Cable Wiring Harness and it needs replaced. It will cost \$638.00 and my wrap warranty company says they will not cover it because it is attached to the Battery Cables and they are not covered. There are tons of forums on the Internet regarding this harness. Thousands of people have spent thousands of dollars on this issue and Jeep is doing nothing about it.

Vehicle Information

- Make: Jeep
- Model: Grand Cherokee
- Year: 2008
- VIN: 1J8GR48K38C [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	September 2012	50187	1234	299	3
electrical/battery	October 2012	50187	1234	299	3

CAS Complaint: Complaint [REDACTED] Jeep Grand Cherokee 2010**Contact Information**

- [REDACTED]
- [REDACTED]
Rochester, NY [REDACTED]
USA

Problem Description

- **Problem Description:**

The car has been into the dealership 5 times because the engine races out of control 18 plus times for no reason. I have to pull over and shut the car off to stop the engine from racing out of control. The dealership doesn't want to do anything about it and I can not get anyone from Jeep to return or respond to my letters.

Vehicle Information

- **Make:** Jeep
- **Model:** Grand Cherokee
- **Year:** 2010
- **VIN:** 1J4PR4GK6AC [REDACTED]
- **Transmission:** automatic
- **Vehicle involved in:**

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accelerator/throttle	April 2011	0	0	0	1

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	April 2011	0	0	0	1
engine	April 2011	0	0	0	1
OTHER (identify in Problem Description Box)	April 2011	0	0	0	1
transmission	April 2011	0	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Nitro 2008**Contact Information**

- [REDACTED]
- [REDACTED]
Kissimmee, FL [REDACTED]
USA

Problem Description

- **Problem Description:**
This is my second episode with my Nitro. When I was leaving work and getting ready to put my key in to unlock my door, the horn starting blowing, wipers, front and back, came on including the water spraying out, doors locking and unlocking, gate open and closing, lights going on and off. I then opened the door and started the engine and it continued to do the same thing. When I turned it off it was still doing the same. It was doing this for about 15-20 mins. until I had someone take off the battery cable. I had to get a tow truck, rent a car for 2 days. The shop put my truck on the computer and tested everything. From the computer it was all fine. They put a new battery in and made a new key phoebe. Everything has been fine until not even 2 wks later. I was at a red light with a car in front of me and the horn went off and wipers came on for about 2mins. now I have to take it back. The first time this happened I was driving at 55 mph was almost in a accident and had to pull off the road. Someone said it may be TIPM
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Nitro
- Year: 2008
- VIN: 1D8GU28K48W [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	84000	0	0	1
electrical/battery	June 2014	84000	0	0	1
lights (exterior & interior)	June 2014	84000	0	0	1
OTHER (identify in Problem Description Box)	June 2014	84000	0	0	1
power options (window/door/seat/roof)	June 2014	84000	0	0	1
windshield & wipers	June 2014	84000	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Nitro 2007**Contact Information**

- [REDACTED]
- [REDACTED]
Katonah, NY [REDACTED]
USA

Problem Description

- **Problem Description:**
The electrical problem I am having is the power shut down completely. The car died on me twice while I was driving it. It should be a recall but I haven't seen a recall on this problem for this model. The other problem is the lights. The car unlocks by itself, the headlights turn on, and the battery runs down. This has happened 3 times and the mechanic cannot figure out what the problem it. I replaced the battery and it still happens so it's not the battery.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Nitro
- Year: 2007
- VIN: 1D8GU58697W [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2014	87000	0	0	1
electrical/battery	June 2014	87000	0	0	1
lights (exterior & interior)	July 2014	88000	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Nitro 2014**Contact Information**

- [REDACTED]
 - [REDACTED]
- Atlanta , GA [REDACTED]
USA

Problem Description

- **Problem Description:**
I purchased this vehicle in november 2013, unaware that there was a recall on the TIPM. Here it is a few months later and my vehicle breaks down. I had it towed to the dealership. They told me diagnostic and a check up was done and they couldnt find anything wrong. The vehicle started right up. I picked up my truck tuesday 02/18/2014. I live less then 2 miles from the dealership. When i got home the vehicle would not start. Called dealership back stated to wait 30 minutes and try to restart it. I ended up waiting an hour before it could start and took it back to Ed voyles. They ran a diagnostic in front of me. The truck wouldn't start so they pushed it into repair shop. I received a call the next day stating it was the TIPM. The charge was 1,030.00 and 117.00 for running test. I decided to research the vehicle only to find out there was a recall for that part. I called dodge @ 800-247-9753 on 02/20/2014 spoke to rep she stated there was a recall but my vehicle vin# was not apart of the recall. I informed her that they should have recalled all the vehicles because its the same exact issue. She stated they could not repair the vehicle and my warranty will not cover it.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Nitro
- Year: 2011
- VIN: 1D4PT2GK6BW [REDACTED]

- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	February 2014	55157	1147	0	1
electrical/battery	February 2014	55157	1147	0	1

CAS Complaint: Complaint [REDACTED] Dodge Nitro 2009**Contact Information**

- [REDACTED]
 - [REDACTED]
- Roanoke, VA [REDACTED]
USA

Problem Description

- **Problem Description:**
TIPM fried while driving. horn went off suddenly and all the lights lit up on dashboard and car had completely cut off. Tried multiple time to restart but it was to no avail. I then turned on the emergency lights they blinked a couple of time and then a beeping noise sounded and then smoke began to come from under the hood. I lifted the hood to find that the smoke was coming from the TIPM..
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Nitro
- Year: 2009
- VIN: 1D8GU28K29W [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

CAS Complaint: Complaint [REDACTED]**Dodge Journey 2010****Contact Information**

- [REDACTED]
 - [REDACTED]
- SALISBURY, MD [REDACTED]
USA

Problem Description

- **Problem Description:**
electrical/battery & accessories-- radio system & lights, gauge lights, and turn signals cut off while in the middle of driving. AC/HEAT would not work. Vehicle had a hard time turning over to start. We were told it was because our battery was low. we replaced battery and all systems still periodically fail. Vehicle still fails to start sometimes. In June we needed to replace the brakes & rotors after having the vehicle 25k miles (purchased used at 20k). In March the brakes started continually "screeching." We took it to get a brake inspection and was told the brake hose failed. It is too small for the vehicle. It then caused the caliper to compress against the rotor causing premature wear and tear on the brake pads we just replaced. Calipers, brake pads & rotors need to be replaced on just one driver's front side. We called Dodge to have them waive the inspection fee since they would not help us with a claim until their authorized dealer took a look at the vehicle. They declined to pay. Also in March, the engine started overheating because there's a hole in the engine coolant tank where it seals together.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Journey
- Year: 2010
- VIN: 3D4PG5FV2AT [REDACTED]
- Transmission: automatic

- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accessories (cd/tape, radio, navigation system, etc)	October 2012	52000	0	0	1
air conditioning/heat	October 2012	52000	0	0	1
brakes	June 2012	46000	1500	0	2
computer controls	October 2012	52000	0	0	1
electrical/battery	October 2012	0	0	0	1
engine	December 2012	0	0	0	1
engine cooling (radiator, water pump)	March 2012	58000	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Journey 2010**Contact Information**

- [REDACTED]
- [REDACTED]
Mesquite, TX [REDACTED]
USA

Problem Description

- **Problem Description:**
I purchased a 2010 Dodge Journey (used) in September, 2010. My problem first occurred in May, 2011. I went out to my car leaving work, and it would not start. Lights/horn/locks/radio all worked, but all I got when I turned the key was a clicking sound. At first thought, I figured the battery may have died and needed a jump-start. But this did not work. After trying for 1.5 hours, I finally had the vehicle towed to a dealership. As soon as the vehicle was released from the tow truck, it cranked right up. I had the dealer run a full diagnostic check on it, since it was there and problem had occurred. But they found nothing wrong. I drove the car home, and the problem began to occur more frequently. It has occurred at least twice a week, with wait times varying. Sometimes it'll start after 5 minutes. Other times, I have waited 2-3 hours without it starting, and have been forced to have the vehicle towed. Over the past year I have driven (or towed) this vehicle back to my local Dodge dealership a 10 TIMES! The most recent visit was on 7/29/12, when I paid to have the WIN Module and Key Fob replaced, and it still doesn't work. I have been given several reasons for the problem, all of which they have supposedly fixed (either at the expense of my extended warranty or at my own expense). Other times, I have simply been told there is nothing they can do because they cannot duplicate the problem when they have it. I have filed 2 separate complaints with Chrysler Corporation, but no help. I no longer feel safe driving this vehicle. I transport my 3 grandchildren on a daily basis (two 4-month old twins, born prematurely). I live in TX, where temperatures reach as high as 110+. I am very afraid of having my grandchildren in the car with me, and

the car will not start for 2-3 hours, forcing us to wait in the 100+ temperatures to see if the car will decide to work. Please help!!!

- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Journey
- Year: 2010
- VIN: 3D4PG5FV4AT [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	May 2011	47000	0	0	7+
electrical/battery	May 2011	47000	0	0	7+

**CAS Complaint: Complaint [REDACTED]
2009****Dodge Journey****Contact Information**

- [REDACTED]
- [REDACTED]
Baltimore, MD [REDACTED]
USA

Problem Description

- **Problem Description:**
Would drive and come to stop, car would cut off. Start up car few minutes later no problem. Take start to car dealer, could not find a problem. This happened 3 times. The third time the car had to be towed to dealer. This time, the dealer replaced the throttle body. The last time, car cut off while driving. All the lights went off but car would not stop even when braking. Put car in park gear while pressing on brake, still would not stop. Had to use emergency brake to stop. When stopping could hear brakes grinding. Car dealer where we purchased car from took car to Dodge dealer and they stated they could not find any problems. Had car for less than 6 months.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Journey
- Year: 2009
- VIN: 3D4GG57V19T [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
computer controls	June 2012	0	0	0	4
electrical/battery	June 2012	0	0	0	4
engine	June 2012	0	0	0	4
OTHER (identify in Problem Description Box)	June 2012	0	0	0	4

CAS Complaint: Complaint [REDACTED] Dodge Journey 2009**Contact Information**

- [REDACTED]
- [REDACTED]
Garner, NC [REDACTED]
USA

Problem Description

- **Problem Description:**
I was driving my 2009 Dodge Journey today, 9/10/11 and all of a sudden it started to lose power. It began to shake as if it were trembling underneath the vehicle. The Journey was in drive and started to go backwards. I pressed the accelerator with my foot and it went straight to the floor. The gear shift was in drive and the car continued to go backwards with the gear shift in drive. I was very frantic and then began to press the brake pedal with my foot. The Journey would not stop. The brake pedal went straight to the floor as the car continued to go backwards. I quickly pressed the emergency brake with my left foot and the car stopped suddenly and shut off while the gear was still in drive. I put the gear back in the park position and tried to start the car but it would not crank. I waited a few minutes and then tried to crank the car again. The car started and I drove it slowly back to my home. I was only a few feet from my home. The car is parked and I am frantic to drive it. I am very fearful after what happened today. My children were in the car with me and were very afraid that we were going to get hurt. There is something wrong with my 2009 Dodge Journey. I can't drive it to work. In fact, I can't drive it at all. I refuse to get back in it! On August 25, 2011 my parents were driving my 2009 Dodge Journey and it shut off while they were driving on Interstate 85. I made a report to Dodge by calling (800) 992-1992 on Sunday September 11, 2011. I received a reference case number: 21334169. I received a call from Dodge from (800) 763-8433 on Monday September 12, 2011 from Case Managers Britt (ext. 66208) and Keith (ext. 66194). I returned their calls but never had the opportunity to speak with them. They were not available. I left multiple messages for them both and spoke with

various people at the call center; Neither case manager never returned my calls and I was informed from different representatives at the call center that both Britt and Keith declined any service to my vehicle due to the high mileage and it being out of warranty. The electrical problem is a manufactured defect with the 2009 Journey and has been recognized nationwide by other vehicle owners. I was told by one representative at the call center that my call has no recalls and the only recall for the VIN on my car was taken care of. How would any representative know that my car has no problems???? The entire models were recalled for various electrical problems and now my car has begun to present and show those problem which are dangerous and could be potentially hazardous if the car is driven.

- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Journey
- Year: 2009
- VIN: 3D4GG57V69T [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
accelerator/throttle	September 2011	87354	0	0	1
computer controls	September 2011	87354	0	0	1
electrical/battery	September 2011	87354	0	0	1
transmission	September 2011	87354	0	0	1

CAS Complaint: Complaint [REDACTED] Dodge Journey 2009**Contact Information**

- [REDACTED]
- [REDACTED]
Bismarck , ND [REDACTED]
USA

Problem Description

- **Problem Description:**
Front brakes are completely gone after just 4000 miles. Car shuts off after starting. Car goes completely dead and won't start, nothing turns on. Then suddenly everything comes back to life. Vehicle is definitely a safety hazard and we believe we have a lemon with no course of action.
- Interested in Class Action? yes

Vehicle Information

- Make: Dodge
- Model: Journey
- Year: 2009
- VIN: 3D4GH57V29T [REDACTED]
- Transmission: automatic
- Vehicle involved in:

Failures and Repairs

Item Failed	Date of Failure	Mileage at Failure	Total Repair Cost	Amount Manufacturer Paid	Number of Repair Attempts
brakes	March 2012	4000	0	0	1
electrical/battery	March 2012	4000	0	0	1