

DP14-004

CHRYSLER

12/12/2014

ENCLOSURE 5

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CHRYSLER

12/12/2014

ENCLOSURE 5

Cillo Legal Claim Summary

MATTER #	1239314
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	22836385
DATE OF INCIDENT	11/26/2012
DATE OF NOTICE	11/26/2012
MODEL/MODEL YEAR	2011 Jeep Grand Cherokee Overland 4x4
VIN	1J4RR6GT4BC [REDACTED]
MILEAGE	22,000
OWNER	[REDACTED] [REDACTED] Bronx NY [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Electrical
DESCRIPTION	Customer complained that the vehicle's battery was being drained, the rear suspension driver's side hisses, the second key doesn't work, and the bezels on the side of the driver and passenger seats are loose.
INJURIES	0
FATALITIES	0
ANALYSIS	An inspection by a dealer service technician found that the fuel pump would run with the engine and key off. The TIPM was replaced.

DP14-004

CHRYSLER

12/12/2014

ENCLOSURE 5

CUSTOMER COMPLAINT

Customer Complaint	7W73096506
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VIN	1D8GT58627W	Model Year	2007	Body	KA1P74	DODGE NITRO SLT 4X2 SPORT UTILITY 4-DR
Built Date	06/05/2007	Market	U	US	Plant	W TOLEDO NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EGS	4.0L V6 SOHC ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	05/21/2010	Mileage	0	Event	006	Year 3 Ownership	
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DOD				Dealer Zone	66
Dealer Address	11101 NURSERY FIELDS DRIVE					Dealer Phone(s)	904 493-0000
City/State/ZIP	JACKSONVILLE, FL, 32256					Dealer Fax	904 493-5593

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your NITRO SLT 4X2 SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at JACKSONVILLE CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 05 (Detractor)

001 : Negative/rude treatment by staff

I believe the last time my husband went to take it to get it serviced. Him and one of the salesmen... The salesman got kind of short with him and showed his temper and will never go to that one again to have it serviced.

Q8 Have you been back for service to JACKSONVILLE CHRYSLER JEEP DOD in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will only

SURVEY COMPLETED 2010-05-29 13:45:59, CUSTOMER ID:708482553, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**8L51638304**

VIN	1J4FA24198L	Model Year	2008	Body	JKJL72	JEEP WRANGLER X 4X4
Built Date	08/29/2007	Market	U	US	Plant	L TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PYB	DETONATOR YELLOW CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				

Open Date	01/15/2009	Mileage	0	Event	004	1st Warranty Visit	
Dealer	65814	AUDUBON CHRYSLER CENTER INC				Dealer Zone	51
Dealer Address	2945 US 41 NORTH					Dealer Phone(s)	270 826-1270
City/State/ZIP	HENDERSON, KY, 42420					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER X 4X4 on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at AUDUBON CHRYSLER CENTER INC on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2009-01-18 12:06:11, CUSTOMER ID:709441451, RO:00053431, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint**8R12526704**

VIN	2D8HN54X08R	Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT FWD
Built Date	10/01/2007	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Open Date	03/11/2009	Mileage	0	Event	004	1st Warranty Visit	
Dealer	42507	YOUNG DODGE				Dealer Zone	35
Dealer Address	191 COMMERCE PARK DRIVE					Dealer Phone(s)	610 253-6244
City/State/ZIP	EASTON, PA, 18045					Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT FWD on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at YOUNG DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

SURVEY COMPLETED 2009-03-17 16:47:21, CUSTOMER ID:124884790, RO:00049353, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint**8R12526706**

VIN	2D8HN54X08R	Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT FWD
Built Date	10/01/2007	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Open Date	08/20/2010	Mileage	0	Event	006	Year 3 Ownership	
Dealer	08911	BROWN-DAUB INC				Dealer Zone	35
Dealer Address	3903 HECKTOWN RD					Dealer Phone(s)	610 253-3521
City/State/ZIP	EASTON, PA, 18045-2351					Dealer Fax	610 253-2019

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

003 : Concerns about reliability / dependability

008 : Poor purchase experience

From the beginning, I have experienced more problems with this vehicle than any other I or my husband have owned. I have had to replace the front brakes several times. Yes, I may be reimbursed for the brakes before 36,000 miles (less the deductible of course) but the warranty extension does not solve the problem or pay for future brake replacement. Also, I have had so many electrical/wiring problems that it has become a joke. When I take it in for service, the problems can never be replicated and fixed, so it's my problem until I buy another car. The final insult is that I bought the vehicle as a dealer demo with 6,000 miles on it with the agreement that I would get the full 36,000 mile warranty, extending the vehicle's warranty to 42,000 miles. Of course, the dealership I bought the car from apparently never formalized this agreement in the Dodge computer system, so when they lost their Dodge dealership rights and I had to find a new dealership, my extended warranty no longer existed.

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT FWD on a scale of 0 to 10.

Score: 02 (Detractor)

P24 : Unspecified electrical/wiring problem

Z13 : Any mention of dealership Service experience After SALE

See previous comments.

Q3 Please rate your satisfaction with your experience at BROWN-DAUB INC on a scale of 0 to 10.

Score: 04 (Detractor)

025 : Could not duplicate problem / condition

They seem to try and do their best in the service department, but I can't help feeling a little angry that the problems I have cannot be fixed or replicated. Regarding other issues, they do a fine job.

Q8 Have you been back for service to BROWN-DAUB INC in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

Q11 Approximately how long until your household will acquire its next vehicle?

002 : 1-2 yrs

Q12 Will this next vehicle replace your [MODEL YEAR] [MODEL]?

002 : No, will replace other vehicle in household

SURVEY COMPLETED 2010-08-24 05:25:36, CUSTOMER ID:124884790, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint						8R12526707	
VIN	2D8HN54X08R	Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT FWD	
Built Date	10/01/2007	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EGQ	4.0L V6 SOHC ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	08/24/2012	Mileage	0	Event	007	Year 5 Ownership	
Dealer	08911	BROWN-DAUB INC				Dealer Zone	35
Dealer Address	3903 HECKTOWN RD				Dealer Phone(s)	610 253-3521	
City/State/ZIP	EASTON, PA, 18045-2351				Dealer Fax	610 253-2019	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 02 (Detractor)

992 : Safety/Legal

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

I have had many issues with my vehicle and I think dodge engineered, built and sold me a product that the company should be ashamed of.

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT FWD on a scale of 0 to 10.

Score: 01 (Detractor)

D41 : Brakes wearing unevenly/have to replace brakes too soon

P24 : Unspecified electrical/wiring problem

P20 : Perception of quality/dependability/reliability/trust/workmanship

The front brake pads and rotors need to be replaced every 12,000 to 15,000 miles. I have had so many electrical issues with the sliding doors and the rear hatch that I've lost count. The entire vehicle seems to be engineered poorly and built shoddily. Dodge refused to take responsibility for all of this for a very long time until I sue them under the lemon law.

Q3 Please rate your satisfaction with your experience at BROWN-DAUB INC on a scale of 0 to 10.

Score: 04 (Detractor)

023 : Vehicle not fixed first visit

017 : Quality of service work performed

It took many, many trips to the dealer to resolve my brake issues and the electrical issues with the car. For a very long time I was told by the staff at Brown Daub that my brakes were wearing out due to the way I was driving, despite the fact that I had previously owned a town and country and had no issues with the brakes.

Q8 Have you been back for service to BROWN-DAUB INC in the last X months?

NO

003 : Inconvenient location

007 : Inability to diagnose problems

008 : Bad past experience with dealer

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

007 : Unhappy with fuel efficiency of current vehicle

009 : Quality/Reliability

010 : Dependability

SURVEY COMPLETED 2012-08-27 21:12:55, CUSTOMER ID:124884790, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**8W10354506**

VIN	1J8GP28K08W	Model Year	2008	Body	KKTL74	JEEP LIBERTY SPORT 4X2
Built Date	08/10/2007	Market	U	US	Plant	W TOLEDO NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Open Date	02/09/2010	Mileage	0	Event	006	Year 3 Ownership
Dealer	68737	CHAPMAN CHRYSLER JEEP LLC				Dealer Zone 71
Dealer Address	930 AUTO SHOW DR				Dealer Phone(s)	702 558-3000
City/State/ZIP	HENDERSON, NV, 89014				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your LIBERTY SPORT 4X2 on a scale of 0 to 10.

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at CHAPMAN CHRYSLER JEEP LLC on a scale of 0 to 10.

Score: 09 (Promoter)

Q8 Have you been back for service to CHAPMAN CHRYSLER JEEP LLC in the last X months?

NO

002 : Services performed by friends, family, DIY

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will only

SURVEY COMPLETED 2010-02-09 20:29:04, CUSTOMER ID:120561457, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint**8W10354507**

VIN	1J8GP28K08W	Model Year	2008	Body	KKTL74	JEEP LIBERTY SPORT 4X2
Built Date	08/10/2007	Market	U	US	Plant	W TOLEDO NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Open Date	02/27/2012	Mileage	0	Event	007	Year 5 Ownership
Dealer	68737	CHAPMAN CHRYSLER JEEP LLC				Dealer Zone 71
Dealer Address	930 AUTO SHOW DR				Dealer Phone(s)	702 558-3000
City/State/ZIP	ENDERSON, NV, 89014				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your LIBERTY SPORT 4X2 on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at CHAPMAN CHRYSLER JEEP LLC on a scale of 0 to 10.

Score: 03 (Detractor)

001 : Negative/rude treatment by staff

026 : Tries to sell extra/unnecessary service

008 : Deceptive/didn't honor price

I had a problem with my engine light coming on occasionally. I had several instances where I had a code PO456 which indicates a very small leak. I researched the problem and found that it was due to the gas cap not sealing properly. I replaced the Gas Cap a few times with Stant Gas Caps and still had the same problem so I went to Chapman and bought a Mopar gas cap. I also made an appointment to have the transmission serviced. I mentioned at that time that the engine light was coming on and that the code PO456 kept coming up on my code reader. A service tech in the booth told me the code indicated a large leak and that I needed to have them check it. I knew he was wrong! On the day I took the Jeep in to have the transmission serviced the check engine light came on so I requested that they check for the reason. The service advisor called me an hour later and told me they got the same code when they checked it and said the gas cap was bad. They claimed that the seal was worn on the gas cap. I had just purchased the cap there a week earlier. He then called me later and said the mechanic was going to put a lubricant on the cap to seal it better. I refused to pay the \$55.00 he wanted for his diagnosis as it was exactly what I had told him. When I got the vehicle home I checked the cap and found that the seal was dry. No lubricant had been applied. I was extremely disappointed with the service provided. I sent an email to Chapman when they did a follow up on my service. No one contacted me. The service advisor told me whenever the light comes on to bring the gas cap back and get a new one. The main problem is that if the light comes on close to the time I have to have the vehicle smog checked it will not pass and I will not be able to renew the registration. Needless to say I am very disappointed in the service provided and will reconsider buying Jeep products in the future. I have purchased 7 new vehicles since 1992 and 3 have been Jeeps. It's sad I have to put up with this type of problem and not be able to get service from the local Jeep dealer.

Q8 Have you been back for service to CHAPMAN CHRYSLER JEEP LLC in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

Q11 Approximately how long until your household will acquire its next vehicle?

006 : Don't Know

SURVEY COMPLETED 2012-02-27 22:20:00, CUSTOMER ID:120561457, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**8W10354508**

VIN	1J8GP28K08W	Model Year	2008	Body	KKTL74	JEEP LIBERTY SPORT 4X2
Built Date	08/10/2007	Market	U	US	Plant	W TOLEDO NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Open Date	12/01/2011	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	68737	CHAPMAN CHRYSLER JEEP LLC				Dealer Zone	71
Dealer Address	930 AUTO SHOW DR					Dealer Phone(s)	702 558-3000
City/State/ZIP	HENDERSON, NV, 89014					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your LIBERTY SPORT 4X2 on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at CHAPMAN CHRYSLER JEEP LLC on a scale of 0 to 10.

Score: 02 (Detractor)

023 : Vehicle not fixed first visit

992 : Safety/Legal

017 : Quality of service work performed

007 : Price/cost

I've been having issues with the Check Engine light coming on for the past year. Once in a while the gas cap light would come on as well. I have an advanced code reader so I checked it and found that it was CODE "P0456" which indicates a "very small leak" so I investigated and found that the most common cause of this code is a gas cap that is not sealing. Bought a Stant replacement. Light would come on occasionally with the same code result. When I had the Jeep smogged the guy said I would be better off buying a OEM Mopar cap so I went to Chapman on November 19th and bought one. When I was there I made an appointment to have my transmission serviced on November 25th. I mentioned to Vince that I had just bought a new gas cap due to the light coming on. I told him the code result. There was another employee in the service booth that said that code meant a "Major Leak" which I knew to be false. He said I would need to have them check the car. On the morning of the service appointment the light came on again so I had them check it while there. Vince calls me and tells me the mechanic said the gas cap seal was worn out. REALLY??? One week old and wore out? I reminded him that the cap was NEW! He then calls me back and says the mechanic lubricated the seal to make sure it sealed correctly. I refused to pay the \$55.00 diagnostic fee as it was a joke! Showed my receipt for the new cap. When I asked him what I should do if the light come on again and he said to "Bring the cap in for a new one" I checked the cap when I got home and found that it was dry. No sign of any "Lubricant" Obviously I am very disappointed in the way I was lied to and doubt the ability of the mechanic who serviced my Jeep and the integrity of the dealership! Vince made notations on the invoice indicating the mechanics diagnosis. I have purchased 3 new Jeeps since 1992 but now since Chapman and Towbin have the lock on the brand I will have to reconsider buying this brand in the future. James Oberg

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-12-02 12:20:15, CUSTOMER ID:120561457, RO:03208811, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**8W10354509**

VIN	1J8GP28K08W	Model Year	2008	Body	KKTL74	JEEP LIBERTY SPORT 4X2
Built Date	08/10/2007	Market	U	US	Plant	W TOLEDO NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Open Date	08/31/2012	Mileage	0	Event	009	Second+ Warranty Event
Dealer	68737	CHAPMAN CHRYSLER JEEP LLC				Dealer Zone 71
Dealer Address	930 AUTO SHOW DR				Dealer Phone(s)	702 558-3000
City/State/ZIP	HENDERSON, NV, 89014				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your LIBERTY SPORT 4X2 on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at CHAPMAN CHRYSLER JEEP LLC on a scale of 0 to 10.
Score: 07 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-09-07 10:33:35, CUSTOMER ID:120561457, RO:00232884, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**8W10434403**

VIN	1D8GT28K08W	Model Year	2008	Body	KA1L74	DODGE NITRO SXT 4X2 (LHD)
Built Date	07/25/2007	Market	U	US	Plant	W TOLEDO NORTH ASSEMBLY PLANT
Color	PV6	SUNBURST ORANGE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Open Date	04/30/2009	Mileage	0	Event	003	1st Service customer pay
Dealer	67301	HAYES CHRYSLER-PLYMOUTH-DODGE				Dealer Zone 66
Dealer Address	3115 FRONTAGE ROAD				Dealer Phone(s)	770 535-2835
City/State/ZIP	GAINESVILLE, GA, 30504				Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 07 (Neutral)

Q2 Please rate your satisfaction with your NITRO SXT 4X2 (LHD) on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at HAYES CHRYSLER-PLYMOUTH-DODGE on a scale of 0 to 10.

Score: 05 (Detractor)

021 : No alternate transportation

I didn't know that they changed the way they do rental cars. I purchased a rental car also and that day that I took it which is probably about a week ago or so, since they're dealing...with Enterprise...that's the company they're dealing with right now, the rental cars. When I used to have it with them, I didn't used to pay nothing because my insurance was covering the Chrysler car because I had my insurance or whatever, well these guys, when I took the truck, because I had to have something so I could come back to the house. It was probably maybe 15, no I'd say about 10 miles from my house, and well the guy says, "You have to purchase this insurance because we don't know whether your insurance will cover this in an accident," or blah, blah, blah, blah. So I had to pay like \$32 for \$24...actually they charged me for two days and I took it one day at 12:50 or 1:00 and I returned it back the other day at like 5:00 in the afternoon and so I paid for it. I was like, "Okay. Whatever." I'm just going to pay for it. I didn't realize that they recently changed the way the rental car works so then I had to go to Enterprise and pay like \$32 for that extra insurance that I had to purchase, or whatever.

SURVEY COMPLETED 2009-05-07 17:03:02, CUSTOMER ID:709608320, RO:00266401, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint**8W10434406**

VIN	1D8GT28K08W	Model Year	2008	Body	KA1L74	DODGE NITRO SXT 4X2 (LHD)
Built Date	07/25/2007	Market	U	US	Plant	W TOLEDO NORTH ASSEMBLY PLANT
Color	PV6	SUNBURST ORANGE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Open Date	11/23/2010	Mileage	0	Event	006	Year 3 Ownership
Dealer	67301	HAYES CHRYSLER-PLYMOUTH-DODGE				Dealer Zone 66
Dealer Address	3115 FRONTAGE ROAD				Dealer Phone(s)	770 535-2835
City/State/ZIP	GAINESVILLE, GA, 30504				Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

003 : Concerns about reliability / dependability

i do not like the stability control of the car..

Q2 Please rate your satisfaction with your NITRO SXT 4X2 (LHD) on a scale of 0 to 10.

Score: 05 (Detractor)

E32 : Mileage/gas mileage/miles per gallon (MPG)/fuel efficiency/excessive fuel consumption

it drinks a lot of gas to be a 6 cylinder

Q3 Please rate your satisfaction with your experience at HAYES CHRYSLER-PLYMOUTH-DODGE on a scale of 0 to 10.

Score: 05 (Detractor)

027 : Length of time to complete service

some times they take a little to long for an oil change

Q8 Have you been back for service to HAYES CHRYSLER-PLYMOUTH-DODGE in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

003 : Unhappy with service or past dealings with current dealer

006 : Other makes have outstanding/better reputations

009 : Quality/Reliability

097 : Other

010 : Dependability

SURVEY COMPLETED 2010-11-30 16:59:32, CUSTOMER ID:709608320, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**9T24622709**

VIN	3D4GG57V19T	Model Year	2009	Body	JCDP49	DODGE JOURNEY SXT HATCHBACK
Built Date	06/17/2008	Market	U	US	Plant	T TOLUCA ASSEMBLY PLANT
Color	PKG	LIGHT SANDSTONE MET. CLEAR COAT				
Engine	EGF	3.5L HIGH OUTPUT V6 24V MPI ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Open Date	03/29/2012	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	68849	HERITAGE CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	9219 HARFORD ROAD					Dealer Phone(s)	410 661-3400
City/State/ZIP	BALTIMORE, MD, 21234					Dealer Fax	410 661-1651

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your JOURNEY SXT HATCHBACK on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at HERITAGE CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-04-03 01:53:28, CUSTOMER ID:715547367, RO:00353497, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**9T56209404**

VIN	3D4GG47BX9T	Model Year	2009	Body	JCDH49	DODGE JOURNEY SE HATCHBACK
Built Date	10/13/2008	Market	U	US	Plant	T TOLUCA ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ED3	2.4L 4 CYL DOHC 16V DUAL VVT ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				

Open Date	09/08/2009	Mileage	0	Event	004	1st Warranty Visit	
Dealer	45439	DEWEY DODGE JEEP				Dealer Zone	51
Dealer Address	3175 SE DELAWARE AVE					Dealer Phone(s)	515 289-8700
City/State/ZIP	ANKENY, IA, 50021-4522					Dealer Fax	515 289-8783

- Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)
- Q2 Please rate your satisfaction with your JOURNEY SE HATCHBACK on a scale of 0 to 10.
Score: 08 (Neutral)
- Q3 Please rate your satisfaction with your experience at DEWEY DODGE JEEP on a scale of 0 to 10.
Score: 08 (Neutral)
- Q7 Would you be interested in leaving dealer a message?
NO

SURVEY COMPLETED 2009-09-09 20:40:49, CUSTOMER ID:711103573, RO:00019232, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE

Customer Complaint**AT10257808**

VIN	3D4PG5FV4A1	Model Year	2010	Body	JCDP49	DODGE JOURNEY SXT (LHD/FWD)
Built Date	08/20/2009	Market	U	US	Plant	T TOLUCA ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EGF	3.5L V6 HIGH OUTPUT 24V MPI ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Open Date	07/31/2012	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45100	DALLAS DODGE CHRYSLER JEEP				Dealer Zone	63
Dealer Address	11550 LBJ FWY					Dealer Phone(s)	214 327-9361
City/State/ZIP	DALLAS, TX, 75238-5242					Dealer Fax	972 686-0837

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

007 : Negative experience / problems with CURRENT vehicle

Because I have taken my Dodge Journey to the Dodge place for about 11 times now to fix the same problem and would be that, sometimes the car will start and sometimes it won't, that's it in a nutshell, my last time taking it was the week of 08/01/12, I feel like they have just been trying different things in other words experimenting on my car with no good results at all. So sorry to say I will not even myself be buying another Dodge

Q2 Please rate your satisfaction with your JOURNEY SXT (LHD/FWD) on a scale of 0 to 10.

Score: 00 (Detractor)

E20 : Engine Runs, Then Dies/Stalls

because of the problems I mentioned in my earlier remarks, service stinks. Because I have taken my Dodge Journey to the Dodge place for about 11 times now to fix the same problem and would be that, sometimes the car will start and sometimes it won't, that's it in a nutshell, my last time taking it was the week of 08/01/12, I feel like they have just been trying different things in other words experimenting on my car with no good results at all. So sorry to say I will not even myself be buying another Dodge

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

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

Please look up my record and you have my last name spelled Olgetree in your system but look at it and see how many times I have brought my car in to be services for the same problem, amazing that no one at all has tried to get me out of this vehicle, I will not recommend this dealership to anyone

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-08-06 08:41:45, CUSTOMER ID:148521266, RO:00215103, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**AW14700706**

VIN	1J4PN3GKXAW	Model Year	2010	Body	KKJM74	JEEP LIBERTY RENEGADE 4X4
Built Date	03/23/2010	Market	U	US	Plant	W TOLEDO NORTH ASSEMBLY PLANT
Color	PBS	DEEP WATER BLUE PEARL COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Open Date	03/15/2013	Mileage	0	Event	006	Year 3 Ownership
Dealer	26539	CUETER CHRYSLER JEEP DODGE LLC				Dealer Zone 42
Dealer Address	2448 WASHTENAW AVE				Dealer Phone(s)	734 434-2424
City/State/ZIP	YPSILANTI, MI, 48197-1503				Dealer Fax	734 434-2288

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your LIBERTY RENEGADE 4X4 on a scale of 0 to 10.

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at CUETER CHRYSLER JEEP DODGE LLC on a scale of 0 to 10.

Score: 05 (Detractor)

Previous experience with an oil change situation, but given another chance with service and body shop. Service department was a bit better, body shop left a clear coat (dripped), and told me that a replacement wheel matched when it obviously didn't.

Q8 Have you been back for service to CUETER CHRYSLER JEEP DODGE LLC in the last X months?

NO

001 : Servicing not required

014 : Dealership personnel untrustworthy / dishonest

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

05 - Definitely Will only

Q11 Approximately how long until your household will acquire its next vehicle?

006 : Don't Know

SURVEY COMPLETED 2013-03-15 21:33:21, CUSTOMER ID:107458756, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC50134703**

VIN	1J4RR5GT2BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	07/21/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	08/16/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	66933	NEUWIRTH MOTORS INC				Dealer Zone	66
Dealer Address	219 S COLLEGE RD					Dealer Phone(s)	910 799-1815
City/State/ZIP	WILMINGTON, NC, 28403-1609					Dealer Fax	910 791-6475

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q3 Please rate your satisfaction with your experience at NEUWIRTH MOTORS INC on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-08-16 17:48:28, CUSTOMER ID:712835709, RO:00195382, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC50518502**

VIN	1J4RR5GT0BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	05/26/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	12/01/2010	Mileage	0	Event	002	90 Days Ownership
Dealer	23432	YARK CHRYSLER-JEEP-DODGE				Dealer Zone 42
Dealer Address	6019 WEST CENTRAL AVENUE				Dealer Phone(s)	419 841-7771
City/State/ZIP	TOLEDO, OH, 43615-1803				Dealer Fax	419 842-7735

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at YARK CHRYSLER-JEEP-DODGE on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-12-06 19:46:34, CUSTOMER ID:147666322, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC50518503**

VIN	1J4RR5GT0BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	05/26/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	10/26/2010	Mileage	0	Event	003	1st Service customer pay	
Dealer	23432	YARK CHRYSLER-JEEP-DODGE				Dealer Zone	42
Dealer Address	6019 WEST CENTRAL AVENUE					Dealer Phone(s)	419 841-7771
City/State/ZIP	TOLEDO, OH, 43615-1803					Dealer Fax	419 842-7735

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

998 : Don't know

I don't know. No real reason.

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

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at YARK CHRYSLER-JEEP-DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

004 : Happy Buyer

NO

SURVEY COMPLETED 2010-10-27 19:40:57, CUSTOMER ID:147666322, RO:00380060, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC51308309**

VIN	1J4RR4GG3BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	07/08/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	10/22/2012	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	23171	HUNTINGTON JEEP CHRYSLER DODGE				Dealer Zone	32
Dealer Address	1220 E JERICO TPKE				Dealer Phone(s)	516 673-1877	631 673-0270
City/State/ZIP	HUNTINGTON, NY, 11743-5437				Dealer Fax		

- Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 00 (Detractor)
007 : Negative experience / problems with CURRENT vehicle
My car has been in the shop for the same issue at least 3 times. I'm highly disappointed in the performance of the vehicle.
- Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 00 (Detractor)
E20 : Engine Runs, Then Dies/Stalls
Z13 : Any mention of dealership Service experience After SALE
Multiple service trips. The car shut off when I was driving it (the entire operating system).
- Q3 Please rate your satisfaction with your experience at HUNTINGTON JEEP CHRYSLER DODGE on a scale of 0 to 10.
Score: 00 (Detractor)
023 : Vehicle not fixed first visit
I keep returning to have the vehicle serviced for the same issues (keys, push to start, etc.).
- Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-10-23 07:50:47, CUSTOMER ID:712898148, RO:00223292, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC52025208**

VIN	1J4RR4GG2BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	07/29/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	02/01/2013	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	26062	MANHATTAN JEEP-CHRY-DODGE INC				Dealer Zone	32
Dealer Address	678 ELEVENTH AVENUE					Dealer Phone(s)	212 765-6633
City/State/ZIP	NEW YORK, NY, 10019-5052					Dealer Fax	212 247-7547

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 07 (Neutral)
007 : Negative experience / problems with CURRENT vehicle

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at MANHATTAN JEEP-CHRY-DODGE INC on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-02-05 06:02:59, CUSTOMER ID:168913635, RO:00068570, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC52265901**

VIN	1J4RR4GT2BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	07/29/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	03/28/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	42622	CROWN CHRYSLER DODGE JEEP				Dealer Zone	66
Dealer Address	3710 W WENDOVER AVE					Dealer Phone(s)	336 294-5510
City/State/ZIP	GREENSBORO, NC, 27407-1510					Dealer Fax	336 292-3739

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CROWN CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-03-28 16:11:35, CUSTOMER ID:129584131, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC52265903**

VIN	1J4RR4GT2BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	07/29/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	04/28/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	42622	CROWN CHRYSLER DODGE JEEP				Dealer Zone	66
Dealer Address	3710 W WENDOVER AVE					Dealer Phone(s)	336 294-5510
City/State/ZIP	GREENSBORO, NC, 27407-1510					Dealer Fax	336 292-3739

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CROWN CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 08 (Neutral)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-04-28 16:44:59, CUSTOMER ID:129584131, RO:06060198, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC52265908**

VIN	1J4RR4GT2BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	07/29/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	11/30/2011	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	42622	CROWN CHRYSLER DODGE JEEP				Dealer Zone	66
Dealer Address	3710 W WENDOVER AVE					Dealer Phone(s)	336 294-5510
City/State/ZIP	GREENSBORO, NC, 27407-1510					Dealer Fax	336 292-3739

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CROWN CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2011-12-04 10:40:54, CUSTOMER ID:129584131, RO:00100699, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC52265909**

VIN	1J4RR4GT2BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	07/29/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	04/05/2012	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	42622	CROWN CHRYSLER DODGE JEEP				Dealer Zone	66
Dealer Address	3710 W WENDOVER AVE					Dealer Phone(s)	336 294-5510
City/State/ZIP	GREENSBORO, NC, 27407-1510					Dealer Fax	336 292-3739

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at CROWN CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-04-05 20:15:09, CUSTOMER ID:129584131, RO:00084170, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC52458001**

VIN	1J4RS4GG0BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	08/10/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/01/2010	Mileage	0	Event	001	Vehicle sale	
Dealer	43931	CHAPMAN'S LAS VEGAS DODGE				Dealer Zone	71
Dealer Address	3175 E SAHARA AVE					Dealer Phone(s)	702 457-1061
City/State/ZIP	LAS VEGAS, NV, 89104-4302					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CHAPMAN'S LAS VEGAS DODGE on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-10-04 18:08:12, CUSTOMER ID:707686728, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC52675603**

VIN	1J4RR4GT9BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	08/14/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	12/30/2010	Mileage	0	Event	003	1st Service customer pay
Dealer	66079	MCINERNEY'S WOODHAVEN CHRYSLER				Dealer Zone 42
Dealer Address	23940 ALLEN ROAD				Dealer Phone(s)	734 362-3100
City/State/ZIP	WOODHAVEN, MI, 48183				Dealer Fax	734 362-3160

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at MCINERNEY'S WOODHAVEN CHRYSLER on a scale of 0 to 10.
Score: 08 (Neutral)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-01-02 11:14:49, CUSTOMER ID:141094164, RO:00132864, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC52686801**

VIN	1J4RR5GT1BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	08/07/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	11/02/2010	Mileage	0	Event	001	Vehicle sale	
Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE				Dealer Zone	32
Dealer Address	300 WESTPORT AVE					Dealer Phone(s)	203 846-1399
City/State/ZIP	NORWALK, CT, 06851-4313					Dealer Fax	203 840-8817

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at GEORGETOWN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-11-05 17:55:24, CUSTOMER ID:069156385, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

Customer Complaint**BC52686803**

VIN	1J4RR5GT1BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	08/07/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	04/12/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE				Dealer Zone	32
Dealer Address	300 WESTPORT AVE					Dealer Phone(s)	203 846-1399
City/State/ZIP	NORWALK, CT, 06851-4313					Dealer Fax	203 840-8817

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at GEORGETOWN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-04-14 19:35:09, CUSTOMER ID:069156385, RO:00076206, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

Customer Complaint**BC52686804**

VIN	1J4RR5GT1BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	08/07/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	12/21/2010	Mileage	0	Event	004	1st Warranty Visit	
Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE				Dealer Zone	32
Dealer Address	300 WESTPORT AVE					Dealer Phone(s)	203 846-1399
City/State/ZIP	NORWALK, CT, 06851-4313					Dealer Fax	203 840-8817

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at GEORGETOWN CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-12-21 19:32:52, CUSTOMER ID:069156385, RO:00073914, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

Customer Complaint**BC52836201**

VIN	1J4RR4GG5BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	08/09/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/21/2010	Mileage	0	Event	001	Vehicle sale
Dealer	26062	MANHATTAN JEEP-CHRY-DODGE INC				Dealer Zone 32
Dealer Address	678 ELEVENTH AVENUE				Dealer Phone(s)	212 765-6633
City/State/ZIP	NEW YORK, NY, 10019-5052				Dealer Fax	212 247-7547

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at MANHATTAN JEEP-CHRY-DODGE INC on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-09-29 18:31:24, CUSTOMER ID:002790979, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

Customer Complaint**BC52872101**

VIN	1J4RR4GG7BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	08/11/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/01/2010	Mileage	0	Event	001	Vehicle sale
Dealer	62457	CENTRAL AVE. CHRYSLER JEEP DOD				Dealer Zone 32
Dealer Address	1839 CENTRAL PARK AVENUE				Dealer Phone(s)	914 961-5400
City/State/ZIP	YONKERS, NY, 10710-2828				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CENTRAL AVE. CHRYSLER JEEP DOD on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-09-02 15:44:48, CUSTOMER ID:712690320, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC53127201**

VIN	1J4RS5GT9BC	Model Year	2011	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY
Built Date	08/03/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	09/07/2010	Mileage	0	Event	001	Vehicle sale
Dealer	45104	ELK GROVE DODGE CHRYSLER JEEP				Dealer Zone 71
Dealer Address	8575 LAGUNA GROVE DR				Dealer Phone(s)	916 405-2600
City/State/ZIP	ELK GROVE, CA, 95757-8711				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at ELK GROVE DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-09-13 21:28:00, CUSTOMER ID:057262492, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC53127208**

VIN	1J4RS5GT9BC	Model Year	2011	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY
Built Date	08/03/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	07/09/2012	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	45104	ELK GROVE DODGE CHRYSLER JEEP				Dealer Zone 71
Dealer Address	8575 LAGUNA GROVE DR				Dealer Phone(s)	916 405-2600
City/State/ZIP	ELK GROVE, CA, 95757-8711				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

013 : Negative dealer comments - general

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY on a scale of 0 to 10.

Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at ELK GROVE DODGE CHRYSLER JEEP on a scale of 0 to 10.

Score: 08 (Neutral)

024 : Parts not in stock

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-07-10 12:11:00, CUSTOMER ID:057262492, RO:00517493, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC53520603**

VIN	1J4RS4GG9BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	08/28/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/18/2011	Mileage	0	Event	003	1st Service customer pay
Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO				Dealer Zone 71
Dealer Address	1202 AUTO CENTER DR				Dealer Phone(s)	909 390-9898
City/State/ZIP	ONTARIO, CA, 91761-2208				Dealer Fax	909 390-0298

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

992 : Safety/Legal

007 : Negative experience / problems with CURRENT vehicle

Within the last 3 mos my new 2011 Jeep Cherokee has been to the service dept more than 4 times due to issues with the engine. I am now on my 4th visit (I have had to take it in yet again this week) and they are having to replace the engine. I am very concerned as this vehicle is less than a yr old and I do not feel safe with it any longer and feel that I have purchased a lemon. This is my second Jeep product as I previously owned a Wrangler and was hoping to purchase a Dodge Ram as a family truck but am very disillusioned with the Jeep brand and am now looking into the logistics of filing a lemon law complaint for this vehicle. I am hoping that Jeep will replace this vehicle as it would be the right thing to do for the brand and for their customer. The dealership service dept has been extremely helpful in their service but I feel this is an issue the company itself needs to address.

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.

Score: 00 (Detractor)

S31 : Poor quality of seat material- rips/tears easily

992 : Safety/Legal

E36 : Other Engine

Per my previous statement, I have owned this vehicle for less than a year and has been to the Service Dept (the dealership itself has been great)for repairs to the engine more than 4 times. It currently needs a new engine and I do not feel safe driving this vehicle anylonger. There are other issues with the vehicle besides the safety concern of the engine (such as the seat plastic on the side coming off and causing a cut on my leg from the exposed metal while getting into the vehicle)which have also caused concerns.

Q3 Please rate your satisfaction with your experience at JEEP CHRYSLER DODGE OF ONTARIO on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

001 : Legal

Question Not Asked

SURVEY COMPLETED 2011-10-26 17:34:06, CUSTOMER ID:713014685, RO:00272696, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC53864708**

VIN	1J4RR4GT9BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	08/25/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	11/15/2012	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	24124	SHAVER JEEP				Dealer Zone 71
Dealer Address	3888 EAST THOUSAND OAKS				Dealer Phone(s)	805 379-4153 805 496-7103
City/State/ZIP	THOUSAND OAKS, CA, 91362				Dealer Fax	805 495-7395

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at SHAVER JEEP on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-11-20 10:07:10, CUSTOMER ID:104472676, RO:00363868, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC54228701**

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	10/05/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	12/21/2010	Mileage	0	Event	001	Vehicle sale	
Dealer	45446	ASTORG DODGE CHRYSLER JEEP				Dealer Zone	35
Dealer Address	1601 13TH ST					Dealer Phone(s)	304 485-8585
City/State/ZIP	PARKERSBURG, WV, 26101-4151					Dealer Fax	304 420-2345

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at ASTORG DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 23257 - ROYAL CHRYSLER JEEP
008 : Did not have vehicle desired

Q4 2. Other C/D/J dealership shopped in person or online. 59714 - HARRY HUMPHRIES AUTO CITY INC
008 : Did not have vehicle desired

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-12-21 18:54:13, CUSTOMER ID:713124192, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC54307308**

VIN	1J4RR4GT0BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	10/12/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	07/30/2012	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	68833	OURISMAN CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	12430 AUTO DR				Dealer Phone(s)	410 988-9570	410 988-8100
City/State/ZIP	CLARKSVILLE, MD, 21029-2200				Dealer Fax	410 988-8150	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 05 (Detractor)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 06 (Detractor)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-08-02 21:39:56, CUSTOMER ID:704925623, RO:00162752, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC54947201**

VIN	1J4RS5GG4BC	Model Year	2011	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY
Built Date	09/09/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/12/2010	Mileage	0	Event	001	Vehicle sale
Dealer	45359	CHAMPION DODGE			Dealer Zone	71
Dealer Address	9655 FIRESTONE BLVD			Dealer Phone(s)	562 231-3504	562 862-3993
City/State/ZIP	DOWNEY, CA, 90241-5562			Dealer Fax	562 923-7090	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CHAMPION DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-10-16 14:19:22, CUSTOMER ID:019412320, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC55857101**

VIN	1J4RS4GG4BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	09/23/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	02/22/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	44911	LONE STAR DODGE CHRYSLER JEEP				Dealer Zone	63
Dealer Address	1309 SOUTH PACIFIC STREET					Dealer Phone(s)	903 569-8600
City/State/ZIP	MINEOLA, TX, 75773					Dealer Fax	903 569-8601

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q3 Please rate your satisfaction with your experience at LONE STAR DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 43300 - ALLEN SAMUELS EAST TEXAS DODGE
997 : Other

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-02-25 11:24:02, CUSTOMER ID:713447989, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC55857103**

VIN	1J4RS4GG4BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	09/23/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/07/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	44911	LONE STAR DODGE CHRYSLER JEEP				Dealer Zone	63
Dealer Address	1309 SOUTH PACIFIC STREET					Dealer Phone(s)	903 569-8600
City/State/ZIP	MINEOLA, TX, 75773					Dealer Fax	903 569-8601

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at LONE STAR DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-09-11 14:49:53, CUSTOMER ID:713447989, RO:00105378, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC56065003**

VIN	1J4RR6GT4BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	11/06/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	04/27/2012	Mileage	0	Event	003	1st Service customer pay		
Dealer	60453	EASTCHESTER CHRYSLER JEEP DODG				Dealer Zone	32	
Dealer Address	4007 BOSTON RD				Dealer Phone(s)	718 548-2800	914 597-7018	
City/State/ZIP	BRONX, NY, 10466-6101				Dealer Fax			

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

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

Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at EASTCHESTER CHRYSLER JEEP DODG on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

017 : Quality of service work performed

I went for an oil change and yesterday I went to my mechanic because my left turn signal was out, so I had him check everything, the oil,' and the car was short a quart of oil and on top of that, my anti-freeze was on the empty box. Usually when you go for an oil change, they're supposed to top off all your fluids and they never did that. The job they're supposed to do, do it the right way, it's very simple.

Q14 Do you want Chrysler to contact you?

002 : Dealer

YES

SURVEY COMPLETED 2012-05-05 12:32:48, CUSTOMER ID:714029824, RO:00063979, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC56065008**

VIN	1J4RR6GT4BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	11/06/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	02/04/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	62346	BRUBAKER CHRYSLER-JEEP				Dealer Zone	35
Dealer Address	1020-60 LITITZ PIKE					Dealer Phone(s)	717 299-6541
City/State/ZIP	LANCASTER, PA, 17601					Dealer Fax	717 299-9516

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at BRUBAKER CHRYSLER-JEEP on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-02-04 21:35:43, CUSTOMER ID:178170056, RO:00203638, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC56085801**

VIN	1J4RR6GG2BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	01/19/2011	Mileage	0	Event	001	Vehicle sale
Dealer	26793	CASA CHRYSLER JEEP			Dealer Zone	63
Dealer Address	9733 COORS BLVD NW			Dealer Phone(s)	505 897-8400	505 897-8440
City/State/ZIP	ALBUQUERQUE, NM, 87114-4013			Dealer Fax	505 898-2020	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CASA CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 45455 - LARRY H. MILLER CHRYSLER JEEP
008 : Did not have vehicle desired

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-01-22 10:26:13, CUSTOMER ID:061506165, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC56085803**

VIN	1J4RR6GG2BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	02/25/2011	Mileage	0	Event	003	1st Service customer pay
Dealer	26793	CASA CHRYSLER JEEP			Dealer Zone	63
Dealer Address	9733 COORS BLVD NW			Dealer Phone(s)	505 897-8400	505 897-8440
City/State/ZIP	ALBUQUERQUE, NM, 87114-4013			Dealer Fax	505 898-2020	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 06 (Detractor)
E31 : Check Engine Light Indicated Problem
It's go a service issue that they haven't been able to resolve or identify what's wrong. The check engine light goes on and off.

Q3 Please rate your satisfaction with your experience at CASA CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
003 : Non-Legal/Non-Dealer
NO

SURVEY COMPLETED 2011-02-28 21:50:44, CUSTOMER ID:061506165, RO:00060438, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC56085804**

VIN	1J4RR6GG2BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	06/17/2011	Mileage	0	Event	004	1st Warranty Visit
Dealer	26793	CASA CHRYSLER JEEP			Dealer Zone	63
Dealer Address	9733 COORS BLVD NW			Dealer Phone(s)	505 897-8400	505 897-8440
City/State/ZIP	ALBUQUERQUE, NM, 87114-4013			Dealer Fax	505 898-2020	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 07 (Neutral)

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

Score: 05 (Detractor)

E31 : Check Engine Light Indicated Problem

Z13 : Any mention of dealership Service experience After SALE

I've had to go to the dealer three times because of a problem with the check engine light coming on. This last time, it started flashing. So it's got 6,000 miles. I've been to the dealer three times to get it corrected.

Q3 Please rate your satisfaction with your experience at CASA CHRYSLER JEEP on a scale of 0 to 10.

Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

NO

SURVEY COMPLETED 2011-06-18 13:29:18, CUSTOMER ID:061506165, RO:00665930, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC56085806**

VIN	1J4RR6GG2BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	06/20/2013	Mileage	0	Event	006	Year 3 Ownership
Dealer	26793	CASA CHRYSLER JEEP			Dealer Zone	63
Dealer Address	9733 COORS BLVD NW			Dealer Phone(s)	505 897-8400	505 897-8440
City/State/ZIP	ALBUQUERQUE, NM, 87114-4013			Dealer Fax	505 898-2020	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 05 (Detractor)

003 : Concerns about reliability / dependability

Reliability

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

Score: 06 (Detractor)

P99 : Unspecified Other Problems

P20 : Perception of quality/dependability/reliability/trust/workmanship

Reliability issues

Q3 Please rate your satisfaction with your experience at CASA CHRYSLER JEEP on a scale of 0 to 10.

Score: 08 (Neutral)

Q8 Have you been back for service to CASA CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

008 : Depends on models available when I am ready to buy

009 : Quality/Reliability

SURVEY COMPLETED 2013-06-23 11:55:18, CUSTOMER ID:061506165, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC56085808**

VIN	1J4RR6GG2BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	12/06/2011	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	26793	CASA CHRYSLER JEEP			Dealer Zone	63
Dealer Address	9733 COORS BLVD NW			Dealer Phone(s)	505 897-8400	505 897-8440
City/State/ZIP	ALBUQUERQUE, NM, 87114-4013			Dealer Fax	505 898-2020	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 01 (Detractor)

011 : Poor service experience

003 : Concerns about reliability / dependability

007 : Negative experience / problems with CURRENT vehicle

I've had the vehicle in to service Check Engine Light 4 times. One visit resulted in an O2 sensor being replaced but the problem kept recurring. This visit was due to the Check Engine Light again and a significant oil leak. It has been in the shop for 5 days and I'm not sure when I will get it back. And when I get it back, will the problem be corrected???

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

Score: 02 (Detractor)

P17 : Numerous non-specific problems / already have problems

P20 : Perception of quality/dependability/reliability/trust/workmanship

I love the vehicle appearance inside and out. The issue has been reliability. It's frustrating and bothersome to have to take a "new" vehicle in so frequently for the problems I've had, and even more frustrating when they can't seem to be corrected.

Q3 Please rate your satisfaction with your experience at CASA CHRYSLER JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

023 : Vehicle not fixed first visit

994 : I'm satisfied

009 : Didn't explain features / poor knowledge of product

The dealership has not been able to correct the problem. They have been accomodating and pleasant to deal with. I think they are dealing with problems they have not seen before and not getting the support needed to troubleshoot from Jeep/Chrysler.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2011-12-06 20:04:07, CUSTOMER ID:061506165, RO:00076071, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC56085809**

VIN	1J4RR6GG2BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	02/01/2013	Mileage	0	Event	009	Second+ Warranty Event
Dealer	26793	CASA CHRYSLER JEEP			Dealer Zone	63
Dealer Address	9733 COORS BLVD NW			Dealer Phone(s)	505 897-8400	505 897-8440
City/State/ZIP	ALBUQUERQUE, NM, 87114-4013			Dealer Fax	505 898-2020	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at CASA CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-02-02 10:17:35, CUSTOMER ID:061506165, RO:00139860, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC57766708**

VIN	1J4RS4GG2BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	10/23/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	04/04/2014	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	60522	FIELDS CHRYSLER JEEP DODGE RAM			Dealer Zone	66
Dealer Address	750 TOWNE CENTER BLVD			Dealer Phone(s)	407 878-7710	407 878-7712
City/State/ZIP	SANFORD, FL, 32771-7493			Dealer Fax	407 878-7748	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 03 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

because you knowingly equip them them with faulty components. i.e.: TIPM

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.

Score: 04 (Detractor)

353 : Seat - additional issues

I would love to like this vehicle, but I feel like my seat is falling apart around me and of course the ever-familiar TIPM problem

Q3 Please rate your satisfaction with your experience at FIELDS CHRYSLER JEEP DODGE RAM on a scale of 0 to 10.

Score: 01 (Detractor)

002 : Unfilled promises / commitments

058 : General: negative

Apathy was the general feeling I got when I expressed my dissatisfaction with my unwillingness to pay for the repair of a part that never should have left the assembly line. "Take it up with Chrysler" was the response from my service rep.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-04-08 19:50:23, CUSTOMER ID:164018541, RO:00043933, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC57850109**

VIN	1J4RR4GT5BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	11/05/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	11/10/2011	Mileage	0	Event	009	Second+ Warranty Event
Dealer	60213	BILLY CRAFT CHRYSLER JEEP				Dealer Zone 35
Dealer Address	2639 LAKESIDE DR				Dealer Phone(s)	434 845-3456
City/State/ZIP	LYNCHBURG, VA, 24501-6944				Dealer Fax	434 845-9816

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at BILLY CRAFT CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-11-14 19:57:48, CUSTOMER ID:713291283, RO:0056724C, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC57857001**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	10/21/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	11/09/2010	Mileage	0	Event	001	Vehicle sale	
Dealer	44816	HOBLIT CHRYSLER JEEP DODGE, IN				Dealer Zone	71
Dealer Address	801 MAIN STREET					Dealer Phone(s)	530 662-4667
City/State/ZIP	WOODLAND, CA, 95695-3596					Dealer Fax	530 662-4055

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at HOBLIT CHRYSLER JEEP DODGE, IN on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 60385 - STONERIDGE CHRYSLER JEEP DODGE OF
011 : Other
001 : Price too high
004 : Poor use of my time
005 : Too pushy / too much pressure
997 : Other
008 : Did not have vehicle desired

Q4 2. Other C/D/J dealership shopped in person or online. 26553 - MICHAEL STEAD'S WALNUT CREEK CHRYS
011 : Other
001 : Price too high
004 : Poor use of my time
005 : Too pushy / too much pressure
997 : Other
008 : Did not have vehicle desired

Q4 3. Other C/D/J dealership shopped in person or online. 44684 - ANTIOCH CHRYSLER JEEP DODGE INC
011 : Other
001 : Price too high
004 : Poor use of my time
005 : Too pushy / too much pressure
997 : Other
008 : Did not have vehicle desired

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-11-09 16:36:55, CUSTOMER ID:013653550, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC57857002**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	10/21/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	02/03/2011	Mileage	0	Event	002	90 Days Ownership	
Dealer	44816	HOBLIT CHRYSLER JEEP DODGE, IN				Dealer Zone	71
Dealer Address	801 MAIN STREET					Dealer Phone(s)	530 662-4667
City/State/ZIP	WOODLAND, CA, 95695-3596					Dealer Fax	530 662-4055

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at HOBLIT CHRYSLER JEEP DODGE, IN on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
YES

SURVEY COMPLETED 2011-02-04 20:14:58, CUSTOMER ID:013653550, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC57857003**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	10/21/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	05/31/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	44816	HOBLIT CHRYSLER JEEP DODGE, IN				Dealer Zone	71
Dealer Address	801 MAIN STREET					Dealer Phone(s)	530 662-4667
City/State/ZIP	WOODLAND, CA, 95695-3596					Dealer Fax	530 662-4055

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at HOBLIT CHRYSLER JEEP DODGE, IN on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-06-03 21:47:27, CUSTOMER ID:013653550, RO:00123302, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC57857008**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	10/21/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	05/18/2012	Mileage	0	Event	008	Second+ Customer Pay Event		
Dealer	26553	MICHAEL STEAD'S WALNUT CREEK C				Dealer Zone	71	
Dealer Address	2404 N MAIN ST				Dealer Phone(s)	925 937-5569	925 937-5060	
City/State/ZIP	WALNUT CREEK, CA, 94596				Dealer Fax	925 933-9323		

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at MICHAEL STEAD'S WALNUT CREEK C on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-05-18 23:42:11, CUSTOMER ID:013653550, RO:00106102, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC57857009**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	10/21/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	04/19/2013	Mileage	0	Event	009	Second+ Warranty Event
Dealer	26553	MICHAEL STEAD'S WALNUT CREEK C			Dealer Zone	71
Dealer Address	2404 N MAIN ST			Dealer Phone(s)	925 937-5569	925 937-5060
City/State/ZIP	WALNUT CREEK, CA, 94596			Dealer Fax	925 933-9323	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at MICHAEL STEAD'S WALNUT CREEK C on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-04-21 22:14:23, CUSTOMER ID:013653550, RO:00218234, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC58205903**

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	11/03/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	07/12/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	26134	GLOBAL AUTO MALL				Dealer Zone	32
Dealer Address	1099 ROUTE 22 WEST				Dealer Phone(s)	908 757-5000	908 757-4000
City/State/ZIP	NORTH PLAINFIELD, NJ, 07060					Dealer Fax	908 753-4000

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at GLOBAL AUTO MALL on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2011-07-17 11:20:11, CUSTOMER ID:713628999, RO:06002563, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC58205906**

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	11/03/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	08/07/2013	Mileage	0	Event	006	Year 3 Ownership	
Dealer	26134	GLOBAL AUTO MALL				Dealer Zone	32
Dealer Address	1099 ROUTE 22 WEST				Dealer Phone(s)	908 757-5000	908 757-4000
City/State/ZIP	NORTH PLAINFIELD, NJ, 07060				Dealer Fax	908 753-4000	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

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

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at GLOBAL AUTO MALL on a scale of 0 to 10.

Score: 05 (Detractor)

I actually had a scheduled appointment and I was in there longer than expected. I was pretty p***** off. It was during the week, which I figured if you get an appointment you'd be in and out I would say because you have an appointment. Not in and out per se, but being for those that have a scheduled appointment, it felt like I didn't have an appointment because I was waiting literally for four or five hours just for an oil change.

Q8 Have you been back for service to GLOBAL AUTO MALL in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

04 - Probably Will only

SURVEY COMPLETED 2013-08-13 19:39:43, CUSTOMER ID:713628999, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC58280208**

VIN	1J4RS4GG7BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	11/05/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	04/29/2014	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	65233	HELFMAN RIVER OAKS CHRYSLER JE				Dealer Zone 63
Dealer Address	4807 KIRBY DRIVE				Dealer Phone(s)	713 524-3801
City/State/ZIP	HOUSTON, TX, 77098-5097				Dealer Fax	713 524-7462

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

A major part failed in a little over 3 years of the Jeep's life

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.

Score: 06 (Detractor)

A major part of the Jeep failed in a little over three years

Q3 Please rate your satisfaction with your experience at HELFMAN RIVER OAKS CHRYSLER JE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-04-29 21:59:46, CUSTOMER ID:715747484, RO:00772316, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC58301301**

VIN	1J4RS4GG7BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	10/29/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/07/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	67703	HUFFINES CHRYSLER JEEP DODGE				Dealer Zone	63
Dealer Address	4500 W PLANO PKWY					Dealer Phone(s)	972 867-6000
City/State/ZIP	PLANO, TX, 75093-5607					Dealer Fax	972 596-2582

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at HUFFINES CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-09-07 18:55:46, CUSTOMER ID:714343523, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC58979808**

VIN	1J4RR4GG6BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	11/17/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	12/26/2012	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	65674	EAST HILLS CHRYSLER JEEP DODGE				Dealer Zone 32
Dealer Address	2300 NORTHERN BLVD				Dealer Phone(s)	516 621-9191
City/State/ZIP	GREENVALE, NY, 11548-1210				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

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

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at EAST HILLS CHRYSLER JEEP DODGE on a scale of 0 to 10.

Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-12-27 07:10:29, CUSTOMER ID:085276460, RO:00078479, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59027901**

VIN	1J4RR4GG9BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	11/22/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	02/01/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	43689	HERITAGE CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	11212 REISTERSTOWN RD					Dealer Phone(s)	410 356-2277
City/State/ZIP	OWINGS MILLS, MD, 21117-1908					Dealer Fax	410 356-1847

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at HERITAGE CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-02-02 20:09:00, CUSTOMER ID:138507089, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59027903**

VIN	1J4RR4GG9BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	11/22/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	06/17/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	43689	HERITAGE CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	11212 REISTERSTOWN RD					Dealer Phone(s)	410 356-2277
City/State/ZIP	OWINGS MILLS, MD, 21117-1908					Dealer Fax	410 356-1847

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at HERITAGE CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 07 (Neutral)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-06-17 17:13:53, CUSTOMER ID:138507089, RO:00607148, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59391301**

VIN	1D4SE4GT7BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	12/29/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	01/26/2011	Mileage	0	Event	001	Vehicle sale
Dealer	68847	RUDIG JENSEN CHRY-DODGE-JEEP				Dealer Zone 51
Dealer Address	1000 PROGRESS DRIVE				Dealer Phone(s)	608 562-3100
City/State/ZIP	NEW LISBON, WI, 53950				Dealer Fax	608 562-3104

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at RUDIG JENSEN CHRY-DODGE-JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 60409 - BRENNENGEN CHRYSLER JEEP DODGE
997 : Other

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-01-27 16:28:36, CUSTOMER ID:713260361, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE,
LANGUAGE:00

Customer Complaint**BC59475402**

VIN	1D4SE4GT7BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	12/22/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	01/13/2012	Mileage	0	Event	002	90 Days Ownership	
Dealer	24154	NORTHWEST CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	10600 S W CANYON ROAD					Dealer Phone(s)	503 646-5111
City/State/ZIP	BEAVERTON, OR, 97005-1899					Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at NORTHWEST CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-01-17 20:59:17, CUSTOMER ID:119544958, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59544701**

VIN	1D4SE4GT3BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	03/30/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	60202	SHEETS CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	ROUTE 19 SOUTH					Dealer Phone(s)	304 465-5627
City/State/ZIP	OAK HILL, WV, 25901					Dealer Fax	304 465-3631

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SHEETS CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-03-30 16:54:45, CUSTOMER ID:713634724, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59544702**

VIN	1D4SE4GT3BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	06/27/2011	Mileage	0	Event	002	90 Days Ownership
Dealer	60202	SHEETS CHRYSLER JEEP DODGE				Dealer Zone 35
Dealer Address	ROUTE 19 SOUTH				Dealer Phone(s)	304 465-5627
City/State/ZIP	OAK HILL, WV, 25901				Dealer Fax	304 465-3631

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SHEETS CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-07-02 12:04:51, CUSTOMER ID:713634724, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59544703**

VIN	1D4SE4GT3BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	05/23/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	60202	SHEETS CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	ROUTE 19 SOUTH					Dealer Phone(s)	304 465-5627
City/State/ZIP	OAK HILL, WV, 25901					Dealer Fax	304 465-3631

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SHEETS CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-05-24 19:57:16, CUSTOMER ID:713634724, RO:00056588, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59544704**

VIN	1D4SE4GT3BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	08/04/2011	Mileage	0	Event	004	1st Warranty Visit	
Dealer	60202	SHEETS CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	ROUTE 19 SOUTH					Dealer Phone(s)	304 465-5627
City/State/ZIP	OAK HILL, WV, 25901					Dealer Fax	304 465-3631

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SHEETS CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-08-04 17:36:22, CUSTOMER ID:713634724, RO:00580690, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59566501**

VIN	1D4SE4GT2BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	01/03/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	06/21/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	24132	SMOLICH CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	1865 NORTH EAST HIGHWAY 20					Dealer Phone(s)	541 389-1177
City/State/ZIP	BEND, OR, 97701					Dealer Fax	541 388-2442

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SMOLICH CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 59577 - LARSON CHRYSLER JEEP DODGE
001 : Price too high
004 : Poor use of my time
005 : Too pushy / too much pressure
997 : Other
008 : Did not have vehicle desired
010 : Sales staff not knowledgeable

Q4 2. Other C/D/J dealership shopped in person or online. 24154 - NORTHWEST CHRYSLER JEEP DODGE
001 : Price too high
004 : Poor use of my time
005 : Too pushy / too much pressure
997 : Other
008 : Did not have vehicle desired
010 : Sales staff not knowledgeable

Q4 3. Other C/D/J dealership shopped in person or online. 45465 - TACOMA DODGE CHRYSLER JEEP
001 : Price too high
004 : Poor use of my time
005 : Too pushy / too much pressure
997 : Other
008 : Did not have vehicle desired
010 : Sales staff not knowledgeable

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-06-21 19:15:37, CUSTOMER ID:713981310, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59566508**

VIN	1D4SE4GT2BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	01/03/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	02/20/2012	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	60476	LAYTON HILLS CHRYSLER DODGE JE			Dealer Zone	74
Dealer Address	1234 N MAIN ST			Dealer Phone(s)	801 544-5800	
City/State/ZIP	LAYTON, UT, 84041-4854			Dealer Fax	801 544-7411	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

007 : Negative experience / problems with CURRENT vehicle

042 : FFV: not repaired

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 09 (Promoter)

367 : Transmission - Broken/Not Working

338 : Headrest - additional issues

129 : Abnormal Transmission Noises

091 : Center Console - Broken/Damaged

Q3 Please rate your satisfaction with your experience at LAYTON HILLS CHRYSLER DODGE JE on a scale of 0 to 10.

Score: 07 (Neutral)

024 : Parts not in stock

042 : Experience: took too long

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-02-21 16:56:11, CUSTOMER ID:714642033, RO:06065678, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59566509**

VIN	1D4SE4GT2BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	01/03/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	10/19/2011	Mileage	0	Event	009	Second+ Warranty Event
Dealer	60476	LAYTON HILLS CHRYSLER DODGE JE			Dealer Zone	74
Dealer Address	1234 N MAIN ST			Dealer Phone(s)	801 544-5800	
City/State/ZIP	LAYTON, UT, 84041-4854			Dealer Fax	801 544-7411	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 08 (Neutral)
E34 : Battery Failed
E36 : Other Engine
F28 : Remote Keyless Entry-Broken/NW

Q3 Please rate your satisfaction with your experience at LAYTON HILLS CHRYSLER DODGE JE on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-10-20 18:18:53, CUSTOMER ID:714642033, RO:00063457, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59624008**

VIN	1J4RS4GG6BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	11/23/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	03/26/2013	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	26001	JIM CLICK CHRYSLER JEEP				Dealer Zone	71
Dealer Address	701 W AUTO MALL DR					Dealer Phone(s)	520 888-8000
City/State/ZIP	TUCSON, AZ, 85705-6013					Dealer Fax	520 888-8198

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 06 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

I had a grand cherokee for a bit more than a year and it has been in the repair shop twice already: fuel injector, an update fo the system, and one time because it had a noise coming from the engine.

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.

Score: 05 (Detractor)

P17 : Numerous non-specific problems / already have problems

E24 : Abnormal Engine Noises

E36 : Other Engine

I've been having issues before the 55K miles mark

Q3 Please rate your satisfaction with your experience at JIM CLICK CHRYSLER JEEP on a scale of 0 to 10.

Score: 02 (Detractor)

023 : Vehicle not fixed first visit

009 : Didn't explain features / poor knowledge of product

I had always taken my car to Jim Click and the times that i had taken it, they don't fix the issue the first time. One time the car stood in their shop for over a month because they did not know what the problem was.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2013-03-27 09:49:17, CUSTOMER ID:715303464, RO:00839070, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59918908**

VIN	1D4RE4GG3BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	12/07/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	07/29/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	60483	CROWN CHRYSLER DODGE JEEP RAM				Dealer Zone	66
Dealer Address	2120 CHAPMAN RD					Dealer Phone(s)	423 591-6868
City/State/ZIP	CHATTANOOGA, TN, 37421-1689					Dealer Fax	423 591-6530

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 06 (Detractor)

356 : Engine - Broken/Not Working

Computer died while we were on vacation in Michigan. ruined our vacation. Engine had to be replaced. for a car with 70k thats a lot of major repairs

Q3 Please rate your satisfaction with your experience at CROWN CHRYSLER DODGE JEEP RAM on a scale of 0 to 10.

Score: 02 (Detractor)

3 days to look at a blinker problem. Then to discover the problem was not resolved after I picked up the vehicle. They were hard to get updates from and did not communicate very well at all

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-29 21:24:36, CUSTOMER ID:715967704, RO:00046460, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC59918909**

VIN	1D4RE4GG3BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	12/07/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/25/2013	Mileage	0	Event	009	Second+ Warranty Event
Dealer	60085	HAROLD ZEIGLER CHRYSLER DODGE				Dealer Zone 42
Dealer Address	4200 PARKWAY PL SW				Dealer Phone(s)	616 588-4200 616 532-7000
City/State/ZIP	GRANDVILLE, MI, 49418-2384				Dealer Fax	616 488-4272

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 02 (Detractor)

001 : Price/cost

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

Well it seems my durango has a couple of flaws that it seems many other dodge and jeep vehicles do. first of all my TIPM unit has failed which has occurred on many vehicles and the part is on back order with no ETA! This failed while we were driving! I am glad i was only in a parking lot. Manual breaks and manual steering is no fun! The bad part is i have a pregnant wife and 2 small kids and we are 12 hours away from home. What will Dodge do knowing this is an issue that has occurred on many vehicles? to bad for us we are stranded and forced to find an alternative form of transportation. It also completely ruined our vacation. Its going to cost a lot even though the part is covered by warranty. we will have drive 12 hours back to get our car and 12 hours to get it home. Oh yea they also fixed a regular occurring issue with the cylinder head. They had that in stock since it was such a common problem! I bought a new car so that i would not be driving a high mileage car and not have to deal with these issues. Two major failures! How can i trust this vehicle in the future? The closest dealer to our break down was very nice and talked to their Dodge rep. who did not have anything helpful to say except that will do the best they can to get a part and that is it you are on your own.

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 01 (Detractor)

It stranded me far away from home with 2 major malfunctions! After doing some research has happened to many many people who are also waiting on a back ordered TIPM module. I liked the car up until then. I cant trust it! and apparently Dodge as well.

Q3 Please rate your satisfaction with your experience at HAROLD ZEIGLER CHRYSLER DODGE on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-10-25 21:31:50, CUSTOMER ID:715967704, RO:00342890, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60029301**

VIN	1D4RE4GG5BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	01/03/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	02/15/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	60435	PUTNAM CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	3 CALIFORNIA DR				Dealer Phone(s)	650 347-4800	
City/State/ZIP	BURLINGAME, CA, 94010-4410				Dealer Fax	650 558-5627	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at PUTNAM CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 08 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. 44962 - CALIFORNIA SUPERSTORES FOLSOM
001 : Price too high
009 : Inconvenient location for me

Q4 2. Other C/D/J dealership shopped in person or online. 45508 - CALIFORNIA SUPERSTORES SAN
001 : Price too high
009 : Inconvenient location for me

Q4 3. Other C/D/J dealership shopped in person or online. 45358 - STEVENS CREEK CHRYSLER JEEP DODGE
001 : Price too high
009 : Inconvenient location for me

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-02-15 23:19:27, CUSTOMER ID:143330423, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60091601**

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	12/13/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	01/26/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	43869	FREEDOM DODGE-CHRY-JEEP				Dealer Zone	42
Dealer Address	1560 NEW CIRCLE ROAD					Dealer Phone(s)	859 268-3000
City/State/ZIP	LEXINGTON, KY, 40509-1043					Dealer Fax	859 269-0584

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at FREEDOM DODGE-CHRY-JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-02-04 16:04:30, CUSTOMER ID:088387390, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60091606**

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	12/13/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	06/17/2013	Mileage	0	Event	006	Year 3 Ownership	
Dealer	60584	FREEDOM DODGE CHRYSLER JEEP RA				Dealer Zone	42
Dealer Address	1560 E NEW CIRCLE RD				Dealer Phone(s)	859 268-3000	
City/State/ZIP	LEXINGTON, KY, 40509-1022				Dealer Fax	859 269-0584	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at FREEDOM DODGE CHRYSLER JEEP RA on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q8 Have you been back for service to FREEDOM DODGE CHRYSLER JEEP RA in the last X months?
NO
003 : Inconvenient location

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
05 - Definitely Will only

Q10 Where have you had your most recent service work on your vehicle performed?
001 : A different Chrysler, Dodge, or Jeep dealership other than [DEALER NAME]

SURVEY COMPLETED 2013-06-20 16:22:45, CUSTOMER ID:088387390, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60091608**

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	12/13/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	02/08/2013	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	68899	TIM SHORT CHRYSLER LLC			Dealer Zone	42
Dealer Address	270 FITZ GILBERT RD			Dealer Phone(s)	606 439-2379	606 439-2378
City/State/ZIP	HAZARD, KY, 41701-5338			Dealer Fax	606 439-3757	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 09 (Promoter)

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

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at TIM SHORT CHRYSLER LLC on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

027 : Length of time to complete service

017 : Quality of service work performed

They kept our jeep for 8 days before even checking what was wrong with it and then said it was fixed but it wasn't. The jeep is now back at Tim Shorts again because they are the only jeep service close to us. They also messed up something else while supposedly fixing the first problem.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2013-02-12 07:09:13, CUSTOMER ID:088387390, RO:00028600, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60091609**

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	12/13/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	01/26/2012	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	68899	TIM SHORT CHRYSLER LLC				Dealer Zone	42
Dealer Address	270 FITZ GILBERT RD				Dealer Phone(s)	606 439-2379	606 439-2378
City/State/ZIP	HAZARD, KY, 41701-5338				Dealer Fax	606 439-3757	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at TIM SHORT CHRYSLER LLC on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-01-30 20:05:17, CUSTOMER ID:088387390, RO:00235841, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60309408**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	01/14/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	03/05/2013	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	60134	REEDMAN TOLL AUTO WORLD				Dealer Zone	35
Dealer Address	1700 E LINCOLN HWY					Dealer Phone(s)	215 757-4961
City/State/ZIP	LANGHORNE, PA, 19047-3042					Dealer Fax	215 757-7115

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at REEDMAN TOLL AUTO WORLD on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-03-13 12:15:06, CUSTOMER ID:710005709, RO:00219635, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60606608**

VIN	1J4RR6GT7BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	12/22/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	01/24/2012	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	05002	FRANK C VIDEON INC			Dealer Zone	35
Dealer Address	4951 W CHESTER PIKE			Dealer Phone(s)	610 356-4324	610 356-7000
City/State/ZIP	NEWTOWN SQUARE, PA, 19073-2214			Dealer Fax	610 325-0180	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

002 : Poor quality

003 : Concerns about reliability / dependability

007 : Negative experience / problems with CURRENT vehicle

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

Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at FRANK C VIDEON INC on a scale of 0 to 10.

Score: 06 (Detractor)

025 : Could not duplicate problem / condition

017 : Quality of service work performed

I had complained that the brakes were squealing and they were not able to identify the cause. They did say that they investigated the brakes and found no wear, but I still think it is a bit ridiculous that it is close to a \$50,000 car and I have to just live with the squealing brakes. Additionally, they did not reset the Oil Change Needed message even though I asked for (and was billed for) an oil change. I figured out how to get rid of the message myself but it leaves me a little uneasy wondering if the oil was even changed in the first place.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-01-26 16:41:55, CUSTOMER ID:713225182, RO:00174969, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60606609**

VIN	1J4RR6GT7BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	12/22/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	09/23/2013	Mileage	0	Event	009	Second+ Warranty Event
Dealer	05002	FRANK C VIDEON INC			Dealer Zone	35
Dealer Address	4951 W CHESTER PIKE			Dealer Phone(s)	610 356-4324	610 356-7000
City/State/ZIP	NEWTOWN SQUARE, PA, 19073-2214			Dealer Fax	610 325-0180	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 01 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

Due to the unbelievably bad handling by Jeep of the TIPM issues. I was unable to drive my Jeep for a month and Chrysler treated it like it was no big deal, not to mention the hundred of other jeep owners currently going through this same problem.

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

Score: 02 (Detractor)

The horrible handling of the TIPM issue has left me with very little confidence in this vehicle. Add on top of that a number of other minor/nuisance issue and I have absolutely 0 confidence in this vehicle's reliability at this point.

Q3 Please rate your satisfaction with your experience at FRANK C VIDEON INC on a scale of 0 to 10.

Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-09-23 20:23:39, CUSTOMER ID:713225182, RO:00971610, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60706701**

VIN	1J4RR6GT3BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	01/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	03/22/2011	Mileage	0	Event	001	Vehicle sale
Dealer	44740	DODGE OF PARAMUS INC				Dealer Zone 32
Dealer Address	315 ROUTE 4 WEST				Dealer Phone(s)	201 488-1327 201 488-9000
City/State/ZIP	PARAMUS, NJ, 07652				Dealer Fax	201 488-2000

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at DODGE OF PARAMUS INC on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-03-22 16:25:50, CUSTOMER ID:713598377, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60783601**

VIN	1J4RR6GT2BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	12/09/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	01/03/2011	Mileage	0	Event	001	Vehicle sale
Dealer	26062	MANHATTAN JEEP-CHRY-DODGE INC				Dealer Zone 32
Dealer Address	678 ELEVENTH AVENUE				Dealer Phone(s)	212 765-6633
City/State/ZIP	NEW YORK, NY, 10019-5052				Dealer Fax	212 247-7547

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at MANHATTAN JEEP-CHRY-DODGE INC on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-01-03 18:36:29, CUSTOMER ID:713159037, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC60970408**

VIN	1J4RR4GG7BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	12/08/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	03/05/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45634	SUBURBAN CHRYSLER DODGE JEEP R				Dealer Zone	42
Dealer Address	32850 FORD ROAD					Dealer Phone(s)	734 421-5700
City/State/ZIP	GARDEN CITY, MI, 48135-1521					Dealer Fax	734 421-5769

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SUBURBAN CHRYSLER DODGE JEEP R on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-05 20:23:52, CUSTOMER ID:145546508, RO:00149390, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61044501**

VIN	1J4RR4GG3BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	12/13/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	01/18/2011	Mileage	0	Event	001	Vehicle sale
Dealer	44812	SMITH HAVEN CHRYSLER JEEP DODG				Dealer Zone 32
Dealer Address	794 JERICHO TURNPIKE				Dealer Phone(s)	631 863-2000
City/State/ZIP	ST JAMES, NY, 11780				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 09 (Promoter)

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

Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SMITH HAVEN CHRYSLER JEEP DODG on a scale of 0 to 10.

Score: 03 (Detractor)

003 : Pressured/Pushy

027 : Length of time to complete service

The salesman was good to work with. It was the fact that we agreed on a price for the lease of the Cherokee and then when it came time to pick up the car the financial information changed. The Sales GM apparently entered into the financial form that I was paying taxes when I wasn't and it was causing the monthly payments to go up as a result of saying that I was not putting down taxes, nor did it say I was on the buyers form. I feel that the whole thing was very shady and I felt that at the last minute when I was about to pick up my car is when the payment amount was all of a sudden going to change. I've always purchased cars privately, this was the first time I was leasing from a dealership and I now know why I've stayed away from dealing with them. Once a price is agreed to, regardless of whose fault it is that the information was entered improperly into the dealerships system, the buyer order should be accepted. The delivery of the car as a result of what happened took 6 hours, the first hour of which I sat around waiting for assistance when I had a set appointment. I love the Jeep but overall did not enjoy the experience of leasing it.

Q4 1. Other C/D/J dealership shopped in person or online. 44812 - SMITH HAVEN CHRYSLER JEEP DODGE

997 : Other

Q4 2. Other C/D/J dealership shopped in person or online. 23171 - HUNTINGTON JEEP CHRYSLER DODGE

997 : Other

Q4 3. Other C/D/J dealership shopped in person or online. 23153 - WESTBURY JEEP CHRYSLER DODGE, INC.

997 : Other

Q14 Do you want Chrysler to contact you?

002 : Dealer

Question Not Asked

SURVEY COMPLETED 2011-01-18 18:58:17, CUSTOMER ID:713221375, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61607601**

VIN	1D4RE2GG5BC	Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR
Built Date	01/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	05/18/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	44517	DODGE-CHRY-JEEP OF VACAVILLE				Dealer Zone	71
Dealer Address	681 ORANGE DRIVE					Dealer Phone(s)	707 449-8900
City/State/ZIP	VACAVILLE, CA, 95687					Dealer Fax	707 452-7332

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 06 (Detractor)

A45 : Other Radio problems/Radio doesn't work at all

If it worked with the Iphone and worked with the XM I'd be happier. It has Serious only. I thought they merged but I guess the receiver doesn't have the XM module in there. They told me today you can't have XM you can only have Serious.

Q3 Please rate your satisfaction with your experience at DODGE-CHRY-JEEP OF VACAVILLE on a scale of 0 to 10.

Score: 02 (Detractor)

001 : Negative/rude treatment by staff

014 : Financing arrangements / process

008 : Deceptive/didn't honor price

When there the first day and met with my sales person. He was a nice guy I would recommend him. He's the only reason it's getting a two. Was told to put down \$2,000. We had agreed to put down \$25,000 in 30 days. When I got there we met with Sean who is the guy after the sales person. He said where's my \$25,000 immediately. I tell him we had agreed to \$1,000. He said don't worry I'll work it out. He said you'll pickup today. I said no I can't do it today I said it won't be until next week because I don't have someone to drive me home. My wife can't drive me home. He says that fine and we go over the bank. Nice guy I have no complaints with him at all. We talk and sit down. They're trying to get me out there already. We get it all taken care of. I was able to come back the next day. A friend of mine brought me up. I get there and Sean comes up to me rude as heck. You lied to me, how dare you lie. He starts accusing me of everything. Just really bad. We walk over to the bank and he starts arguing in front of the bank. The bank tells him look I represent the bank give the man \$2,000 and that's the way it's to be. Sean starts arguing again with the bank. I finally turn the bank guy and say you know what cancel the deal I'll go to Ford which is one block over. I'll go somewhere else because I'm not going to deal with you because you are a liar. I come from a family of police officers. I'm not going to lie to you. I'm going to tell you what's really going on. The salesman comes running home. The sales guy says work with me on this. I said okay so we agreed to write the check for \$2,500 and he would cash it in 30 days. I said okay fine that's agreeable. I said under one condition Sean has nothing to do with my sale. I want him completely off this sale because of his attitude and the way I was treated. He said don't worry Sean will be dealt with. I go back in and Sean is sitting at a desk getting ready to leave the office. I go back to the bank and said you need to do something with Sean. This is b*****. A customer should not be treated that way. All I hear is he will be dealt with. I have not heard anything back from Dodge, no apology.

Q4 1. Other C/D/J dealership shopped in person or online. 99999

001 : Price too high

Q14 Do you want Chrysler to contact you?

002 : Dealer

YES

SURVEY COMPLETED 2011-05-19 21:26:38, CUSTOMER ID:713839401, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61607604**

VIN	1D4RE2GG5BC	Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR	
Built Date	01/06/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	07/27/2011	Mileage	0	Event	004	1st Warranty Visit	
Dealer	26772	MCCONNELL CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	1395 HEALDSBURG AVE					Dealer Phone(s)	707 433-3384
City/State/ZIP	HEALDSBURG, CA, 95448-3200					Dealer Fax	707 433-6257

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your DURANGO EXPRESS AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 08 (Neutral)

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

Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?

NO

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-08-01 21:24:05, CUSTOMER ID:713839401, RO:00015163, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61607606**

VIN	1D4RE2GG5BC	Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR	
Built Date	01/06/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	10/24/2013	Mileage	0	Event	006	Year 3 Ownership	
Dealer	42947	AUTOWEST CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	230 AUTOMALL DR				Dealer Phone(s)	800 872-2800	916 781-8100
City/State/ZIP	ROSEVILLE, CA, 95661-3001				Dealer Fax	916 783-3043	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

Service center and to small for big guys

Q2 Please rate your satisfaction with your DURANGO EXPRESS AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 02 (Detractor)

Once again your service dep is really bad

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

Score: 00 (Detractor)

001 : Negative/rude treatment by staff

995 : Will never buy there again

008 : Deceptive/didn't honor price

Really bad people. RUDE and they lie to make a deal. Will never go back.

Q8 Have you been back for service to AUTOWEST CHRYSLER JEEP DODGE in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

005 : Price/deals offered are unacceptable

007 : Unhappy with fuel efficiency of current vehicle

009 : Quality/Reliability

SURVEY COMPLETED 2013-10-30 03:46:36, CUSTOMER ID:167357406, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61607608**

VIN	1D4RE2GG5BC	Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR
Built Date	01/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	07/17/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45118	LITHIA CHRYSLER JEEP DODGE OF				Dealer Zone	71
Dealer Address	2727 DOWD DRIVE					Dealer Phone(s)	707 542-3331
City/State/ZIP	SANTA ROSA, CA, 95407-7818					Dealer Fax	707 542-5420

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

013 : Negative dealer comments - general

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

To many problems with my truck. Not happy

Q3 Please rate your satisfaction with your experience at LITHIA CHRYSLER JEEP DODGE OF on a scale of 0 to 10.

Score: 00 (Detractor)

007 : Price/cost

008 : Deceptive/didn't honor price

Tried to bait and switch. Said one price over the phone then tried to charge another price

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-18 01:59:14, CUSTOMER ID:167357406, RO:00217211, CONTACT METHOD:ONLINE, SPEAKING TO NAME
FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61607609**

VIN	1D4RE2GG5BC	Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR
Built Date	01/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/09/2013	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	45118	LITHIA CHRYSLER JEEP DODGE OF				Dealer Zone	71
Dealer Address	2727 DOWD DRIVE					Dealer Phone(s)	707 542-3331
City/State/ZIP	SANTA ROSA, CA, 95407-7818					Dealer Fax	707 542-5420

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

013 : Negative dealer comments - general

002 : Poor quality

018 : Recall: any mention

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

They lied about fixing stuff

Q2 Please rate your satisfaction with your DURANGO EXPRESS AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 03 (Detractor)

372 : General: negative

Not happy

Q3 Please rate your satisfaction with your experience at LITHIA CHRYSLER JEEP DODGE OF on a scale of 0 to 10.

Score: 00 (Detractor)

023 : Vehicle not fixed first visit

008 : Deceptive/didn't honor price

041 : FFV: dealer refused the work

They lied and refused to fix the problem.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-09-09 22:49:53, CUSTOMER ID:713839401, RO:00202724, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61835803**

VIN	1D4RD2GGXBC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR
Built Date	12/28/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	08/11/2011	Mileage	0	Event	003	1st Service customer pay
Dealer	45189	DCH CHRYSLER JEEP DODGE OF				Dealer Zone 71
Dealer Address	26845 YNEZ RD				Dealer Phone(s)	951 676-0010
City/State/ZIP	TEMECULA, CA, 92591-4695				Dealer Fax	909 676-3466

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at DCH CHRYSLER JEEP DODGE OF on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-08-15 18:27:39, CUSTOMER ID:714034647, RO:00162421, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61835804**

VIN	1D4RD2GGXBC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR
Built Date	12/28/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/27/2011	Mileage	0	Event	004	1st Warranty Visit	
Dealer	45189	DCH CHRYSLER JEEP DODGE OF				Dealer Zone	71
Dealer Address	26845 YNEZ RD					Dealer Phone(s)	951 676-0010
City/State/ZIP	TEMECULA, CA, 92591-4695					Dealer Fax	909 676-3466

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at DCH CHRYSLER JEEP DODGE OF on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-09-27 19:08:16, CUSTOMER ID:714034647, RO:00165045, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61835808**

VIN	1D4RD2GGXBC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR
Built Date	12/28/2010	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	06/06/2012	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45189	DCH CHRYSLER JEEP DODGE OF				Dealer Zone	71
Dealer Address	26845 YNEZ RD					Dealer Phone(s)	951 676-0010
City/State/ZIP	TEMECULA, CA, 92591-4695					Dealer Fax	909 676-3466

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at DCH CHRYSLER JEEP DODGE OF on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-06-11 20:41:16, CUSTOMER ID:714034647, RO:00178585, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC61841203**

VIN	1D4RD2GG1BC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR
Built Date	01/04/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	08/07/2012	Mileage	0	Event	003	1st Service customer pay
Dealer	68002	CARL GREGORY CHRYSLER JEEP DOD				Dealer Zone 66
Dealer Address	3000 NORTHLAKE PKWY BLDG 100				Dealer Phone(s)	706 568-4900
City/State/ZIP	COLUMBUS, GA, 31909				Dealer Fax	706 561-6847

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CARL GREGORY CHRYSLER JEEP DOD on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-08-08 18:21:36, CUSTOMER ID:135033985, RO:00353915, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62311008**

VIN	1J4RS4GG9BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	01/08/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/27/2012	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	60459	PUENTE HILLS CHRYSLER DODGE JE				Dealer Zone	71
Dealer Address	17280 GALE AVE				Dealer Phone(s)	626 965-1088	
City/State/ZIP	CITY OF INDUSTRY, CA, 91748-1502				Dealer Fax		

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at PUENTE HILLS CHRYSLER DODGE JE on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-10-02 22:17:01, CUSTOMER ID:713253988, RO:00214427, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62311009**

VIN	1J4RS4GG9BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	01/08/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	02/09/2012	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	60459	PUENTE HILLS CHRYSLER DODGE JE				Dealer Zone	71
Dealer Address	17280 GALE AVE				Dealer Phone(s)	626 965-1088	
City/State/ZIP	CITY OF INDUSTRY, CA, 91748-1502				Dealer Fax		

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at PUENTE HILLS CHRYSLER DODGE JE on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-02-18 14:11:07, CUSTOMER ID:713253988, RO:00208922, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62368503**

VIN	1D4RD2GG6BC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR	
Built Date	01/12/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	08/04/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	45488	LANDERS MCLARTY DODGE CHRYSLER				Dealer Zone	66
Dealer Address	5080 ACADEMY LN				Dealer Phone(s)	205 923-6343	
City/State/ZIP	BESSEMER, AL, 35022-5249				Dealer Fax	205 923-1975	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at LANDERS MCLARTY DODGE CHRYSLER on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-08-08 01:37:48, CUSTOMER ID:068717378, RO:00131897, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62368508**

VIN	1D4RD2GG6BC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR	
Built Date	01/12/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	11/22/2011	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45488	LANDERS MCLARTY DODGE CHRYSLER				Dealer Zone	66
Dealer Address	5080 ACADEMY LN				Dealer Phone(s)	205 923-6343	
City/State/ZIP	BESSEMER, AL, 35022-5249				Dealer Fax	205 923-1975	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at LANDERS MCLARTY DODGE CHRYSLER on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-11-23 00:00:01, CUSTOMER ID:068717378, RO:00135720, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62674504**

VIN	1J4RS4GG1BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	01/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	08/15/2011	Mileage	0	Event	004	1st Warranty Visit	
Dealer	24110	MIDWAY JEEP CHRYSLER				Dealer Zone	71
Dealer Address	777 CAMINO DEL RIO SOUTH					Dealer Phone(s)	619 224-4151
City/State/ZIP	SAN DIEGO, CA, 92108					Dealer Fax	619 224-8922

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at MIDWAY JEEP CHRYSLER on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-08-18 21:18:21, CUSTOMER ID:713254114, RO:00287754, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62782608**

VIN	1D4SD4GT4BC	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR
Built Date	01/08/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PGN	NATURAL GREEN PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	09/09/2013	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	68680	PHILLIPS CHRYSLER JEEP INC				Dealer Zone	66
Dealer Address	3440 SOUTH PINE AVENUE					Dealer Phone(s)	352 732-7577
City/State/ZIP	OCALA, FL, 34471					Dealer Fax	352 351-8627

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 06 (Detractor)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 03 (Detractor)

Q3 Please rate your satisfaction with your experience at PHILLIPS CHRYSLER JEEP INC on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-09-12 20:46:01, CUSTOMER ID:713889714, RO:00194901, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62801703**

VIN	1D4RD2GG1BC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR
Built Date	01/18/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	01/11/2012	Mileage	0	Event	003	1st Service customer pay	
Dealer	68883	STONE MOUNTAIN CHRYSLER JEEP D				Dealer Zone	66
Dealer Address	5054 HIGHWAY 78					Dealer Phone(s)	770 972-7767
City/State/ZIP	STONE MOUNTAIN, GA, 30087					Dealer Fax	770 736-7302

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at STONE MOUNTAIN CHRYSLER JEEP D on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-01-11 17:32:01, CUSTOMER ID:714096761, RO:00130275, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62909601**

VIN	1J4RR4GG0BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	01/08/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	01/24/2011	Mileage	0	Event	001	Vehicle sale
Dealer	26550	BOB BAKER CHRYSLER JEEP DODGE				Dealer Zone 71
Dealer Address	5555 CAR COUNTRY DR				Dealer Phone(s)	760 720-5337
City/State/ZIP	CARLSBAD, CA, 92008				Dealer Fax	760 431-3170

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at BOB BAKER CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 06333 - MCCUNE CHRYSLER JEEP DODGE
001 : Price too high
005 : Too pushy / too much pressure

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-01-24 15:14:37, CUSTOMER ID:702219741, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62926301**

VIN	1J4RR5GG7BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	01/08/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	01/31/2011	Mileage	0	Event	001	Vehicle sale		
Dealer	68348	KOONS CHRYSLER				Dealer Zone	35	
Dealer Address	2050 CHAIN BRIDGE RD				Dealer Phone(s)	703 448-7100	703 356-0400	
City/State/ZIP	VIENNA, VA, 22182-2531				Dealer Fax	703 442-5765		

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at KOONS CHRYSLER on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 60136 - FAIR OAKS CHRYSLER JEEP DODGE
001 : Price too high
997 : Other

Q4 2. Other C/D/J dealership shopped in person or online. 23304 - FARRISH CHRYSLER JEEP DODGE
001 : Price too high
997 : Other

Q4 3. Other C/D/J dealership shopped in person or online. 43724 - SAFFORD CHRYSLER JEEP DODGE OF
001 : Price too high
997 : Other

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-02-05 08:26:45, CUSTOMER ID:704083627, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC62926308**

VIN	1J4RR5GG7BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	01/08/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/18/2012	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	68348	KOONS CHRYSLER			Dealer Zone	35
Dealer Address	2050 CHAIN BRIDGE RD			Dealer Phone(s)	703 448-7100	703 356-0400
City/State/ZIP	VIENNA, VA, 22182-2531			Dealer Fax	703 442-5765	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

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

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at KOONS CHRYSLER on a scale of 0 to 10.

Score: 02 (Detractor)

027 : Length of time to complete service

017 : Quality of service work performed

Very surprising experience this time. Oil change and light bulb replacement took 2 hours despite not being very busy. Almost as if they forgot about my Jeep. Manager had to come in and ask who I was and what I was waiting for. Then they hurried the work, to the point that they did not check a front bulb and actually broke the rear light housing on the tailgate by not re-installing the housing properly. Then, the tech said it was like that when it came in (wrong). I showed him and manager the issue; manager agreed they did it on accident and fixed it no charge with in-stock part, but took extra hour. When I got home, noticed that they did not put tailgate panel back together properly under the seal, and had to fix it myself. Very surprising and disappointing experience this time.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-09-20 03:45:47, CUSTOMER ID:704083627, RO:00041758, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC63016601**

VIN	1D4SD4GT3BC	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR
Built Date	01/24/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	04/26/2011	Mileage	0	Event	001	Vehicle sale
Dealer	45160	LANDERS DODGE CHRYSLER JEEP				Dealer Zone 63
Dealer Address	2701 BENTON RD				Dealer Phone(s)	318 797-1233
City/State/ZIP	BOSSIER CITY, LA, 71111-2309				Dealer Fax	318 797-1241

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at LANDERS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-04-29 19:29:57, CUSTOMER ID:148296029, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC63016603**

VIN	1D4SD4GT3BC	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR
Built Date	01/24/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	11/28/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	45160	LANDERS DODGE CHRYSLER JEEP				Dealer Zone	63
Dealer Address	2701 BENTON RD					Dealer Phone(s)	318 797-1233
City/State/ZIP	BOSSIER CITY, LA, 71111-2309					Dealer Fax	318 797-1241

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at LANDERS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-12-03 15:56:38, CUSTOMER ID:148296029, RO:00367526, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC63069901**

VIN	1D4SE4GT9BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	02/01/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	04/20/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	43783	RAMEY MOTORS INCORPORATED				Dealer Zone	35
Dealer Address	127 FRAZIER DR					Dealer Phone(s)	304 487-2151
City/State/ZIP	PRINCETON, WV, 24740-7721					Dealer Fax	304 425-5427

- Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)
- Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)
- Q3 Please rate your satisfaction with your experience at RAMEY MOTORS INCORPORATED on a scale of 0 to 10.
Score: 09 (Promoter)
- Q4 1. Other C/D/J dealership shopped in person or online. 43783 - RAMEY MOTORS INCORPORATED
008 : Did not have vehicle desired
- Q7 Would you be interested in leaving dealer a message?
NO
- Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-04-20 17:17:48, CUSTOMER ID:121450593, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC63069903**

VIN	1D4SE4GT9BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR
Built Date	02/01/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	07/18/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	43783	RAMEY MOTORS INCORPORATED				Dealer Zone	35
Dealer Address	127 FRAZIER DR					Dealer Phone(s)	304 487-2151
City/State/ZIP	PRINCETON, WV, 24740-7721					Dealer Fax	304 425-5427

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at RAMEY MOTORS INCORPORATED on a scale of 0 to 10.
Score: 09 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-07-18 16:53:52, CUSTOMER ID:121450593, RO:00207778, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC63814006**

VIN	1D4SD4GT3E	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR
Built Date	03/24/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	11/12/2013	Mileage	0	Event	006	Year 3 Ownership	
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP				Dealer Zone	66
Dealer Address	6500 OKEECHOBEE BLVD					Dealer Phone(s)	561 683-1511
City/State/ZIP	WEST PALM BEACH, FL, 33411					Dealer Fax	561 686-2044

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

001 : Price/cost

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

10 days ago I would have but since I have had a TIPM problem and my car is sitting in the service center with only 36800 miles and no ETA on when it will be repaired I am not happy. I am making payments on a expensive truck that I can't drive and was put in an avenger for only 5 days. I have the dealer where car was towed who is not responsive and the Chrysler . customer service center with not much responsiveness. I love the look and feel of my SUV, I looked for the weekend to replace but none that I like as much. I bought American to do my part but if this is not resolved to my satisfaction I will not buy a Chrysler product again and will not recommend.

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 02 (Detractor)

10 days ago I would have given a 10 but not since Tipm issue with no recall issued by Chrysler and no eta on when my Durango will be fixed

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

Score: 06 (Detractor)

I had an issue with the express service center on my service in May. I hope they will work with me to fix TIPM issue even though my Durango was towed to napleton since closer to home.

Q8 Have you been back for service to ARRIGO DODGE CHRYSLER JEEP in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

02 - Probably Will Not

001 : Too many problems with current or past vehicle

006 : Other makes have outstanding/better reputations

007 : Unhappy with fuel efficiency of current vehicle

009 : Quality/Reliability

097 : Other

010 : Dependability

SURVEY COMPLETED 2013-11-13 06:03:24, CUSTOMER ID:713947019, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC64768101**

VIN	1J4RR6GT1BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	02/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	03/24/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	60023	AIRPARK DODGE CHRYSLER JEEP				Dealer Zone	71
Dealer Address	7801 E FRANK LLOYD WRIGHT BLVD					Dealer Phone(s)	480 556-7400
City/State/ZIP	SCOTTSDALE, AZ, 85260-1002					Dealer Fax	480 556-7432

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at AIRPARK DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 43638 - CHAPMAN AUTO CENTER LLC
008 : Did not have vehicle desired

Q4 2. Other C/D/J dealership shopped in person or online. 60026 - BAKERSFIELD CHRYSLER JEEP
008 : Did not have vehicle desired

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-03-28 18:08:36, CUSTOMER ID:713609251, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC64768103**

VIN	1J4RR6GT1BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	02/07/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	05/11/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	60023	AIRPARK DODGE CHRYSLER JEEP				Dealer Zone	71
Dealer Address	7801 E FRANK LLOYD WRIGHT BLVD					Dealer Phone(s)	480 556-7400
City/State/ZIP	SCOTTSDALE, AZ, 85260-1002					Dealer Fax	480 556-7432

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at AIRPARK DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-05-18 21:58:11, CUSTOMER ID:713609251, RO:00298779, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC65084103**

VIN	1J4RR6GT1BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	03/21/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	10/13/2011	Mileage	0	Event	003	1st Service customer pay
Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO				Dealer Zone 71
Dealer Address	1202 AUTO CENTER DR				Dealer Phone(s)	909 390-9898
City/State/ZIP	ONTARIO, CA, 91761-2208				Dealer Fax	909 390-0298

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at JEEP CHRYSLER DODGE OF ONTARIO on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-10-18 21:41:36, CUSTOMER ID:713682639, RO:00272838, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC65084108**

VIN	1J4RR6GT1BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	03/21/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PAV	DK. CHARCOAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	03/27/2012	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO				Dealer Zone 71
Dealer Address	1202 AUTO CENTER DR				Dealer Phone(s)	909 390-9898
City/State/ZIP	ONTARIO, CA, 91761-2208				Dealer Fax	909 390-0298

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at JEEP CHRYSLER DODGE OF ONTARIO on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-03-29 16:26:31, CUSTOMER ID:713682639, RO:00288067, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC65530208**

VIN	1J4RR5GG0BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	03/14/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/15/2013	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	68510	MALL OF GEORGIA CHRYSLER DODGE				Dealer Zone	66
Dealer Address	4345 BUFORD DR					Dealer Phone(s)	770 945-0839
City/State/ZIP	BUFORD, GA, 30518					Dealer Fax	770 945-2806

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at MALL OF GEORGIA CHRYSLER DODGE on a scale of 0 to 10.
Score: 03 (Detractor)
Multiple incidents with issues regarding time if work completion, and I have had articles stolen out of my jeep.

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-10-22 08:09:52, CUSTOMER ID:713897463, RO:00310821, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC65964901**

VIN	1J4RS4GG5B	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	04/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/28/2011	Mileage	0	Event	001	Vehicle sale
Dealer	45508	CALIFORNIA SUPERSTORES SAN				Dealer Zone 71
Dealer Address	1444 MARINA BLVD	Dealer Phone(s)		510 877-4300		
City/State/ZIP	SAN LEANDRO, CA, 94577-3327	Dealer Fax				

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at CALIFORNIA SUPERSTORES SAN on a scale of 0 to 10.
Score: 08 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. 45358 - STEVENS CREEK CHRYSLER JEEP DODGE
001 : Price too high

Q4 2. Other C/D/J dealership shopped in person or online. 60435 - PUTNAM CHRYSLER JEEP DODGE
001 : Price too high

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-11-01 10:34:02, CUSTOMER ID:714746870, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC65964909**

VIN	1J4RS4GG5BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	04/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	11/30/2012	Mileage	0	Event	009	Second+ Warranty Event
Dealer	45508	CALIFORNIA SUPERSTORES SAN			Dealer Zone	71
Dealer Address	1444 MARINA BLVD	Dealer Phone(s)			510 877-4300	
City/State/ZIP	SAN LEANDRO, CA, 94577-3327	Dealer Fax				

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at CALIFORNIA SUPERSTORES SAN on a scale of 0 to 10.

Score: 05 (Detractor)

005 : Lack of communication

When items finally were delivered to parts to be installed on my truck, I was never called. I had to call and check if the part came in. This happened twice.

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2012-12-02 11:06:19, CUSTOMER ID:714746870, RO:00570450, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC67211201**

VIN	1J4RS4GG5BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	03/28/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	06/01/2011	Mileage	0	Event	001	Vehicle sale
Dealer	45472	CUTTER CHRYSLER JEEP DODGE OF			Dealer Zone	71
Dealer Address	900 ALA MOANA BLVD			Dealer Phone(s)	808 564-9950	808 564-9990
City/State/ZIP	HONOLULU, HI, 96814-4913			Dealer Fax	808 564-9980	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CUTTER CHRYSLER JEEP DODGE OF on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-06-04 14:03:00, CUSTOMER ID:712425523, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC67211203**

VIN	1J4RS4GG5BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	03/28/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	07/28/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	45472	CUTTER CHRYSLER JEEP DODGE OF				Dealer Zone	71
Dealer Address	900 ALA MOANA BLVD				Dealer Phone(s)	808 564-9950	808 564-9990
City/State/ZIP	HONOLULU, HI, 96814-4913				Dealer Fax	808 564-9980	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at CUTTER CHRYSLER JEEP DODGE OF on a scale of 0 to 10.
Score: 09 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2011-07-28 22:11:57, CUSTOMER ID:712425523, RO:00087234, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC67211208**

VIN	1J4RS4GG5B	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	03/28/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	09/23/2011	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	45472	CUTTER CHRYSLER JEEP DODGE OF				Dealer Zone	71
Dealer Address	900 ALA MOANA BLVD				Dealer Phone(s)	808 564-9950	808 564-9990
City/State/ZIP	HONOLULU, HI, 96814-4913				Dealer Fax	808 564-9980	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at CUTTER CHRYSLER JEEP DODGE OF on a scale of 0 to 10.

Score: 04 (Detractor)

012 : Vehicle wasn't prepped well

002 : Unfilled promises / commitments

017 : Quality of service work performed

My husband and I really like the people we have personally dealt with in purchasing our Jeep and the people who have helped us by phone and in person wit servicing, but something is wrong "behind the scenes". For the third time, our Jeep was not given the proper cleaning we were promised. I found dents/dings on the Jeep that weren't there when it was dropped off...BUT in Cutter Jeep's defense, we have since been contacted with an apology from a service person and promised that our Jeep will be put back in "brand new" condition. We are pleased with how professional the "higher ups" are in the different departments. They listen to our concerns.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2011-09-27 10:46:03, CUSTOMER ID:712425523, RO:00088803, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC67211209**

VIN	1J4RS4GG5B	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY
Built Date	03/28/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	11/20/2013	Mileage	0	Event	009	Second+ Warranty Event
Dealer	45472	CUTTER CHRYSLER JEEP DODGE OF				Dealer Zone 71
Dealer Address	900 ALA MOANA BLVD				Dealer Phone(s) 808 564-9950	808 564-9990
City/State/ZIP	HONOLULU, HI, 96814-4913				Dealer Fax 808 564-9980	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CUTTER CHRYSLER JEEP DODGE OF on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-11-21 00:01:47, CUSTOMER ID:712425523, RO:00186460, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC68117901**

VIN	1J4RR4GG0BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	06/21/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	08/01/2011	Mileage	0	Event	001	Vehicle sale
Dealer	67230	AURORA CHRYSLER-PLYMOUTH-DODGE				Dealer Zone 42
Dealer Address	161 WEST GARFIELD ROAD				Dealer Phone(s)	330 562-2600
City/State/ZIP	AURORA, OH, 44202-8859				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at AURORA CHRYSLER-PLYMOUTH-DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-08-03 19:24:12, CUSTOMER ID:714198995, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC68117902**

VIN	1J4RR4GG0BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY
Built Date	06/21/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/26/2011	Mileage	0	Event	002	90 Days Ownership
Dealer	67230	AURORA CHRYSLER-PLYMOUTH-DODGE				Dealer Zone 42
Dealer Address	161 WEST GARFIELD ROAD				Dealer Phone(s)	330 562-2600
City/State/ZIP	AURORA, OH, 44202-8859				Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at AURORA CHRYSLER-PLYMOUTH-DODGE on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-11-04 18:02:19, CUSTOMER ID:714198995, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC68187101**

VIN	1D4SD6GTXC	Model Year	2011	Body	WDDS75	DODGE DURANGO R/T RWD SPORT UTILITY 4-DR
Built Date	03/21/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PBV	BLACKBERRY PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	08/02/2011	Mileage	0	Event	001	Vehicle sale
Dealer	45399	COURTESY CHRYSLER-JEEP-DODGE				Dealer Zone 66
Dealer Address	9207 E ADAMO DR				Dealer Phone(s)	813 620-4300
City/State/ZIP	TAMPA, FL, 33619-2603				Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your DURANGO R/T RWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at COURTESY CHRYSLER-JEEP-DODGE on a scale of 0 to 10.

Score: 09 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 99999

997 : Other

008 : Did not have vehicle desired

010 : Sales staff not knowledgeable

Q14 Do you want Chrysler to contact you?

Question Not Asked

SURVEY COMPLETED 2011-08-06 06:56:27, CUSTOMER ID:078533755, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC68839108**

VIN	1D4SD5GT6BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	05/17/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE					
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION					

Open Date	10/28/2013	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	42933	ELDER CHRYSLER-DODGE-JEEP				Dealer Zone	63
Dealer Address	1798 EAST HIGHWAY 31					Dealer Phone(s)	903 677-2292
City/State/ZIP	ATHENS, TX, 75751					Dealer Fax	903 677-1978

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 08 (Neutral)

Q2 Please rate your satisfaction with your DURANGO CITADEL RWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at ELDER CHRYSLER-DODGE-JEEP on a scale of 0 to 10.

Score: 05 (Detractor)

024 : Parts not in stock

007 : Price/cost

while doing service they backed into another vehicle causing damage to my vehicle. they did take responsibility and ordered the parts to fix the damage, but to add insult to injury they still charged me for the oil change, and I had to make another visit to the dealership to have the repairs made.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-11-01 14:10:28, CUSTOMER ID:107716292, RO:00202491, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC69203108**

VIN	1D4RD4GG2E	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR	
Built Date	04/04/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	03/07/2014	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	39132	POMOCO CHRY-JEEP OF HAMPTON				Dealer Zone	35
Dealer Address	4116 W MERCURY BLVD				Dealer Phone(s)	757 826-1100	757 825-7219
City/State/ZIP	HAMPTON, VA, 23666-3774				Dealer Fax		

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at POMOCO CHRY-JEEP OF HAMPTON on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-10 21:20:03, CUSTOMER ID:722659860, RO:16016157, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC69414901**

VIN	1J4RR6GT0BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	03/31/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	07/26/2011	Mileage	0	Event	001	Vehicle sale
Dealer	44443	ATHENS DODGE CHRYSLER JEEP				Dealer Zone 66
Dealer Address	4145 ATLANTA HWY				Dealer Phone(s) 770 207-0230	706 549-7555
City/State/ZIP	BOGART, GA, 30622-2209				Dealer Fax	706 548-9532

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at ATHENS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

Q4 1. Other C/D/J dealership shopped in person or online. 66709 - AKINS DODGE JEEP CHRYSLER
008 : Did not have vehicle desired

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-07-27 21:50:56, CUSTOMER ID:709027345, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE,
LANGUAGE:00

Customer Complaint**BC70639101**

VIN	1D4RD2GGXBC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR
Built Date	04/30/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	06/28/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	25006	TUCSON DODGE				Dealer Zone	71
Dealer Address	4220 E 22ND ST					Dealer Phone(s)	520 745-1000
City/State/ZIP	TUCSON, AZ, 85711-5390					Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 04 (Detractor)

007 : Negative experience / problems with CURRENT vehicle

For me personally it was the...I went through some very upsetting things that turned me off with them. There was buttons inside the Durango that weren't functional and weren't explained to me that they weren't functional, like the U-connect. Also, it didn't have a garage door opener. Just several things that are pretty basic. We traded in a 2006 Escalade and we were kind of used to having a little bit more features. We just wanted to downsize. That wasn't explained to us very well, the selection of things that were in that car. I'm happy with the Durango. I'll give you another thing that I'm very upset about. When we went in for our pre-qualifications for interest rates and payments we went through all the stipulations of the financial manager. She said that we would qualify for a loan that was under 9% and our payments would fall into a certain category with what she had received off our credit report. We agreed to all that. Then they came back and it turned into where they wanted to charge us 15% interest instead of the 9% that was promised. That was a great big turn off. I almost just took my car back. That was a really bad deal when you go in and you sign all this paperwork and you're there all day long and you expect at least an interest rate that was promised to you. Then it comes back almost double.

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at TUCSON DODGE on a scale of 0 to 10.

Score: 07 (Neutral)

Q14 Do you want Chrysler to contact you?

003 : Non-Legal/Non-Dealer

YES

SURVEY COMPLETED 2011-06-30 20:02:36, CUSTOMER ID:714020352, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

Customer Complaint**BC70639103**

VIN	1D4RD2GGXBC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR	
Built Date	04/30/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	12/26/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	25006	TUCSON DODGE			Dealer Zone	71	
Dealer Address	4220 E 22ND ST				Dealer Phone(s)	520 745-1000	
City/State/ZIP	TUCSON, AZ, 85711-5390				Dealer Fax		

- Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 02 (Detractor)
011 : Poor service experience
I have to wait one hour for just oil change. They were having a Christmas party, and I have to wait for that long.
- Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)
- Q3 Please rate your satisfaction with your experience at TUCSON DODGE on a scale of 0 to 10.
Score: 07 (Neutral)
- Q14 Do you want Chrysler to contact you?
002 : Dealer
NO

SURVEY COMPLETED 2011-12-28 21:16:57, CUSTOMER ID:714020352, RO:06111221, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC70639108**

VIN	1D4RD2GGXBC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR
Built Date	04/30/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	01/21/2013	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	25006	TUCSON DODGE				Dealer Zone	71
Dealer Address	4220 E 22ND ST					Dealer Phone(s)	520 745-1000
City/State/ZIP	TUCSON, AZ, 85711-5390					Dealer Fax	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at TUCSON DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-01-26 18:22:14, CUSTOMER ID:714020352, RO:06147035, CONTACT METHOD:ONLINE, , LANGUAGE:00

Customer Complaint**BC71166901**

VIN	1D4SD5GTXB	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR
Built Date	05/23/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	10/28/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	44710	RYBURN MOTOR COMPANY, INC.				Dealer Zone	63
Dealer Address	156 HIGHWAY 425 S					Dealer Phone(s)	870 367-8531
City/State/ZIP	MONTICELLO, AR, 71655-4608					Dealer Fax	870 367-2656

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your DURANGO CITADEL RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at RYBURN MOTOR COMPANY, INC. on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-11-01 21:01:02, CUSTOMER ID:714742929, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC71182203**

VIN	1D4RD4GG9BC	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR	
Built Date	05/19/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	09/21/2011	Mileage	0	Event	003	1st Service customer pay	
Dealer	54194	TATE DODGE CHRYSLER JEEP, INC.				Dealer Zone	35
Dealer Address	7139 RITCHIE HWY					Dealer Phone(s)	410 766-2560
City/State/ZIP	GLEN BURNIE, MD, 21061-2903					Dealer Fax	410 766-8692

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at TATE DODGE CHRYSLER JEEP, INC. on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2011-10-01 13:24:50, CUSTOMER ID:714039140, RO:00562213, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC71182208**

VIN	1D4RD4GG9E	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR
Built Date	05/19/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PGN	NATURAL GREEN PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	01/16/2012	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	54194	TATE DODGE CHRYSLER JEEP, INC.				Dealer Zone	35
Dealer Address	7139 RITCHIE HWY					Dealer Phone(s)	410 766-2560
City/State/ZIP	GLEN BURNIE, MD, 21061-2903					Dealer Fax	410 766-8692

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at TATE DODGE CHRYSLER JEEP, INC. on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-01-20 07:14:22, CUSTOMER ID:714039140, RO:00571606, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC73370101**

VIN	1D4RE2GG6BC	Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR	
Built Date	05/31/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PGN	NATURAL GREEN PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	07/01/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	68871	BRANDL MOTORS				Dealer Zone	74
Dealer Address	14873 113TH ST					Dealer Phone(s)	320 632-2908
City/State/ZIP	LITTLE FALLS, MN, 56345-6378					Dealer Fax	320 632-3220

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your DURANGO EXPRESS AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at BRANDL MOTORS on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-07-05 13:50:15, CUSTOMER ID:711484836, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC73698601**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	07/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	10/18/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	24154	NORTHWEST CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	10600 S W CANYON ROAD					Dealer Phone(s)	503 646-5111
City/State/ZIP	BEAVERTON, OR, 97005-1899					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at NORTHWEST CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2011-10-18 19:42:56, CUSTOMER ID:714690609, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC73698603**

VIN	1J4RR6GT8E	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	07/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	06/06/2012	Mileage	0	Event	003	1st Service customer pay	
Dealer	24154	NORTHWEST CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	10600 S W CANYON ROAD					Dealer Phone(s)	503 646-5111
City/State/ZIP	BEAVERTON, OR, 97005-1899					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at NORTHWEST CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-06-13 20:24:06, CUSTOMER ID:714690609, RO:00376578, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC73698604**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	07/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	02/14/2012	Mileage	0	Event	004	1st Warranty Visit	
Dealer	24154	NORTHWEST CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	10600 S W CANYON ROAD					Dealer Phone(s)	503 646-5111
City/State/ZIP	BEAVERTON, OR, 97005-1899					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at NORTHWEST CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-02-14 20:39:42, CUSTOMER ID:714690609, RO:00370151, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC73698608**

VIN	1J4RR6GT8E	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	07/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	10/08/2012	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	24154	NORTHWEST CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	10600 S W CANYON ROAD					Dealer Phone(s)	503 646-5111
City/State/ZIP	BEAVERTON, OR, 97005-1899					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at NORTHWEST CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-10-08 20:53:58, CUSTOMER ID:714690609, RO:00383930, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BC73698609**

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	07/06/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	03/25/2013	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	24154	NORTHWEST CHRYSLER JEEP DODGE				Dealer Zone	71
Dealer Address	10600 S W CANYON ROAD					Dealer Phone(s)	503 646-5111
City/State/ZIP	BEAVERTON, OR, 97005-1899					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at NORTHWEST CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2013-03-26 09:58:02, CUSTOMER ID:714690609, RO:00393738, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BL53617401**

VIN	1J4HA6H1XBL	Model Year	2011	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY
Built Date	10/14/2010	Market	U	US	Plant	L TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT				
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				

Open Date	12/13/2010	Mileage	0	Event	001	Vehicle sale	
Dealer	64356	DON WHITE'S TIMONIUM CHRYSLER				Dealer Zone	35
Dealer Address	10300 YORK RD				Dealer Phone(s)	410 666-9600	866 799-3545
City/State/ZIP	COCKEYSVILLE, MD, 21030-3203				Dealer Fax	410 666-3138	

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at DON WHITE'S TIMONIUM CHRYSLER on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2010-12-13 16:51:35, CUSTOMER ID:713088266, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BR62640408**

VIN	2D4RN3DG0BR	Model Year	2011	Body	RTKM53	DODGE GRAND CARAVAN MAINSTREET WAGON	
Built Date	12/07/2010	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	10/25/2013	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	26062	MANHATTAN JEEP-CHRY-DODGE INC				Dealer Zone	32
Dealer Address	678 ELEVENTH AVENUE					Dealer Phone(s)	212 765-6633
City/State/ZIP	NEW YORK, NY, 10019-5052					Dealer Fax	212 247-7547

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 03 (Detractor)

001 : Price/cost

992 : Safety/Legal

002 : Poor quality

007 : Negative experience / problems with CURRENT vehicle

021 : Poor purchase/service experience

My Caravan is less than 3 years old and the TiPM unit needs replacing. First symptom started almost a year ago when the cruise control stopped working. also a cable in the headrest for Stow and Go needs replacing and consequently i can't collapse that seat. That ALSO broke a year ago.

Q2 Please rate your satisfaction with your GRAND CARAVAN MAINSTREET WAGON on a scale of 0 to 10.

Score: 04 (Detractor)

I LOVE everything about my caravan except that the TiPM went out at 30k miles and one of the Stow N Go seats broke at 35k Miles. I have 3 small kids and i shopped and test drove every mini van in production and the caravan is by far the most practical.

Q3 Please rate your satisfaction with your experience at MANHATTAN JEEP-CHRY-DODGE INC on a scale of 0 to 10.

Score: 02 (Detractor)

005 : Lack of communication

007 : Price/cost

008 : Deceptive/didn't honor price

052 : Experience: not respond

I felt like they weren't honest about some of the repairs. A few things i was told i needed turned out i didn't and when i went to pick it up i was charged a few estimate fees for work that i had authorized. On the phone they had told me the the estimate fees would be waived for any work i authorize. they did take the fees off but not till i challenged it.

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2013-10-26 07:12:24, CUSTOMER ID:716737928, RO:00078523, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BR71286203**

VIN	2A4RR5DG1BF	Model Year	2011	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON	
Built Date	05/10/2011	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	09/25/2012	Mileage	0	Event	003	1st Service customer pay	
Dealer	60199	FRANK BOUCHER CHRYSLER, DODGE,				Dealer Zone	51
Dealer Address	4001 MILTON AVE					Dealer Phone(s)	608 757-6150
City/State/ZIP	JANESVILLE, WI, 53546-9643					Dealer Fax	608 757-6126

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING WAGON on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at FRANK BOUCHER CHRYSLER, DODGE, on a scale of 0 to 10.
Score: 09 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-09-25 18:55:07, CUSTOMER ID:700986930, RO:00204269, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**BR71286204**

VIN	2A4RR5DG1BF	Model Year	2011	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON	
Built Date	05/10/2011	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	04/25/2012	Mileage	0	Event	004	1st Warranty Visit	
Dealer	60199	FRANK BOUCHER CHRYSLER, DODGE,				Dealer Zone	51
Dealer Address	4001 MILTON AVE					Dealer Phone(s)	608 757-6150
City/State/ZIP	JANESVILLE, WI, 53546-9643					Dealer Fax	608 757-6126

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING WAGON on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at FRANK BOUCHER CHRYSLER, DODGE, on a scale of 0 to 10.
Score: 07 (Neutral)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-04-28 17:28:38, CUSTOMER ID:700986930, RO:00197093, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC10025703**

VIN	1C4SDHCT3CC	Model Year	2012	Body	WDDS75	DODGE DURANGO R/T RWD SPORT UTILITY 4-DR	
Built Date	09/21/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE					
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION					

Open Date	04/23/2013	Mileage	0	Event	003	1st Service customer pay	
Dealer	26767	CROSSROADS CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	4510 WHITEHILL BLVD				Dealer Phone(s)	804 862-1000	804 733-4664
City/State/ZIP	PRINCE GEORGE, VA, 23875-1256				Dealer Fax	804 733-4156	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO R/T RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at CROSSROADS CHRYSLER JEEP DODGE on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2013-04-30 19:14:53, CUSTOMER ID:713856112, RO:00148122, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC10070403**

VIN	1C4RDJDG3C	Model Year	2012	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR	
Built Date	07/20/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	04/17/2012	Mileage	0	Event	003	1st Service customer pay	
Dealer	42244	FRED BEANS DODGE CHRYSLER JEEP				Dealer Zone	35
Dealer Address	858 N EASTON RD				Dealer Phone(s)	215 345-5583	215 348-7500
City/State/ZIP	DOYLESTOWN, PA, 18902-1007				Dealer Fax	215 345-8320	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at FRED BEANS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-04-21 12:20:47, CUSTOMER ID:714816340, RO:00495459, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC10070404**

VIN	1C4RDJDG3CC	Model Year	2012	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR	
Built Date	07/20/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	07/03/2012	Mileage	0	Event	004	1st Warranty Visit	
Dealer	42244	FRED BEANS DODGE CHRYSLER JEEP				Dealer Zone	35
Dealer Address	858 N EASTON RD				Dealer Phone(s)	215 345-5583	215 348-7500
City/State/ZIP	DOYLESTOWN, PA, 18902-1007				Dealer Fax	215 345-8320	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at FRED BEANS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-07-06 19:00:39, CUSTOMER ID:714816340, RO:00502468, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC10070406**

VIN	1C4RDJDG3CC	Model Year	2012	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR	
Built Date	07/20/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	04/17/2014	Mileage	0	Event	006	Year 3 Ownership	
Dealer	42244	FRED BEANS DODGE CHRYSLER JEEP				Dealer Zone	35
Dealer Address	858 N EASTON RD				Dealer Phone(s)	215 345-5583	215 348-7500
City/State/ZIP	DOYLESTOWN, PA, 18902-1007				Dealer Fax	215 345-8320	

- Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)
- Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 08 (Neutral)
- Q3 Please rate your satisfaction with your experience at FRED BEANS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)
- Q8 Have you been back for service to FRED BEANS DODGE CHRYSLER JEEP in the last X months?
NO
097 : Other
- Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?
04 - Probably Will only
- Q10 Where have you had your most recent service work on your vehicle performed?
001 : A different Chrysler, Dodge, or Jeep dealership other than [DEALER NAME]
- Q11 Approximately how long until your household will acquire its next vehicle?
001 : Less than 1 yr
- Q12 Will this next vehicle replace your [MODEL YEAR] [MODEL]?
002 : No, will replace other vehicle in household

SURVEY COMPLETED 2014-04-20 17:03:54, CUSTOMER ID:714816340, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC10070408**

VIN	1C4RDJDG3CC	Model Year	2012	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR	
Built Date	07/20/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PWL	WHITE GOLD CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	12/26/2012	Mileage	0	Event	008	Second+ Customer Pay Event	
Dealer	42244	FRED BEANS DODGE CHRYSLER JEEP				Dealer Zone	35
Dealer Address	858 N EASTON RD				Dealer Phone(s)	215 345-5583	215 348-7500
City/State/ZIP	DOYLESTOWN, PA, 18902-1007				Dealer Fax	215 345-8320	

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW AWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at FRED BEANS DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 10 (Promoter)
023 : Vehicle not fixed first visit
012 : Vehicle wasn't prepped well
007 : Price/cost

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2012-12-27 07:16:22, CUSTOMER ID:714816340, RO:00018182, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC10908501**

VIN	1C4RDHDG1CC	Model Year	2012	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR
Built Date	08/01/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	12/01/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	44454	ALLEN SAMUELS DODGE CHRYSLER J				Dealer Zone	63
Dealer Address	1515 SOUTH LOOP WEST					Dealer Phone(s)	713 343-8000
City/State/ZIP	HOUSTON, TX, 77054					Dealer Fax	713 343-8058

- Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 09 (Promoter)
- Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)
- Q3 Please rate your satisfaction with your experience at ALLEN SAMUELS DODGE CHRYSLER J on a scale of 0 to 10.
Score: 09 (Promoter)
- Q4 1. Other C/D/J dealership shopped in person or online. 45393 - CLEAR LAKE CHRYSLER JEEP DODGE
008 : Did not have vehicle desired
- Q7 Would you be interested in leaving dealer a message?
NO
- Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-12-05 19:34:17, CUSTOMER ID:703611402, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC10908503**

VIN	1C4RDHDG1CC	Model Year	2012	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR
Built Date	08/01/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	09/18/2012	Mileage	0	Event	003	1st Service customer pay
Dealer	44454	ALLEN SAMUELS DODGE CHRYSLER J				Dealer Zone 63
Dealer Address	1515 SOUTH LOOP WEST				Dealer Phone(s)	713 343-8000
City/State/ZIP	HOUSTON, TX, 77054				Dealer Fax	713 343-8058

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at ALLEN SAMUELS DODGE CHRYSLER J on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-09-26 19:31:45, CUSTOMER ID:703611402, RO:00631498, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC14127901**

VIN	1C4RJFCT4CC	Model Year	2012	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	08/26/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				

Open Date	02/17/2012	Mileage	0	Event	001	Vehicle sale	
Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP				Dealer Zone	71
Dealer Address	16701 BEACH BLVD					Dealer Phone(s)	714 841-3999
City/State/ZIP	HUNTINGTON BEACH, CA, 92647-4814					Dealer Fax	714 841-4848

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at HUNTINGTON BEACH CHRYSLER JEEP on a scale of 0 to 10.
Score: 07 (Neutral)

Q4 1. Other C/D/J dealership shopped in person or online. 24099 - ORANGE COAST CHRYSLER JEEP DODGE
001 : Price too high

Q7 Would you be interested in leaving dealer a message?
YES

Q14 Do you want Chrysler to contact you?
YES

SURVEY COMPLETED 2012-02-17 20:23:58, CUSTOMER ID:715385332, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC14678401**

VIN	1C4RDHDG3CC	Model Year	2012	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR
Built Date	09/14/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	11/30/2011	Mileage	0	Event	001	Vehicle sale	
Dealer	44137	SUNSET CHRYSLER DODGE & JEEP				Dealer Zone	63
Dealer Address	1202 SUNSET DRIVE					Dealer Phone(s)	662 226-5124
City/State/ZIP	GRENADA, MS, 38901					Dealer Fax	662 226-6356

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SUNSET CHRYSLER DODGE & JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2011-12-09 20:05:55, CUSTOMER ID:708838242, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC14678404**

VIN	1C4RDHDG3CC	Model Year	2012	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR	
Built Date	09/14/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION					

Open Date	06/19/2012	Mileage	0	Event	004	1st Warranty Visit	
Dealer	44137	SUNSET CHRYSLER DODGE & JEEP				Dealer Zone	63
Dealer Address	1202 SUNSET DRIVE					Dealer Phone(s)	662 226-5124
City/State/ZIP	GRENADA, MS, 38901					Dealer Fax	662 226-6356

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO CREW RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SUNSET CHRYSLER DODGE & JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2012-06-29 16:15:35, CUSTOMER ID:708838242, RO:00020695, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC15224101**

VIN	1C4SDHCT6CC	Model Year	2012	Body	WDDS75	DODGE DURANGO R/T RWD SPORT UTILITY 4-DR
Built Date	11/21/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				

Open Date	01/12/2012	Mileage	0	Event	001	Vehicle sale	
Dealer	45426	ARRIGO DODGE CHRYSLER JEEP				Dealer Zone	66
Dealer Address	5901 MADISON AVE					Dealer Phone(s)	954 861-6200
City/State/ZIP	TAMARAC, FL, 33321-6412					Dealer Fax	954 861-6201

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your DURANGO R/T RWD SPORT UTILITY 4-DR on a scale of 0 to 10.
Score: 09 (Promoter)

Q3 Please rate your satisfaction with your experience at ARRIGO DODGE CHRYSLER JEEP on a scale of 0 to 10.
Score: 09 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-01-16 12:14:50, CUSTOMER ID:111370919, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC15562809**

VIN	1C4RJFBG1CC	Model Year	2012	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY
Built Date	09/20/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PW1	STONE WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	07/31/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	63474	JONES CHRYSLER JEEP DODGE				Dealer Zone	35
Dealer Address	1510 BEL AIR RD					Dealer Phone(s)	410 879-6400
City/State/ZIP	BEL AIR, MD, 21014-5112					Dealer Fax	

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 10 (Promoter)

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

Score: 04 (Detractor)

019 : Engine Doesn't Start At All

The starting issue and other issues we've been having

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

Score: 03 (Detractor)

058 : General: negative

I'm not happy with the way they handled my service this last time or the time before

Q14 Do you want Chrysler to contact you?

Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.

Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?

Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?

Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-31 21:37:38, CUSTOMER ID:714817364, RO:00121335, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC19177003**

VIN	1C4SDJCT9CC	Model Year	2012	Body	WDES75	DODGE DURANGO R/T AWD SPORT UTILITY 4-DR
Built Date	10/29/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				

Open Date	05/30/2012	Mileage	0	Event	003	1st Service customer pay
Dealer	45215	SOUTH POINTE CHRYSLER JEEP DOD				Dealer Zone 63
Dealer Address	9240 S. MEMORIAL DRIVE				Dealer Phone(s)	918 584-1481
City/State/ZIP	TULSA, OK, 74133				Dealer Fax	918 584-1573

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 01 (Detractor)

011 : Poor service experience

001 : Price/cost

010 : Negative/rude treatment by dealer's sales/financing employees

Dodge,Chrysler in the Tulsa OK area have a horrible reputation for their service. The dealers here do not fix problems. They are about the numbers. Feel free to contact me directly for written claims of my allegations. 918-491-4822

Q2 Please rate your satisfaction with your DURANGO R/T AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 01 (Detractor)

Z13 : Any mention of dealership Service experience After SALE

They dealer cannot resolve our issues.

Q3 Please rate your satisfaction with your experience at SOUTH POINTE CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 00 (Detractor)

004 : Hard to deal with

017 : Quality of service work performed

The dealer denied service to my vehicle until I contacted state representatives.

Q14 Do you want Chrysler to contact you?

002 : Dealer

YES

SURVEY COMPLETED 2012-05-30 20:33:39, CUSTOMER ID:118090241, RO:00197263, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC19177004**

VIN	1C4SDJCT9CC	Model Year	2012	Body	WDES75	DODGE DURANGO R/T AWD SPORT UTILITY 4-DR
Built Date	10/29/2011	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				

Open Date	04/04/2012	Mileage	0	Event	004	1st Warranty Visit
Dealer	45215	SOUTH POINTE CHRYSLER JEEP DOD				Dealer Zone 63
Dealer Address	9240 S. MEMORIAL DRIVE				Dealer Phone(s)	918 584-1481
City/State/ZIP	TULSA, OK, 74133				Dealer Fax	918 584-1573

Q1 How willing are you to recommend DODGE to a friend or colleague?

Score: 00 (Detractor)

011 : Poor service experience

019 : General reputation

Service from the dealers are sub par. Dodge dealers give the dodge brand a very bad name.

Q2 Please rate your satisfaction with your DURANGO R/T AWD SPORT UTILITY 4-DR on a scale of 0 to 10.

Score: 02 (Detractor)

P17 : Numerous non-specific problems / already have problems

I have had it in for service 6 times for the same issue. The first service was with only 200 miles on it. That makes almost twice a month.

Q3 Please rate your satisfaction with your experience at SOUTH POINTE CHRYSLER JEEP DOD on a scale of 0 to 10.

Score: 00 (Detractor)

992 : Safety/Legal

I would be glad to provide with a very detailed report of all the issues we have encounter with this dealership. I will need more than 5000 characters. Please contact me directly

Q14 Do you want Chrysler to contact you?

001 : Legal

Question Not Asked

SURVEY COMPLETED 2012-04-11 21:00:22, CUSTOMER ID:118090241, RO:00194167, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC21685608**

VIN	1C4RDHAG7C	Model Year	2012	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR
Built Date	01/25/2012	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PTW	RUGGED BROWN PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/14/2014	Mileage	0	Event	008	Second+ Customer Pay Event
Dealer	45511	CALIFORNIA SUPERSTORES VALENCI			Dealer Zone	71
Dealer Address	23820 CREEKSIDE RD			Dealer Phone(s)	661 259-8770	
City/State/ZIP	VALENCIA, CA, 91355-1719			Dealer Fax	661 259-0377	

- Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 00 (Detractor)
002 : Poor quality
018 : Recall: any mention
007 : Negative experience / problems with CURRENT vehicle
After leasing for 2 1/2 years I have almost \$2000 in repairs and 2 other recalls on top of that.
- Q14 Do you want Chrysler to contact you?
Question Not Asked
- Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)
- Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)
- Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-10-14 21:39:11, CUSTOMER ID:715710804, RO:00181227, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC24647001**

VIN	1C4RJFCT4C	Model Year	2012	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	02/25/2012	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				

Open Date	03/16/2012	Mileage	0	Event	001	Vehicle sale	
Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO				Dealer Zone	71
Dealer Address	1202 AUTO CENTER DR					Dealer Phone(s)	909 390-9898
City/State/ZIP	ONTARIO, CA, 91761-2208					Dealer Fax	909 390-0298

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at JEEP CHRYSLER DODGE OF ONTARIO on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

SURVEY COMPLETED 2012-03-19 04:49:33, CUSTOMER ID:715591265, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC24647006**

VIN	1C4RJFCT4CC	Model Year	2012	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	02/25/2012	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				

Open Date	08/07/2014	Mileage	0	Event	006	Year 3 Ownership
Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO				Dealer Zone 71
Dealer Address	1202 AUTO CENTER DR				Dealer Phone(s)	909 390-9898
City/State/ZIP	ONTARIO, CA, 91761-2208				Dealer Fax	909 390-0298

Q1 How willing are you to recommend JEEP to a friend or colleague?

Score: 08 (Neutral)

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

Score: 07 (Neutral)

Q3 Please rate your satisfaction with your experience at JEEP CHRYSLER DODGE OF ONTARIO on a scale of 0 to 10.

Score: 05 (Detractor)

025 : Could not duplicate problem / condition

005 : Lack of communication

Lack of communication with vehicle updates from the service department. Inability to diagnose vehicle issues and resolve in a timely manner.

Q8 Have you been back for service to JEEP CHRYSLER DODGE OF ONTARIO in the last X months?

YES

Q9 How would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep vehicle?

03 - Do Not Know

001 : Too many problems with current or past vehicle

003 : Unhappy with service or past dealings with current dealer

097 : Other

SURVEY COMPLETED 2014-08-08 14:33:18, CUSTOMER ID:715591265, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**CC24647009**

VIN	1C4RJFCT4CC	Model Year	2012	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY
Built Date	02/25/2012	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				

Open Date	07/07/2014	Mileage	0	Event	009	Second+ Warranty Event	
Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO				Dealer Zone	71
Dealer Address	1202 AUTO CENTER DR					Dealer Phone(s)	909 390-9898
City/State/ZIP	ONTARIO, CA, 91761-2208					Dealer Fax	909 390-0298

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at JEEP CHRYSLER DODGE OF ONTARIO on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-07-10 22:38:55, CUSTOMER ID:715591265, RO:00368465, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**DR61706101**

VIN	2C4RDGCG1DR	Model Year	2013	Body	RTKM53	DODGE GRAND CARAVAN SXT WAGON
Built Date	11/27/2012	Market	U	US	Plant	R WINDSOR ASSEMBLY PLANT
Color	PRM	REDLINE 2 COAT PEARL				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				

Open Date	01/07/2013	Mileage	0	Event	001	Vehicle sale	
Dealer	57901	SHELBY MOTORS INC				Dealer Zone	51
Dealer Address	1906 MORELAND BLVD					Dealer Phone(s)	217 352-4273
City/State/ZIP	CHAMPAIGN, IL, 61822-1241					Dealer Fax	217 352-4536

Q1 How willing are you to recommend DODGE to a friend or colleague?
Score: 10 (Promoter)

Q2 Please rate your satisfaction with your GRAND CARAVAN SXT WAGON on a scale of 0 to 10.
Score: 10 (Promoter)

Q3 Please rate your satisfaction with your experience at SHELBY MOTORS INC on a scale of 0 to 10.
Score: 10 (Promoter)

Q7 Would you be interested in leaving dealer a message?
NO

Q14 Do you want Chrysler to contact you?
NO

SURVEY COMPLETED 2013-01-07 19:23:03, CUSTOMER ID:065163683, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**DR76702102**

VIN	2C4RC1BG2DF	Model Year	2013	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON	
Built Date	05/13/2013	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					
Engine	ERB	3.6L V6 24V VVT ENGINE					
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION					

Open Date	02/27/2014	Mileage	0	Event	002	90 Days Ownership	
Dealer	60199	FRANK BOUCHER CHRYSLER, DODGE,				Dealer Zone	51
Dealer Address	4001 MILTON AVE					Dealer Phone(s)	608 757-6150
City/State/ZIP	JANESVILLE, WI, 53546-9643					Dealer Fax	608 757-6126

Q1 How willing are you to recommend CHRYSLER to a friend or colleague?
Score: 07 (Neutral)

Q2 Please rate your satisfaction with your TOWN & COUNTRY TOURING WAGON on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at FRANK BOUCHER CHRYSLER, DODGE, on a scale of 0 to 10.
Score: 08 (Neutral)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-04 07:20:47, CUSTOMER ID:721398581, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**EL16718601**

VIN	1C4HJWEG8EL	Model Year	2014	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY
Built Date	10/23/2013	Market	U	US	Plant	L TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	03/25/2014	Mileage	0	Event	001	Vehicle sale
Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP				Dealer Zone 63
Dealer Address	8170 U S HIGHWAY 64				Dealer Phone(s)	901 373-3030
City/State/ZIP	BARTLETT, TN, 38133				Dealer Fax	901 377-9671

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at WOLFCHASE CHRYSLER DODGE JEEP on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-26 07:10:10, CUSTOMER ID:722852103, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**EL22646901**

VIN	1C4HJWFG0EL	Model Year	2014	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY
Built Date	01/24/2014	Market	U	US	Plant	L TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PDS	ANVIL CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				

Open Date	03/05/2014	Mileage	0	Event	001	Vehicle sale	
Dealer	45273	RUNDE AUTO GROUP OF MANCHESTER				Dealer Zone	51
Dealer Address	1221 W MAIN ST					Dealer Phone(s)	563 927-2630
City/State/ZIP	MANCHESTER, IA, 52057-2309					Dealer Fax	563 927-6854

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 08 (Neutral)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at RUNDE AUTO GROUP OF MANCHESTER on a scale of 0 to 10.
Score: 10 (Promoter)

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-03-12 19:03:04, CUSTOMER ID:715362521, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**EL29865103**

VIN	1C4BJWDG7E	Model Year	2014	Body	JKJM74	JEEP WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY
Built Date	05/29/2014	Market	U	US	Plant	L TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	08/18/2014	Mileage	0	Event	003	1st Service customer pay
Dealer	26856	AUTOMAX CHRYSLER DODGE JEEP RA				Dealer Zone 42
Dealer Address	2815 STRATFORD RD				Dealer Phone(s)	740 369-9611
City/State/ZIP	DELAWARE, OH, 43015-2951				Dealer Fax	740 548-6221

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)

Q2 Please rate your satisfaction with your WRANGLER UNLIMITED SPORT 4X4 SPORT UTILITY on a scale of 0 to 10.
Score: 08 (Neutral)

Q3 Please rate your satisfaction with your experience at AUTOMAX CHRYSLER DODGE JEEP RA on a scale of 0 to 10.
Score: 05 (Detractor)
The service department did not do a good job of communicating with me.

Q14 Do you want Chrysler to contact you?
Question Not Asked

Q15 Rate your satisfaction with UConnect features and operation.
Score: 99 (Refused/Left Blank)

Q16 Please rate your comfort level with the UConnect technology?
Score: 99 (Refused/Left Blank)

Q17 Do you want someone from Chrysler LLC to contact you on UConnect usage or registration?
Score: 99 (Refused/Left Blank)

SURVEY COMPLETED 2014-08-19 14:05:02, CUSTOMER ID:716378822, RO:00092326, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint

VIN	1J4RR4GT9BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	08/14/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6210010776
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J222020091
Color	PAV	DK. CHARCOAL PEARL COAT					

Report Number	181756	System Key	176670981	Report Version	1	Open Date	10/21/2010
Close Date	10/21/2010	Narrative Date	10/22/2010	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle.	3000
Are you the primary driver of this vehicle?	Yes.

Entertainment/Navigation System/Connectivity>Media Players>USB Connection/Media Slot>

Please describe the trouble you experienced (check all that apply):	Device connects probably 30% of the time. Its an iPhone4. When it does connect it works great.
Please describe conditions when this trouble occurs:	Simple usb cable from phone to usb jack in armrest
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Interior Trim/Storage/Windows>Appearance>Overhead console has gaps/poor fit>

Please describe in the box below where on the overhead console the trouble with excessive gaps/poor fit of materials is located:	The overhead console blocks visibility with the rear view mirror.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

What Can We Do Better?>

Feedback/Concerns:	overhead console blocks view of rearview mirror.
What has Chrysler done right?	quality of truck is outstanding (so far..). Interior space is much better than my previous 07 Grand Cherokee. Ride is excellent. Nice work!

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Overview>

If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.

Interior Trim/Storage/Windows>Appearance>

Appearance	Overhead console has gaps/poor fit.
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Entertainment/Navigation System/Connectivity>Media Players>

Media Players	USB Connection/Media Slot.
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Category Level

Selection	Interior Trim/Storage/Windows.
	Entertainment/Navigation System/Connectivity.

Customer Complaint

VIN	1J4PN3GKXAW	Model Year	2010	Body	KKJM74	JEEP LIBERTY RENEGADE 4X4	
Built Date	03/23/2010	Market	U	US	Plant	W	TOLEDO NORTH ASSEMBLY PLANT
Engine	EKG	3.7L V6 ENGINE				Serial#	K077010365
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				Serial#	K0710E2776
Color	PBS	DEEP WATER BLUE PEARL COAT					

Report Number	204708	System Key	178222080	Report Version	1	Open Date	11/21/2010
Close Date	11/21/2010	Narrative Date	11/22/2010	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Category Level

Selection	Other. Transmission and Drivetrain. Steering, Handling, and Ride. Engine.
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Overview>

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

What Can We Do Better?>

Feedback/Concerns:	Liberty needs the new 3.6L Pentastar V6, and NOTHING else done to it. No car based front wheel drive platforms, nothing. Some would say that it needs a live front axle, the independent suspension does just fine. Leave the softroader market for the Compass and Patriot. Please do not ruin the Liberty!
What has Chrysler done right?	Creating a dang good vehicle overall.

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	3138

Contact Me>

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	Leave the Liberty alone! Good quality lil trucklet that does anything I want it to do! 313-333-4373
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.

Customer Complaint

VIN	1J4HA6H1XBL	Model Year	2011	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY	
Built Date	10/14/2010	Market	U	US	Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	EGT	3.8L V6 SMPI ENGINE				Serial#	1286004041
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS				Serial#	K2810E2384
Color	PX8	BLACK CLEAR COAT					

Report Number	253399	System Key	181144274	Report Version	1	Open Date	01/19/2011
Close Date	01/19/2011	Narrative Date	01/20/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>	
Are you the primary driver of this vehicle?	No.
Please tell us how many miles are currently on your vehicle.	1200

No Concerns>	
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Category Level	
Selection	No Concerns.

Customer Complaint

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	10/05/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	1271010161
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J266060618
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number	261286	System Key	181642123	Report Version	1	Open Date	01/29/2011
Close Date	01/29/2011	Narrative Date	01/31/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Category Level

Selection	Vehicle Exterior. Seats. Interior Trim/Storage/Windows. Steering, Handling, and Ride. Entertainment/Navigation System/Connectivity. Interior Climate Control. Features/Controls/Displays.
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Entertainment/Navigation System/Connectivity>Controls/Menus>

Controls/Menus	Touchscreen Controls/Menu.
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Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>

Touchscreen Controls/Menu	Front Screen Display does not meet expectations.
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Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	918

Interior Climate Control>Operation and Performance>Heater never gets hot enough>

To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate typical weather conditions when heater trouble occurs (check all that apply):	seems like I should nor have to set heat o 80 to get warm, wonder if this isworking properly

Interior Climate Control>Operation and Performance>

Operation and Performance	Heater never gets hot enough.
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Interior Trim/Storage/Windows>Appearance>

Appearance	Interior materials soils/scuffs too easily.
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Interior Trim/Storage/Windows>Appearance>Interior materials soils/scuffs too easily>

To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below which material(s) have trouble with soiling/scuffing too easily:	Inside doors easily scuffed when getting in and out

Overview>

Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>Front Screen Display does not meet expectations>

Please indicate why the front screen did not meet your expectations (check all that apply):	Especially in bright sunshine
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Customer Complaint

VIN	1J4RR6GT2BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	12/09/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6316010354
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J336010622
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	270375	System Key	181975145	Report Version	1	Open Date	02/04/2011
Close Date	02/04/2011	Narrative Date	02/07/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>

Please indicate which navigation system item has trouble (check all that apply):

Some information is inaccurate. Also, the system is not voice activated. Finally, there no real time traffic info.

Entertainment/Navigation System/Connectivity>Media Players>USB Connection/Media Slot>

Please describe the trouble you experienced (check all that apply):

Doesn't work with iPhone 4 operating system.

To the best of your recollection, the trouble was first noticed:

At delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

How often does this trouble occur?

Trouble occurs regularly.

Entertainment/Navigation System/Connectivity>Media Player Connections>Media player connections broken/not working>

Please indicate which media player connections are broken / not working properly (check all that apply):

iPhone

Please indicate what type of trouble was experienced with the media player connections (check all that apply):

Unable to connect device. (Please describe which you are attempting to connect in the 'additional comment' box below).

How often does this trouble occur?

Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed:

At delivery.

Approximate mileage when trouble was first noticed was:

0 - 1499 miles.

What Can We Do Better?>

What has Chrysler done right?

Great vehicle for the price. Couple of things could have been better.

Contact Me>

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

9179526923

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

Welcome>

Please tell us how many miles are currently on your vehicle.

800

Are you the primary driver of this vehicle?

Yes.

Features/Controls/Displays>Features and Controls>Door locks/keyless entry system>Remote keyless entry system works properly, but is difficult to understand/use>

Please indicate why the remote keyless entry system controls are difficult to understand/use; layout is poor (check all that apply):

You can't open/lock the doors from the rear doors. The keyless entry only has the activation button on the front doors and rear hatch.

Features/Controls/Displays>Features and Controls>Rear view mirrors (interior/exterior)>Rear view mirrors (interior, exterior) work properly, but difficult to understand/use; poor location>

Please indicate which mirrors' controls are difficult to understand/use; are in a poor location (check all that apply):

The sideview mirrors should be power folding on the higher end models.

Please indicate why the controls are difficult to understand/use; are in a poor location (check all that apply):

The mirrors should be power folding on the higher end models such as the Overland and Overland Summit.

Category Level

Selection

Interior Trim/Storage/Windows.

Entertainment/Navigation System/Connectivity.

Features/Controls/Displays.

Overview>

Overall, how satisfied are you with the quality of your new vehicle?

Satisfied.

If our team has any additional questions about your responses, would you accept further contact?

Yes, by phone or e-mail.

Would you recommend this vehicle to family or friends?

Yes.

Overview>	
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Entertainment/Navigation System/Connectivity>Media Player Connections>	
Media Player Connections	Media player connections broken / not working.
Features/Controls/Displays>Features and Controls>Rear view mirrors (interior/exterior)>	
Rear view mirrors (interior/exterior)	Rear view mirrors (interior, exterior) work properly, but difficult to understand/use; poor location.
Entertainment/Navigation System/Connectivity>Media Players>	
Media Players	USB Connection/Media Slot.
Features/Controls/Displays>Features and Controls>	
Features and Controls	Door locks/keyless entry system. Rear view mirrors (interior/exterior).
Features/Controls/Displays>Features and Controls>Door locks/keyless entry system>	
Door locks/keyless entry system	Remote keyless entry system works properly, but is difficult to understand/use.
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions.

Customer Complaint

VIN	1J4RR6GT7BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	12/22/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6334010527
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J349010587
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number	285239	System Key	182850745	Report Version	1	Open Date	02/22/2011
Close Date	02/22/2011	Narrative Date	02/23/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Category Level							
Selection				Entertainment/Navigation System/Connectivity. Features/Controls/Displays. Interior Climate Control.			

Welcome>							
Are you the primary driver of this vehicle?				Yes.			
Please tell us how many miles are currently on your vehicle.				1100			

Features/Controls/Displays>Features and Controls>							
Features and Controls				Interior lights.			

Entertainment/Navigation System/Connectivity>Navigation System>							
Navigation System				Navigation system works, but missing information; has incorrect information; gives wrong directions. Difficulty accessing Points of Interest / Points of Interest not well defined.			

Overview>							
If our team has any additional questions about your responses, would you accept further contact?				Yes, by e-mail only.			
Would you recommend this vehicle to family or friends?				Yes.			
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?				Yes.			
Have you taken the vehicle to a dealer to have your trouble corrected?				No.			
Overall, how satisfied are you with the quality of your new vehicle?				Very satisfied.			

Contact Me>							
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?				No.			

What Can We Do Better?>							
What has Chrysler done right?				pretty much everything, I love this car			

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>							
Please indicate which navigation system item has trouble (check all that apply):				trying to find a store or other "landmark" by name is miserable. I typically have to look up the address on my cell phone and then enter that, which is also not the most intuitive process.			

Entertainment/Navigation System/Connectivity>Navigation System>Difficulty accessing Points of Interest/Points of Interest not well defined>							
Please describe the trouble with the Points of Interest within the Navigation system				a bunch missing and hard to find			

Customer Complaint

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	289912	System Key	183169166	Report Version	1	Open Date	02/28/2011
Close Date	02/28/2011	Narrative Date	03/01/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from cupholders>

How often does this trouble occur?	Trouble occurs intermittently.
Please describe conditions when this trouble occurs:	When my cup is in the cut holder.
Please describe in the box below where from the cupholder the trouble with abnormal noises is located:	I use a Stainless mug. It seem to make odd squeaky noises in the cup holder that sound like dashbaord NVH issues.
Additional Comments:	This has NOTHING to do with a cupholder issue, but this survey doesn't allow me to enter my Interior function concern, so I'll put it HERE. My wife is short (5'4") and has difficulty getting into the passenger side. The grab handle should be on the A pillar, not over the door. It does NOT function well in it's current location. Didn't we learn this lesson on the Minivan?
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>

Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.

Seats>Seat Material>

Seat Material	Seat material concerns.
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Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	2630

Interior Trim/Storage/Windows>Abnormal Noises>

Abnormal Noises	Squeak/rattle/abnormal noises from cupholders.
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Features/Controls/Displays>Features and Controls>Cruise control system>

Cruise control system	Cruise control system works properly, but difficult to understand/use; controls in a poor location.
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Seats>Seat Material>Seat material concerns>

Please indicate which seat has trouble with its material (check all that apply):	I want to comment on comfort of the seat. NO choice on the previous page that I saw. Driver left thigh goes over edge / corner of seat in my normal seating position. It makes me feel as if the seat is too far INBOARD, or twisted so that it is pointed toward the center of the vehicle. To avoid this pressure point on my leg, I need to conciously rotate knees inboard toward the center of the vehicle. Never had to do that in a previous vehicle.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.

Features/Controls/Displays>Features and Controls>Cruise control system>Cruise control system works properly, but difficult to understand/use; controls in a poor location>

Please indicate why the cruise control system controls are difficult to understand/use; are in a poor location (check all that apply):	Not OPERATION but the ACC sensor is down low and very quickly loses function when driving in snow. Need to provide a way to prevent loss of function in normal driving conditions.
Additional Comments:	Thanks for putting the controls back on the steering wheel.

What Can We Do Better?>

Feedback/Concerns:	Give me an option to "add" items or find the area I'm looking for when I'm doing this survey. I had to make my best guess at the beginning but then was unable to find an appropriate category from your lists to fit my feedback.
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What Can We Do Better?>	
What has Chrysler done right?	The vehicle is awesome. Great ride, quiet, feature packed, innovative. Makes me feel good to drive this Durango. Looks as good Inside as Outside.
Category Level	
Selection	Features/Controls/Displays. Seats. Interior Trim/Storage/Windows.
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
Features/Controls/Displays>Features and Controls>	
Features and Controls	Cruise control system.

Customer Complaint

VIN	1D4SE4GT7BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR	
Built Date	12/29/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6340010538
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J351010527
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	294001	System Key	183468998	Report Version	1	Open Date	03/05/2011
Close Date	03/05/2011	Narrative Date	03/07/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Contact Me>

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

608-562-3312

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? Yes.

What Can We Do Better?>

Feedback/Concerns: the Durango should be a little longer maybe 10 inches or so.

Welcome>

Please tell us how many miles are currently on your vehicle. 3020

Are you the primary driver of this vehicle? Yes.

No Concerns>

Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): Have not taken my vehicle to any dealer since taking delivery.

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.

Category Level

Selection No Concerns.

Customer Complaint

VIN	1J4RR5GG7BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	01/08/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6323010239
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J004160227
Color	PAV	DK. CHARCOAL PEARL COAT					

Report Number	295343	System Key	183854992	Report Version	1	Open Date	03/11/2011
Close Date	03/11/2011	Narrative Date	03/14/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Engine>Engine Fuel consumption>Fuel consumption is worse than expected>

Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Where do you do most of your driving?	City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph).
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine power>Engine power is less than expected>

How often does this trouble occur?	Trouble occurs intermittently.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	No.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Trouble occurs while vehicle is (check all that apply):	Sometimes seems sluggish.

Engine>Engine Fuel consumption>

Engine Fuel consumption	Fuel consumption is worse than expected.
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Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Shift between gears is rough/harsh under normal driving conditions. Shifts at wrong times.
------------------------	---

Transmission and Drivetrain>Automatic Transmission>Shift between gears is rough/harsh under normal driving conditions>

Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 3rd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Transmission and Drivetrain>Automatic Transmission>Shifts at wrong times>

Going into which gear/gears does the trouble occur? (check all that apply)	2nd Gear. 3rd Gear.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	Normal acceleration. Hard acceleration.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Not sure.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Overview>

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied. No.

Overview>	
Have you taken the vehicle to a dealer to have your trouble corrected?	
Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.	
Category Level	
Selection	Interior Trim/Storage/Windows. Steering, Handling, and Ride. Features/Controls/Displays. Entertainment/Navigation System/Connectivity. Engine. Transmission and Drivetrain.
Steering, Handling, and Ride>Noise and Vibration>	
Noise and Vibration	Abnormal noises coming from under vehicle.
Steering, Handling, and Ride>Noise and Vibration>Abnormal noises coming from under vehicle>	
How loud is the noise?	Slight.
Noise sounds like (Check all that apply):	Thumping.
From what area of the vehicle is the noise coming?	Driver's side - rear.
How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Entertainment/Navigation System/Connectivity>Controls/Menus>	
Controls/Menus	Touchscreen Controls/Menu.
Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>	
Touchscreen Controls/Menu	Front Screen Display does not meet expectations.
Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	1100
Engine>Engine power>	
Engine power	Engine power is less than expected.
Interior Trim/Storage/Windows>Broken/Damaged>	
Broken/Damaged	Carpet is broken/damaged/torn.
Interior Trim/Storage/Windows>Broken/Damaged>Carpet is broken/damaged/torn>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below where on the carpet the trouble with broken/damaged/torn materials is located:	Rear seat center floor (the bump in the center of the rear seat floor, above the drive shaft) - it is soft and caves in when stepped upon.
Additional Comments:	Going to bring this back to dealer - doesn't seem normal.
Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>Front Screen Display does not meet expectations>	
Please indicate why the front screen did not meet your expectations (check all that apply):	The interface design could be upgraded to a newer looking design.
What Can We Do Better?>	
Feedback/Concerns:	V6 is a little sluggish and transmission sometimes takes a bit too long to shift up to next gear. Overall, very minor and am getting used to it.
What has Chrysler done right?	Redesign is incredible. Great vehicle.

Customer Complaint

VIN	1J4RR6GT8BC	Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	01/14/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6355010039
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J005110260
Color	PDM	MINERAL GRAY MET. CLEAR COAT					

Report Number	301209	System Key	183855238	Report Version	1	Open Date	03/12/2011
Close Date	03/12/2011	Narrative Date	03/14/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Overview>

Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	possibility of having received a defective or broken passenger front seat. is in constant contact with the armrest. ther is no gap which cause a squeek while driving. seems the seat lat flaps are too spread out on the one side

Category Level

Selection	Interior Climate Control. Entertainment/Navigation System/Connectivity. Engine. Transmission and Drivetrain. Features/Controls/Displays. Steering, Handling, and Ride. Vehicle Exterior. Seats. Brake System. Interior Trim/Storage/Windows.
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Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	1800

Interior Trim/Storage/Windows>Abnormal Noises>

Abnormal Noises	Squeak/rattle/abnormal noises from instrument panel/dashboard. Squeak/rattle/abnormal noises from glove box.
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Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from instrument panel/dashboard>

How often does this trouble occur?	Trouble occurs intermittently.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below where from the instrument panel/dashboard the trouble with abnormal noises is located:	seems to be coming from the foremost cover panel where the speaker is in the center of dashboard just under the windshield
Please describe conditions when this trouble occurs:	when riding over bumps

Interior Trim/Storage/Windows>Abnormal Noises>Squeak/rattle/abnormal noises from glove box>

How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe in the box below where from the glove box the trouble with abnormal noises is located:	noise is from the passenger seat that is actually in constant contact with the armrest. there is no gap between the seat and armrest on passenger side which cause the squeeky noice of the seat and armrest rubbing while driving
Please describe conditions when this trouble occurs:	the passenger seat may be defective . there is no gap between the seat and armrest unlike the drivers seat
Additional Comments:	

Customer Complaint

VIN	1J4RR4GG1BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	01/10/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6295010599
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J005161292
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	304865	System Key	184167711	Report Version	1	Open Date	03/17/2011
Close Date	03/17/2011	Narrative Date	03/18/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Category Level

Selection	Other.
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Other>

Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please describe the other trouble you experienced:	Horn is broken - works but is real weak in sound. It fully worked at delivery.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.

Overview>

Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	Yes.

What Can We Do Better?>

Feedback/Concerns:	First time Jeep owner (Lease). Satisfied 100%
What has Chrysler done right?	Design / functionality / power & space. I recieve a lot of compliments on the interior illumination (night time).

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	1200

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
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Customer Complaint

VIN	1J4RR4GT2BC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	07/29/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6190010368
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J207020148
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	345728	System Key	186319015	Report Version	1	Open Date	04/26/2011
Close Date	04/26/2011	Narrative Date	04/27/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Category Level

Selection	<p>Interior Climate Control.</p> <p>Vehicle Exterior.</p> <p>Entertainment/Navigation System/Connectivity.</p> <p>Interior Trim/Storage/Windows.</p> <p>Brake System.</p> <p>Features/Controls/Displays.</p> <p>Steering, Handling, and Ride.</p> <p>Seats.</p> <p>Transmission and Drivetrain.</p> <p>Engine.</p>
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Overview>

Where did you take your vehicle to have your trouble checked out? (check all that apply)	My touchscreen entertainment center will not work properly with my iPhone 4. When I try to stream from iTunes or use an aux cable, the Jeep plays my music as if it is in a state of extreme fast forward. I took it back to the dealer and they told me that it was a "known issue" and that there was "nothing they could do". However, while I was there I spoke with a salesman that assisted me in testing my iPhone on another Jeep Grand Cherokee that was identical to mine. The stereo worked fine and sounded great. After I pointed this out to the service guy, he got mad and said that it "happens to some, but not all". This is the only thing that is wrong with an amazing vehicle. That service guy's attitude was pathetic. He was acting like an asshole. I hope you guys come out with a fix other than an angry mechanic.
Was the trouble resolved to your satisfaction?	No.
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	Yes.

Brake System>Emergency/Parking Brake>Emergency/parking brake control is poorly located>

Why is the parking brake poorly located? (check all that apply):	I like for the parking brake to be located on the central console. This is only a minor issue. No big deal.
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Entertainment/Navigation System/Connectivity>Media Players>

Media Players	CD/MP3/DVD.
	Radio/Satellite radio/HD Radio.

Brake System>Emergency/Parking Brake>

Emergency/Parking Brake	Emergency/parking brake control is poorly located.
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Welcome>

Please tell us how many miles are currently on your vehicle.	1200
Are you the primary driver of this vehicle?	Yes.

What Can We Do Better?>

Feedback/Concerns:	I love my Hemi Jeep! Keep making them.
What has Chrysler done right?	The horsepower is awesome. Don't go green. People like me are still willing to buy powerful vehicles. I love the acceleration. Keep up the good work. This is my second Jeep and I will replace it with another one in about four years if you stay the course.

Contact Me>

To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.

I want my radio to work with my iPhone 4 and for it not to sound like it's on fast forward. 336-580-1751

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?

Yes.

Customer Complaint

VIN	1D4SD4GT3BC	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR	
Built Date	03/24/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6049110491
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J071110447
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	433549	System Key	191905892	Report Version	1	Open Date	07/19/2011
Close Date	08/02/2011	Narrative Date	08/03/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>							
Please tell us how many miles are currently on your vehicle.				7800			
Are you the primary driver of this vehicle?				Yes.			

Customer Complaint

VIN	1D4SE4GT2BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR	
Built Date	01/03/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6341010372
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J355010131
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					

Report Number	438460	System Key	191728374	Report Version	1	Open Date	07/30/2011
Close Date	07/30/2011	Narrative Date	08/01/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Overview>

Smartphone Application covers the necessary features	4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
Information in the Smartphone Application is easy to find and access	4 (agree).
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
The Smartphone Application format is easy to understand and use	4 (agree).
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by phone or e-mail.
Overall, how satisfied are you with the quality of your new vehicle?	Very satisfied.
Please provide feedback on how Chrysler can improve the Smartphone Application	Seems the app sends you to regular web sites that aren't too friendly for mobile phones.

Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	3600

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	Yes.
To better serve you, briefly describe the topic(s) you would like to discuss. Please provide us with a phone number you can be reached at during daytime hours. Thank you.	What steps are needed to get the transmission looked at. We aren't near the dealership we purchased it from so it will have to be a local place near Ogden Utah.

Category Level

Selection	Transmission and Drivetrain.
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Transmission and Drivetrain>Transmission Noises>Transmission makes abnormal/excessive noises>

To the best of your recollection, the trouble was first noticed:	At delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Additional Comments:	Also seems to have a little dead spot when gently driving from a stop. 1st gear only.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Warm condition: Vehicle has been driven 5 to 20 minutes from a cold start, or vehicle is restarted after being off for a 1 to 6 hour period.
Please indicate driving condition when noise occurs (check all that apply):	While waiting in a drive through or changing directions.
Noise sounds like (Check all that apply):	A mix of clunking and knocking when shifting from park to drive, reverse to drive etc ...

Transmission and Drivetrain>Transmission Noises>

Transmission Noises	Transmission makes abnormal/excessive noises.
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What Can We Do Better?>

What has Chrysler done right?	Created a really nice SUV. Ford has the better computer, navigation, climate control system but Dodge kicks butt on engine (V8) and interior quality.
Feedback/Concerns:	Overall were really happy with the Durango. Where I see a weakness are in aftermarket performance parts and the quality of the 5 speed automatic transmission. I WANT A MANUAL TRANSMISSION with the Genie (and a 6.1).

What Can We Do Better?>

Customer Complaint

VIN	1D4RE2GG6BC	Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR	
Built Date	05/31/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6146110359
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J315060531
Color	PGN	NATURAL GREEN PEARL COAT					

Report Number	458231	System Key	192242078	Report Version	1	Open Date	08/08/2011
Close Date	08/08/2011	Narrative Date	08/09/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

No Concerns>	
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply):	Have not taken my vehicle to any dealer since taking delivery.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	4 (agree).
Smartphone Application covers the necessary features	4 (agree).
Please rate your overall level of satisfaction with the Smartphone Application	4 (satisfied).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.

Category Level	
Selection	No Concerns.

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	1500

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

What Can We Do Better?>	
Feedback/Concerns:	So far nothing
What has Chrysler done right?	Product and dealer support look very good.

Customer Complaint

VIN	1J4RS6GT8BC	Model Year	2011	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY	
Built Date	11/29/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6288010398
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J321010879
Color	PGN	NATURAL GREEN PEARL COAT					

Report Number	554678	System Key	197034981	Report Version	1	Open Date	11/01/2011
Close Date	11/01/2011	Narrative Date	11/02/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275
Dealer Zone	ZZ				

Vehicle Exterior>Exterior Appearance/Paint:>Paint chip/scratch/other surface damage from outside influence present at delivery>

Please indicate which body panels had paint chip/scratch/other surface damage present at delivery (check all that apply):

Scratches present to the left of the door handle, approx 2 inches long
Scratches in the Black Frame approx 5 scratches 3 -4 inches long

Steering, Handling, and Ride>Noise and Vibration>Vehicle vibrates excessively at idle>

Vibration is: Slight.

To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was: 1500 - 3999 miles.

How often does this trouble occur? Trouble occurs regularly.

Vibration trouble occurs (check all that apply): rough idle

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesn't recognize command>

To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was: 1500 - 3999 miles.

How often does this trouble occur? Trouble occurs regularly.

Do you usually set HVAC vent direction toward ceiling? No.

Please describe when this trouble occurs: general commands don't seem to work well.

Entertainment/Navigation System/Connectivity>Controls/Menus>Hard Controls/Menu (no touchscreen)>

Hard Controls/Menu (no touchscreen)

Front Screen Display does not meet expectations.
Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location.

Features/Controls/Displays>Features and Controls>Voice Activation System>Voice Activation system broken/not working>

To the best of your recollection, the trouble was first noticed: Within the 1st month after delivery.

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

How often does this trouble occur? Trouble occurs regularly.

Please indicate what type of trouble was experienced with the Voice Activation System (check all that apply): System improperly interprets voice commands.
navigation is not usable

Please indicate which voice activation system is broken / not working properly (check all that apply): The navigation is unusable, very frustrating to use, select a location
Simply stated my Ford Sync works much better.

Seats>Seat Material>Seat material was damaged or dirty at delivery>

Trouble with the seat material is: Dirt, grease, or other foreign material was present on the surface of the seat material when vehicle was delivered.

Please indicate which seat has trouble with its material (check all that apply): Driver's seat.
Front passenger seat.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system freezes-up/will not work>

Approximate mileage when trouble was first noticed was: 0 - 1499 miles.

How often does this trouble occur? Trouble occurs regularly.

To the best of your recollection, the trouble was first noticed: At delivery.

Please describe conditions when this trouble occurs: System just sucks

Seats>Seat Material>

Seat Material

Seat material was damaged or dirty at delivery.
Seat material concerns.

Features/Controls/Displays>Features and Controls>Ignition switch>Ignition switch works properly, but is difficult to understand/use; is in a poor location>

Please indicate why the ignition switch is difficult to understand/use; is in a poor location (check all that apply): Seems more difficult to depress than I would expect.

Brake System>Brake Operation>Brakes generate excessive brake dust>	
Where does the excessive brake dust build-up appear?	Front wheels.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
How often does this trouble occur?	Trouble occurs regularly.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.

Entertainment/Navigation System/Connectivity>Controls/Menus>Hard Controls/Menu (no touchscreen)>Front seat audio/entertainment/navigation controls/menus difficult to use/in a poor location>	
Please indicate which controls/menus are difficult to understand/use; are in a poor location (check all that apply):	Presets were hard to figure out. Seem more difficult than they should to seem more difficult to access than they should be. Everything about the navigation is awful, worst system I have ever used.
Please indicate why the controls/menus are difficult to understand/use; are in a poor location (check all that apply):	The controls seem poorly orgionized and not always where I would expect them to be. Reminds me of my Land Rover, and not in a good way. I seem to keep getting trapped in menu items and have to go back to the begining and start all over again. Hard to move between menu items. Some of the

Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>Front Screen Display does not meet expectations>	
Please indicate why the front screen did not meet your expectations (check all that apply):	Picture seems blurry. Touch screen sensitivity seems a little low.

Engine>Engine Driveability (stumbles/hesitates/surges)>Engine stumbles/hesitates/surges>	
Engine trouble occurs after vehicle is started at:	Hot condition - after vehicle is off for less than 1 hour. Cold condition - first start of the day or after vehicle is off for 6+ hours. Warm condition - after vehicle is off for 1 - 6 hours.
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs regularly.
What best describes the engine drivability trouble? (check all that apply):	Engine feels like it is missing when crusing at a steady speed.
Engine trouble occurs (check all that apply):	Driving the vehicle for more than 20 minutes.

Entertainment/Navigation System/Connectivity>Media Players>USB Connection/Media Slot>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
How often does this trouble occur?	Trouble occurs intermittently.
Please describe the trouble you experienced (check all that apply):	Location is wierd and I worry the little cover is going to break off.

Engine>Engine Fuel consumption>	
Engine Fuel consumption	Fuel consumption is worse than expected.

Engine>Engine Fuel consumption>Fuel consumption is worse than expected>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Where do you do most of your driving?	Combination of city/highway driving.
How often does this trouble occur?	Trouble occurs regularly.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	No.

Entertainment/Navigation System/Connectivity>Controls/Menus>Hard Controls/Menu (no touchscreen)>Front Screen Display does not meet expectations>	
Please indicate why the front screen did not meet your expectations (check all that apply):	Picture not sharp or clear.

Transmission and Drivetrain>Transmission Noises>Transmission makes abnormal/excessive noises>	
To the best of your recollection, the trouble was first noticed:	Within the 1st month after delivery.
Approximate mileage when trouble was first noticed was:	1500 - 3999 miles.
Please indicate driving condition when noise occurs (check all that apply):	Makes a very loud Clank when shifting into park. It always does this.
Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):	Every time you put it in park.

Brake System>Brake Operation>	
Brake Operation	Brakes generate excessive brake dust.

Features/Controls/Displays>Features and Controls>	
Features and Controls	Voice Activation System. Reverse-Camera.

Features/Controls/Displays>Features and Controls>	
	Ignition switch.
Entertainment/Navigation System/Connectivity>Controls/Menus>Touchscreen Controls/Menu>	
Touchscreen Controls/Menu	Front Screen Display does not meet expectations.
Overview>	
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Would you recommend this vehicle to family or friends?	Yes.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
Seats>Seat Material>Seat material concerns>	
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Please indicate which seat has trouble with its material (check all that apply):	Driver's seat. Front passenger seat.
Seat material trouble is:	Other (please describe).
Additional Comments:	Material does not seem very durable. Time will tell
Category Level	
Selection	Engine. Steering, Handling, and Ride. Seats. Transmission and Drivetrain. Entertainment/Navigation System/Connectivity. Interior Trim/Storage/Windows. Vehicle Exterior. Interior Climate Control. Brake System. Features/Controls/Displays.
Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions. Difficulty accessing Points of Interest / Points of Interest not well defined. Navigation system works, but traffic information doesn't work / or is difficult to understand. Navigation system freezes-up/will not work.
Engine>Engine Driveability (stumbles/hesitates/surges)>	
Engine Driveability (stumbles/hesitates/surges)	Engine stumbles/hesitates/surges.
Entertainment/Navigation System/Connectivity>Controls/Menus>	
Controls/Menus	Hard Controls/Menu (no touchscreen). Touchscreen Controls/Menu.
Features/Controls/Displays>Features and Controls>Voice Activation System>	
Voice Activation System	Voice Activation system broken / not working.
Entertainment/Navigation System/Connectivity>Media Players>	
Media Players	USB Connection/Media Slot.
Vehicle Exterior>Exterior Appearance/Paint:>	
Exterior Appearance/Paint:	Paint chip/scratch/other surface damage from outside influence present at delivery.
Transmission and Drivetrain>Transmission Noises>	
Transmission Noises	Transmission makes abnormal/excessive noises.
Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	3500

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>	
Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command. Voice Recognition feature does not have enough functions available.

Steering, Handling, and Ride>Noise and Vibration>	
Noise and Vibration	Vehicle vibrates excessively at idle.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Entertainment/Navigation System/Connectivity>Navigation System>Difficulty accessing Points of Interest/Points of Interest not well defined>	
Please describe the trouble with the Points of Interest within the Navigation system	Hard to get it to find one

Features/Controls/Displays>Features and Controls>Reverse-Camera>	
Reverse-Camera	Reverse-camera works properly, but difficult to understand/use; controls in a poor location.

Features/Controls/Displays>Features and Controls>Ignition switch>	
Ignition switch	Ignition switch works properly, but is difficult to understand/use; is in a poor location.

Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Recognition feature does not have enough functions available>	
Please describe the trouble you experienced:	It is hard to figure out what I need to say, not very intuitive. Benchmark Ford's system it works much better.

What Can We Do Better?>	
What has Chrysler done right?	Overall very happy with the car, the feedback provided just outlines what would make it perfect.

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but traffic information doesn't work/or is difficult to understand>	
Please indicate what issues you are experiencing with the traffic information (check all that apply)	Traffic information does not display at all.

Features/Controls/Displays>Features and Controls>Reverse-Camera>Reverse-camera works properly, but difficult to understand/use; controls in a poor location>	
Please indicate why the reverse-camera controls are difficult to understand/use; are in a poor location (check all that apply):	Camera seems blurry all of the time

Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>	
Please indicate which navigation system item has trouble (check all that apply):	Incredibly hard to use. It is so bad my wife and I actually get a laugh out of how bad it is.

Customer Complaint

VIN	1D4SD5GT6BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	05/17/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6123110042
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J123110476
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					

Report Number	565122	System Key	197650864	Report Version	1	Open Date	11/12/2011
Close Date	11/12/2011	Narrative Date	11/14/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? No.

No Concerns>

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.
The Smartphone Application format is easy to understand and use 4 (agree).
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? Yes.
Smartphone Application covers the necessary features 4 (agree).
Information in the Smartphone Application is easy to find and access 4 (agree).
Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Yes.
Please rate your overall level of satisfaction with the Smartphone Application 4 (satisfied).
Have you taken your vehicle to an authorized dealer for any reason? (check all that apply): Changed the air in tires to nitrogen.

Category Level

Selection No Concerns.

Welcome>

Please tell us how many miles are currently on your vehicle. 2000
Are you the primary driver of this vehicle? Yes.

Customer Complaint

VIN	1J4RS4GG5BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	04/06/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6088111145
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J080160580
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					

Report Number	589393	System Key	199554311	Report Version	1	Open Date	12/02/2011
Close Date	12/16/2011	Narrative Date	12/19/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>	
Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	100

Customer Complaint

VIN	1D4SD5GTXBC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	05/23/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6117110679
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J129110440
Color	PW1	STONE WHITE CLEAR COAT					

Report Number	585596	System Key	198792008	Report Version	1	Open Date	12/03/2011
Close Date	12/03/2011	Narrative Date	12/05/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Overview>

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	No (after completing your survey, we will provide a link to download your vehicle application to your smartphone.).
If our team has any additional questions about your responses, would you accept further contact?	Yes, by e-mail only.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Satisfied.
Would you recommend this vehicle to family or friends?	Yes.

Category Level

Selection	Features/Controls/Displays. Transmission and Drivetrain. Entertainment/Navigation System/Connectivity.
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Welcome>

Are you the primary driver of this vehicle?	Yes.
Please tell us how many miles are currently on your vehicle.	2000

Contact Me>

Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.
--	-----

Transmission and Drivetrain>Automatic Transmission>Hesitation or delay when shifting between gears>

To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
Please indicate driving condition where the shifting trouble is noticeable (check all that apply):	When going from Eco mode to accel the transmission could feel smoother. A little jerky

Transmission and Drivetrain>Automatic Transmission>

Automatic Transmission	Hesitation or delay when shifting between gears.
------------------------	--

Features/Controls/Displays>Features and Controls>

Features and Controls	Voice Activation System.
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Features/Controls/Displays>Features and Controls>Voice Activation System>

Voice Activation System	Voice Activation System works properly, but difficult to understand/use; controls in a poor location.
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Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>

Voice Activation / Recognition	Voice Activation / Recognition doesn't recognize command.
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Entertainment/Navigation System/Connectivity>Voice Activation/Recognition>Voice Activation/Recognition doesn't recognize command>

Please describe when this trouble occurs:	When entering information.
Do you usually set HVAC vent direction toward ceiling?	No.
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Features/Controls/Displays>Features and Controls>Voice Activation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location>

Controls require too much effort/force to operate.

Features/Controls/Displays>Features and Controls>Voice Activation System>Voice Activation System works properly, but difficult to understand/use; controls in a poor location>	
Please indicate why the Voice Activation System controls are difficult to understand/use; are in a poor location (check all that apply):	
Please indicate which voice activation system control is difficult to understand/use; is in a poor location (check all that apply):	Does not recognize most voice commands. Have to speak very slowly. Does not recognize most voice commands. Have to speak very slowly. Does not recognize most voice commands. Have to speak very slowly.
What Can We Do Better?>	
What has Chrysler done right?	Interior

Customer Complaint

VIN	1D4SE5GT6BC	Model Year	2011	Body	WDEP75	DODGE DURANGO CITADEL AWD SPORT UTILITY 4-DR	
Built Date	04/15/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6081110575
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J101110007
Color	PW1	STONE WHITE CLEAR COAT					

Report Number	588931	System Key	198792145	Report Version	1	Open Date	12/03/2011
Close Date	12/03/2011	Narrative Date	12/05/2011	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Please tell us how many miles are currently on your vehicle.	2400
Are you the primary driver of this vehicle?	Yes.

Overview>

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)?	Yes.
The Smartphone Application format is easy to understand and use	3 (neither agree nor disagree).
Information in the Smartphone Application is easy to find and access	3 (neither agree nor disagree).
Smartphone Application covers the necessary features	3 (neither agree nor disagree).
Please rate your overall level of satisfaction with the Smartphone Application	3 (neither satisfied nor dissatisfied).
If our team has any additional questions about your responses, would you accept further contact?	No.
Would you recommend this vehicle to family or friends?	No.
Overall, how satisfied are you with the quality of your new vehicle?	Neither satisfied nor dissatisfied.
Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle?	Yes.
Have you taken the vehicle to a dealer to have your trouble corrected?	No.

Category Level

Selection	Vehicle Exterior. Steering, Handling, and Ride. Transmission and Drivetrain. Engine.
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Vehicle Exterior>Wind Noise>

Wind Noise	Excessive wind noise.
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Vehicle Exterior>Wind Noise>Excessive wind noise>

Please indicate the location of the wind noise (check all that apply):	Driver's side front door. Driver's side front door window. Driver's side rear door. Driver's side rear door window. Driver's side rear window. Trouble occurs intermittently.
How often does this trouble occur?	
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine Idling (rough, too low/high)>

Engine Idling (rough, too low/high)	Engine does not idle properly: idles rough, too low, or too high.
-------------------------------------	---

Engine>Engine Idling (rough, too low/high)>Engine does not idle properly: idles rough, too low, or too high>

What best describes the engine idle trouble? (check all that apply):	Engine idle speed is too high. Cold condition - first start of the day or after vehicle is off for 6+ hours. Trouble occurs regularly.
Engine idle trouble occurs after vehicle is started at:	
How often does this trouble occur?	
To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine power>Engine power is less than expected>

To the best of your recollection, the trouble was first noticed:	At delivery.
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.
How often does this trouble occur?	Trouble occurs regularly.

Engine>Engine power>Engine power is less than expected>	
Does trouble only occur when vehicle is carrying multiple passengers and/or heavy cargo?	Yes.
Trouble occurs while vehicle is (check all that apply):	Accelerating.

Engine>Engine Fuel consumption>Fuel consumption is worse than expected>	
How often does this trouble occur?	Trouble occurs regularly.
To the best of your recollection, the trouble was first noticed:	At delivery.
Is your fuel consumption expectation based on the EPA estimates for your Vehicle?	Yes.
Where do you do most of your driving?	City/freeway rush hour driving (stop and go driving with a variety of speeds below 45 mph).
Approximate mileage when trouble was first noticed was:	0 - 1499 miles.

Engine>Engine Fuel consumption>	
Engine Fuel consumption	Fuel consumption is worse than expected.

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

Engine>Engine power>	
Engine power	Engine power is less than expected.

Customer Complaint

VIN	1C4RJFCT4C	Model Year	2012	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	02/25/2012	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6051210494
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				Serial#	J047211011
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	762946	System Key	207627196	Report Version	1	Open Date	04/22/2012
Close Date	05/06/2012	Narrative Date	05/07/2012	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>	
Please tell us how many miles are currently on your vehicle.	5000
Are you the primary driver of this vehicle?	Yes.

Customer Complaint

VIN	2C4RC1BG2DR	Model Year	2013	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON	
Built Date	05/13/2013	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1125310906
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISS				Serial#	K1083D3534
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number	2643322	System Key	249097747	Report Version	1	Open Date	01/12/2014
Close Date	01/22/2014	Narrative Date	01/23/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Continuous Quality Insight

Continuous Quality Insight	Vehicle Exterior. Interior Trim/Storage/Windows. Features/Controls/Displays. Transmission and Drivetrain. Seats. Entertainment/Navigation System/Connectivity.
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Welcome>

Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Customer Complaint

VIN	2C4RC1BG2DR	Model Year	2013	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON	
Built Date	05/13/2013	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1125310906
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISS				Serial#	K1083D3534
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT					

Report Number	2643322	System Key	249097747	Report Version	2	Open Date	01/12/2014
Close Date	01/22/2014	Narrative Date	01/24/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>	
Please tell us how many miles are currently on your vehicle:	0-999.
Are you the primary driver of this vehicle?	Yes.

Continuous Quality Insight	
Continuous Quality Insight	Vehicle Exterior. Interior Trim/Storage/Windows. Features/Controls/Displays. Transmission and Drivetrain. Seats. Entertainment/Navigation System/Connectivity.

Customer Complaint

VIN	1C4HJWFG0EL	Model Year	2014	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY	
Built Date	01/24/2014	Market	U	US	Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1010410577
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				Serial#	Y316370099
Color	PDS	ANVIL CLEAR COAT					

Report Number	3064044	System Key	256217704	Report Version	2	Open Date	04/21/2014
Close Date	04/26/2014	Narrative Date	04/29/2014	Category		Mileage	0

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	ZIP	48326 -275	
Dealer Zone	ZZ					

Welcome>

Are you the primary driver of this vehicle? No.

Please tell us how many miles are currently on your vehicle: 1,000-2,999.

Overview

Have you referred to the Owner's Manual, Warranty Manual, or other documents that came with your vehicle to answer questions about your vehicle? No.

Have you taken the vehicle to a dealer to have your trouble corrected? No.

Many of our vehicles have supporting smartphone applications with vehicle information. Have you had the opportunity to download and review your vehicle's smartphone application (if available)? Yes.

What information did you need that was not included in the Smartphone Application? I downloaded to see what was out there-since my vehicle was not on the app I deleted it. Also on the badge of honor app I don't use any of the social media so I cannot use the badge of honor program since I have to log in using my social media credentials-can we just have a program managed by Jeep that doesn't require me to put up with all that drivel on the social websites???

If our team has any additional questions about your responses, would you accept further contact? Yes, by e-mail only.

Smartphone Application covers the necessary features 1 (strongly disagree).

Please explain further about your choice to recommend your vehicle: I am overall very happy with the vehicle so far

Overall, how satisfied are you with the quality of your new vehicle? Very satisfied.

Would you recommend this vehicle to family or friends? Yes.

The Smartphone Application format is easy to understand and use 3 (neither agree nor disagree).

Please provide feedback on how Chrysler can improve the Smartphone Application First off my 2014 Wrangler is not even on the app-so it is useless to me

Information in the Smartphone Application is easy to find and access 1 (strongly disagree).

Please rate your overall level of satisfaction with the Smartphone Application 1 (very dissatisfied).

About You

What is your current marital status? Married.

Primary vehicle in your household: Chevrolet.
Corvette.
2013.

Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle. Support by Jeep for Jeep Jamboree to make this a family vacation purchase as well

What is your primary language? English.

How many children 17 or under live in your household? 1-2.

Please indicate your ethnicity Caucasian.

Secondary vehicle in your household: 2010.
Ford.
F-150.

Did you purchase or lease your vehicle? Purchase.

What price did you pay for your vehicle? Partner discount

Is this your first new vehicle ever purchased / leased? No.

What year were you born? 1962

Which, if any, influenced your purchase decision? (check all that apply): Previous experience with the vehicle/brand.

Which of the following best describes the area you live in? Suburban.

Please indicate your gender Male.

Please indicate your highest education level Graduate degree.

Entertainment/Navigation System/Connectivity>Hands-Free Phone/Bluetooth>	
Hands-Free Phone / Bluetooth	Hands-Free Phone / Bluetooth system loses connection.
Entertainment/Navigation System/Connectivity>Navigation System>Navigation system works, but missing information; has incorrect information; gives wrong directions>	
Please indicate which navigation system item has trouble (check all that apply):	As above-it seems that it is not loaded with updated or correct information
Please indicate which of the following best describes your concern (check all that apply):	I cannot input my own home address-It will not allow me to enter the alpha portion as if it doesn't know it exists-address is 39W670.....
Additional Comments:	The navigation system (730N) in my mind is not updated with proper information and, honestly, the graphics are pretty weak-my 2010 Ford PU is light years ahead graphically and interface-wise
Hands-Free Phone / Bluetooth system loses connection	
How often does this trouble occur?	Trouble occurs intermittently.
Were you in the middle of a call?	No.
Additional Comments:	This is connectivity streaming music-it intermittently loses connection or sounds like it is in chipmunk mode Other: Please describe when this trouble occurs.
Lost connection problem happens when:	
Is there more than one phone paired to the vehicle?	Yes.
Connection problem happens on:	Bluetooth connection between cell phone and the radio.
Vehicle Satisfaction Ratings	
Integration with phones	3.
Steering wheel adjustment	4.
Engine sound	4.
Fuel economy and driving range	5.
Ride quality	5.
Is there anything about your new vehicle you would like to see changed?	Would like better rearward visibility (can we move the rear headrests down when no one back there?) Needs much better nav graphics for the money, a touch better on center steering would be nice.
Clarity of sound	4.
Integration with media players	3.
Headlight illumination/performance during night-time driving	2.
Vehicle storage and space usage	4.
Interior noise level while driving	4.
Seat adjustment and comfort	4.
Operating controls while driving (gear selector, turn signals, horn, etc.)	4.
Location and usefulness of interior lighting	4.
Safety and visibility while driving	3.
Engine performance during acceleration	4.
Engine exhaust sound	3.
Transmission gear change performance (smoothness)	4.
Brake responsiveness/effort	4.
Difficult driving conditions (adverse weather, off-road)	4.
Overall audio, entertainment, and navigation system impression	3.
Navigation system route accuracy	2.
Support for popular music/video formats	3.
Side/profile view styling (driver's side or passenger's side exterior area)	5.
Rear view styling (rear fascia, bumper)	5.
Wheels, rims, and tires appearance and styling	5.
Interior comfort, design and appearance of interior (overall impression)	4.
Head/leg/foot room	4.
Ease of getting into and out of vehicle	4.
Steering and handling (responsiveness, stability)	3.
What is your attitude overall towards your new car?	5.
What are your favorite parts of your new vehicle?	The ride and new engine. More room than expected
Ease of using system displays while driving	4.
Exterior design and appearance (overall impression)	5.
Appearance of exterior paint	5.
Front view styling (front fascia, hood, grille, headlight area)	5.
Climate control operation (function and ease of use)	5.
How was your purchasing experience (the dealer/dealership)?	5.
How do you feel about the durability of your new vehicle?	3.
How do you feel about the VALUE of your new car? (i.e.	4.
What is your attitude overall towards the BRAND of your new car?	4.
What Can We Do Better?>	

What Can We Do Better?>	
What has Chrysler done right?	You have updated the Wrangler to be a vehicle my family can take on vacation with small amount of gear in relative comfort. From all I read you have not limited capability so I applaud you in that.
Feedback/Concerns:	I love the vehicle so far, the ride surprises me having owned a C.J..I am installing the soft top this weekend and-frankly, the instructions in the supplied owners manual are extremely weak. Also you need to alert people that the enclosed owners manual is only a thumbnail and if they want any real information they have to access the internet

Detail on High Rated Items	
You rated climate control operation (function and ease of use) High. Use this space to provide any specific comments you would like to share.	climate control heats up very quickly and blows very hot air-it is really a nice heater for northern climates.
You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.	I was getting 20mpg on the freeway at 65-I was pleased and surprised.
You rated exterior design and appearance (overall impression) High. Use this space to provide any specific comments you would like to share.	You have done a great job updating the Wrangler while maintaining the heritage.
You rated your attitude overall towards your new car High. Use this space to provide any specific comments you would like to share.	the family loves the vehicle and I am expecting it to be part of our annual camping and outdoor activities for years to come
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that you feel far exceeded your expectations.	Interior quality and seat comfort surprised me-seems to be high quality material. Given it is a box the relative lack of wind noise with hardtop is impressive.
You rated ride quality High. Use this space to provide any specific comments you would like to share.	the overall ride quality is much smoother than I expected. I would actually trade off some of that smoothness in the Rubicon for a bit better cornering flatness and on-center steering feel, it wanders a lot when cursing on the highway

Continuous Quality Insight	
Continuous Quality Insight	Entertainment/Navigation System/Connectivity.

Entertainment/Navigation System/Connectivity>	
Please choose your cell phone carrier	AT&T Mobile.
Please choose your cell phone brand	Apple.
Please tell us your cell phone model	iphone 5
If known, please tell us your software version	6.1.4
Entertainment/Navigation System/Connectivity	None

Entertainment/Navigation System/Connectivity>Navigation System>	
Navigation System	Navigation system works, but missing information; has incorrect information; gives wrong directions.

Detail on Low Rated Items	
We want to hear what's on your mind. Please use this space to comment on any feature of the vehicle that fell well below your expectations.	With the hardtop on rearward visibility is terrible, the rear headrests should fold down and the wiper motor is much too big. I find that the placement of the pedals is too deep into the footwell so that we (my wife and daughter particularly) have to sit way to close to the steering wheel and dashboard to operate the controls (6-speed). I am a bit uncomfortable with that from a safety standpoint. The rear seat should have some sort of recline function as the back rest seems too vertical for comfort on long trips to Jeep Jamborees! And lastly for the price the graphics and capabilities of the navigation system are below my expectations. I had not seen the 730 but opted for it having seen the 430. Had I seen both I would likely have not ordered navigation at all and would have used my phone instead. I wanted the breadcrumb feature though, but honestly my 2010 Ford PU interface seems decades ahead..

Contact Me>	
Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?	No.

DP14-004

CHRYSLER

12/12/2014

ENCLOSURE 5

Field Report Summary Reports

Field Report

VEHICLE

Model Year	2007	Body	KA5P74	DODGE NITRO SLT 4X4 SPORT UTILITY 4-DR		
VIN	1D8GU5865	7W [REDACTED]	Built Date	03/23/2007	Mileage	10,705
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EGS	4.0L V6 SOHC ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	9168674	Component Group	08 - ELECTRICAL
Customer Complaint	BD	BUZZ	
Created	10/17/2007 13:50:47	By	T5262SM
Updated	10/17/2007 13:50:47	By	T5262SM

CONTACT

Dealer	45035	CROWN DODGE OF FAYETTEVILLE	Phone	(910) 864-2411
Address	436 NORTH MCPHERSON CHURCH ROAD			
City	FAYETTEVILLE	State	NC	ZIP 28303 4408
Dealer Zone	66	County	CUMBERLAND	Country USA
Tech	Nicholas Wilson			
STAR	T5262SM			

CUSTOMER CONCERN

Customer states the LR speaker makes a buzzing noise. Another tech ordered the LR door speaker, this tech installed it and it still makes a buzzing noise.

Updated: 10/17/2007 13:50:47 By T5262SM

RESOLUTION

Advised tech to take the LR door speaker circuit and by-pass the amp to see if the noise goes away or not. If it goes away, replace the amp. If the buzz noise is still there then check the wiring and replace the radio.

Updated: 10/17/2007 13:50:47 By T5262SM

Field Report

VEHICLE

Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT FWD	
VIN	2D8HN54X7	8R	Built Date	08/07/2007	Mileage 1
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US
Engine	EGQ	4.0L V6 SOHC ENGINE			
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION			
Color	PBL	MODERN BLUE PEARL COAT			

GENERAL

Case Ref	9836991	Component Group	08 - ELECTRICAL
Customer Complaint	MT	DIAGNOSTIC PROCEDURE	
Created	11/26/2008 10:34:00	By	T6824RR
Updated	11/26/2008 10:34:00	By	T6824RR

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1407	Front Right Audio Speaker Output Circuit Open	T3076SB	04/14/2013 01:25:00
B140B	Rear Left Audio Speaker Output Circuit Open	T3076SB	04/14/2013 01:25:00
B140F	Rear Right Audio Speaker Output Circuit Open	T3076SB	04/14/2013 01:25:00
B142D	Audio Antenna Not Connected	T3076SB	04/14/2013 01:25:00
B1435	Voice Recognition/Phone Switch Input Circuit Performance	T3076SB	04/14/2013 01:25:00
B17BF	Left Sidemarker Lamp Control Circuit Overcurrent	T3076SB	04/14/2013 01:25:00
B17C4	Right Sidemarker Lamp Control Circuit Overcurrent	T3076SB	04/14/2013 01:25:00
B210E	Battery Voltage High	T3076SB	04/14/2013 01:25:00
P0732	Gear Ratio Error in 2nd	T3076SB	04/14/2013 01:25:00
P0735	Gear Ratio Error in 5th	T3076SB	04/14/2013 01:25:00
P129E	Inverter Control Circuit Overcurrent	T3076SB	04/14/2013 01:25:00
P1790	Fault Immediately After Shift	T3076SB	04/14/2013 01:25:00
B1052	Rear Blend Door Control Circuit/Performance	DTODAW	04/14/2013 01:25:46
B1403	Front Left Audio Speaker Output Circuit Open	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer	64754	S & S AUTO SALES INC	Phone	(518) 483-2500
Address	3385 STATE ROUTE 11			
City	MALONE	State	NY	ZIP 12953 4713
Dealer Zone	32	County	FRANKLIN	Country USA
Tech	Bill SABIN			
STAR	T6824RR			

CUSTOMER CONCERN

Vehicle came in with 14 stored codes in multiple modules. Tech cleared codes, test drive no codes. B210E was the only code active in the radio. TIPM had B17C4, P129E, B17BF. PCM had P0735, P0792, P1790, P0732, HVAC had B1052. HFM had B1435. Radio had B1407, B1403, B140F, B140B, B142D.

Updated: 11/26/2008 10:34:00 By T6824RR

RESOLUTION

Dealer principle and I discussed the codes that he found in this vehicle. He is going to check the battery since the battery state of charge does move from 400 to over 600 volts and we are not sure if there is an IOD or an actual battery problem. Bill will call back and let me know.

Updated: 11/26/2008 10:34:00 By T6824RR

Field Report

VEHICLE

Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE FWD		
VIN	2D8HN44H9	8R	Built Date	01/11/2008	Mileage	18,000
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	10015101	Component Group	08 - ELECTRICAL
Customer Complaint	IA	INFORMATION	
Created	04/09/2009 11:35:46	By	T2309KR
Updated	04/16/2009 11:39:39	By	T8426BK

CONTACT

Dealer	68191	AXELROD CHRYSLER, INC	Phone	(216) 459-8350
Address	6767 BROOKPARK ROAD			
City	PARMA	State	OH	ZIP 44129 1200
Dealer Zone	42	County	CUYAHOGA	Country USA
Tech	BRAD Roby			
STAR	T8426BK			

CUSTOMER CONCERN

power door locks m38 fuse m38 fuse opens after about 6 lock unlock cycles / no dtcs present/any known issues with this>?
Updated: 04/09/2009 11:35:46 By T2309KR

RESOLUTION

Bradford. No known issues. In order to locate the short install inline fuse holders at the splices. The closest fuse to the short will open.
Updated: 04/09/2009 11:37:26 By T2309KR
Tech reported at times the M38 Fuse opens, rendering the Power Locks inop. Tech has replaced the TIPM on previous visit with no change. Tech is unable to duplicate or isolate the short and called to review. Tech noted no codes are set. Advised tech to add inline fuse (20 amp) to each Door Lock/Unlock Drive and retest.
Updated: 04/16/2009 11:39:39 By T8426BK

Field Report

VEHICLE

Model Year	2008	Body	RTKH53	DODGE GRAND CARAVAN SE FWD		
VIN	2D8HN44H9	8R	Built Date	01/11/2008	Mileage	24,942
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	EGV	3.3L V6 OHV ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP 41TE TRANS				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	10072322	Component Group	08 - ELECTRICAL
Customer Complaint	DT	PERFORMANCE	
Created	05/22/2009 14:03:58	By	T3431TT
Updated	05/22/2009 14:03:58	By	T3431TT

CONTACT

Dealer	41573	STRONGSVILLE DODGE INCORPORATED	Phone	(440) 777-8200
Address	27500 LORAIN RD			
City	NORTH OLMSTED	State	OH	ZIP 44070 4038
Dealer Zone	42	County	CUYAHOGA	Country USA
Tech	RICHARD GLAZE			
STAR	T3431TT			

CUSTOMER CONCERN

Tech states that the fuse opens for the door locks when driving.
Updated: 05/22/2009 14:03:58 By T3431TT

RESOLUTION

Advised tech that In order to locate the short install inline fuse holders at the splices. Advised tech to add inline fuse (20 amp) to each Door Lock/Unlock Drive and retest.
Updated: 05/22/2009 14:03:58 By T3431TT

Field Report

VEHICLE

Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT FWD		
VIN	2D8HN54X7	8R	Built Date	08/07/2007	Mileage	14,309
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PBL	MODERN BLUE PEARL COAT				

GENERAL

Case Ref	10340124	Component Group	08 - ELECTRICAL
Customer Complaint	IA	INFORMATION	
Created	12/16/2009 11:58:14	By	T2309KR
Updated	01/13/2010 14:33:00	By	T3498BM

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0173	Lost Communication w/ Left Side Satellite Acceleration Sensor 2	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer	64754	S & S AUTO SALES INC	Phone	(518) 483-2500
Address	3385 STATE ROUTE 11			
City	MALONE	State	NY	ZIP 12953 4713
Dealer Zone	32	County	FRANKLIN	Country USA
Tech	Nicholas Mallette			
STAR	T3498BM			

CUSTOMER CONCERN

C.C. Air bag lamp. The tech replaced the front left impact sensor under the head lamp.
Updated: 12/16/2009 11:58:14 By T2309KR

RESOLUTION

Advised the tech to inspect the side impact sensor. The tech was testing the wrong sensor.
Updated: 12/16/2009 11:58:14 By T2309KR
Nick states he replaced the proper sensor, and checked R17 and R19. The code still sets intermittently. STAR advised Nick the harness could be the issue, but would require complete body harness replacement. STAR advised Nick to replace the ORC.
Updated: 01/13/2010 14:33:00 By T3498BM

Field Report

VEHICLE

Model Year	2008	Body	RTKP53	DODGE GRAND CARAVAN SXT FWD		
VIN	2D8HN54X0	8R [REDACTED]	Built Date	10/01/2007	Mileage	59,669
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	EGQ	4.0L V6 SOHC ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	10581240	Component Group	08 - ELECTRICAL
Customer Complaint	IT	INTERMITTENT	
Created	04/20/2010 14:11:29	By	T2310BC
Updated	04/20/2010 14:11:29	By	T2310BC

CONTACT

Dealer	08911	BROWN-DAUB INC	Phone	(610) 253-3521
Address	3903 HECKTOWN RD			
City	EASTON	State	PA	ZIP 18045 2351
Dealer Zone	35	County	NORTHAMPTON	Country USA
Tech	Ryan Eberhardt			
STAR	T2310BC			

CUSTOMER CONCERN

CC: wipers gon on by them selves Tech states he has found that when the rear hatch is actuated the CAN IHS goes out.
Updated: 04/20/2010 14:11:29 By T2310BC

RESOLUTION

Advise tech to inspect the harness around the PLG motor for chaffing.
Updated: 04/20/2010 14:11:29 By T2310BC

Field Report

VEHICLE

Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1J4RR5GT0	BO	Built Date	05/26/2010	Mileage	6
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PBV	BLACKBERRY PEARL COAT				

GENERAL

Case Ref	10721795	Component Group	08 - ELECTRICAL
Customer Complaint	INS	INSTALLATION PROCESS	
Created	06/22/2010 11:50:04	By	T8447JT
Updated	06/22/2010 11:50:04	By	T8447JT

CONTACT

Dealer	67243	GOLLING CHRYSLER JEEP DODGE, INC	Phone	(248) 334-3600
Address	2405 S TELEGRAPH RD			
City	BLOOMFIELD HILLS	State	MI	ZIP 48302 0256
Dealer Zone	42	County	OAKLAND	Country USA
Tech	Gerrard Phillips			
STAR	T8447JT			

CUSTOMER CONCERN

No Customer concern, visual inspection during prep found wire harness routing issue near Amplifier. Harness rubbing on sharp metal bracket.

Updated: 06/22/2010 11:50:04 By T8447JT

RESOLUTION

Added foam tape to protect wiring

Updated: 06/22/2010 11:50:04 By T8447JT

Field Report

VEHICLE

Model Year	2011	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY		
VIN	1J4RS5GT9	BC [REDACTED]	Built Date	08/03/2010	Mileage	1,437
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PAV	DK. CHARCOAL PEARL COAT				

GENERAL

Case Ref	11024201	Component Group	23 - BODY/SHEET METAL
Customer Complaint	4X	WATER LEAK	
Created	11/02/2010 12:01:49	By	T5355M0
Updated	11/30/2010 15:40:04	By	T5355M0

CONTACT

Dealer	45104	ELK GROVE DODGE CHRYSLER JEEP	Phone	(916) 405-2600
Address	8575 LAGUNA GROVE DR			
City	ELK GROVE	State	CA	ZIP 95757 8711
Dealer Zone	71	County	SACRAMENTO	Country USA
Tech	donald arter			
STAR	T5355M0			

CUSTOMER CONCERN

Customer states water leaks out of sun glasses holder when raining (has sky slider glass top)
Updated: 11/02/2010 12:01:49 By T5355M0

RESOLUTION

Donald, Reseal the windshield and then water test, Keep me posted, Thanks. Mark T.
Updated: 11/02/2010 12:01:49 By T5355M0
Donald, I noticed the case is still open, is further assistance needed, If concern gone you will need to close the case on dealer connect, Thanks. Mark T.
Updated: 11/30/2010 13:40:10 By T5355M0
Resealing windshield
Updated: 11/30/2010 15:40:04 By T5355M0

Field Report

VEHICLE

Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J4RR4GG9	BO [REDACTED]	Built Date	11/22/2010	Mileage	163
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	11174878	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	01/12/2011 14:30:14	By	T1753JH
Updated	01/17/2011 13:59:07	By	T1505JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P000D	Bank 2 Camshaft 2 Position Slow Response	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	43689	HERITAGE CHRYSLER JEEP DODGE	Phone	(410) 356-2277
Address	11212 REISTERSTOWN RD			
City	OWINGS MILLS	State	MD	ZIP 21117 1908
Dealer Zone	35	County	BALTIMORE CO)	Country USA
Tech	David Patzwall			
STAR	T1505JC			

CUSTOMER CONCERN

P-OOOD BANK 2 CAMSHAFT POSITION SLOW RESPONSE <i>Updated: 01/12/2011 14:30:14 By T1753JH</i> SWAPPED ACTUATORS AND TEST DROVE VEHICLE FOR 80 MILES LIGHT DID NOT COME BACK ON IS THERE A DIFFERENCE IN TOLERANCES BETWEEN THE TWO HEADS FOR IT NOT TO SET THE CODE AGAIN <i>Updated: 01/14/2011 19:19:49 By T9381MN</i>
--

RESOLUTION

David swap the actuator bank to bank and see if code follows. <i>Updated: 01/12/2011 14:30:14 By T1753JH</i> David, I there is no a difference in tolerances. At this point I would return the vehicle to the customer. If the vehicle returns with the same fault code then you will need to replace the cam phaser. If the fault moved then you will need to repalce the actuator. <i>Updated: 01/14/2011 19:19:49 By T9381MN</i> just clearing the code engineer from chrysler called me and said that clearing it would fix the problem <i>Updated: 01/17/2011 13:59:07 By T1505JC</i>

Field Report

VEHICLE

Model Year	2010	Body	KKJM74	JEEP LIBERTY RENEGADE 4X4	
VIN	1J4PN3GKX	AW	Built Date	03/23/2010	Mileage 11,541
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Engine	EKG	3.7L V6 ENGINE			
Transmission	DGV	4-SPD. AUTOMATIC VLP 42RLE TRANS			
Color	PBS	DEEP WATER BLUE PEARL COAT			

GENERAL

Case Ref	11251979	Component Group	08 - ELECTRICAL
Customer Complaint	OZ	INACCURATE	
Created	02/21/2011 11:14:12	By	T2308TB
Updated	02/28/2011 14:49:18	By	T2308TB

CONTACT

Dealer	64077	ROSEVILLE CHRYSLER DODGE JEEP RAM	Phone	(586) 859-2500
Address	25800 GRATIOT AVE			
City	ROSEVILLE	State	MI	ZIP 48066 4416
Dealer Zone	42	County	MACOMB	Country USA
Tech	JOHN SERIANNI			
STAR	T2308TB			

CUSTOMER CONCERN

RADIO CLOCK LOSES E FEW MINUTES TIME EVERY WEEK (RES RADIO)..IS THIS A SKIM MODULE ISSUE??
Updated: 02/21/2011 11:14:12 By T2308TB

RESOLUTION

John set the radio to a Cell phone time,if you have not already. Recheck in a week or even 2 weeks. Allowable time loss if 3 minutes a month. time is stored in the WCM/WIN as vehicle is shut off. First check for any WCM updates if none and time loss is documented replace WCM/WIN.

Updated: 02/21/2011 11:14:12 By T2308TB

WCM

Updated: 02/28/2011 14:49:18 By T2308TB

Field Report

VEHICLE

Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J4RR4GT4	BO [REDACTED]	Built Date	10/01/2010	Mileage	469
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	11256705	Component Group	08 - ELECTRICAL
Customer Complaint	IT	INTERMITTENT	
Created	02/23/2011 16:57:03	By	T2308TB
Updated	12/06/2011 00:05:54	By	SYSCAW

CONTACT

Dealer			Phone	
Address				
City		State	ZIP	
Dealer Zone		County	Country	
Tech				
STAR	T6824RR			

CUSTOMER CONCERN

At times one keyless remote will not unlock the car. Cust was stranded yesterday because the keyless would not unlock the car. He finally realized the valet key was avail to him. We have 2 2011 Grands in today with the same problem.

Updated: 02/23/2011 16:57:03 By T2308TB

We just tried what you said and everything worked perfectly. I can't make it act up even if I try to confuse the car. Any other ideas?

Updated: 02/24/2011 09:09:56 By T2308TB

RESOLUTION

Jim, have you duplicated the concern? On this handle there is a switch if you were to grab the handle with the FOB in your pocket the door will unlock. The keyless antenna is in handle. However if on the handle it is grabbed and the switch is inadvertently pushed at same time it confuses the module. This is the common concern with this complaint. Test this. and report results.

Updated: 02/23/2011 16:57:03 By T2308TB

Review with customer. See if this is happening in the same location for an RFI environmental issue. Were they using any electronic equipment at time of failure? Try to see how they are using FOBs.

Updated: 02/24/2011 09:09:56 By T2308TB

Not sure if the vehicle is repaired or not. We have not heard from this client in 2 months and has not returned a phone call.

Updated: 04/12/2011 16:04:56 By T2308TB

Additional information required. Jim called because the RO and Lop were rejected. I explained that he needs to contact the business center.

Updated: 09/02/2011 12:35:24 By T6824RR

Replaced steering angle sensor.

Updated: 12/06/2011 00:05:54 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J4RR4GG3	BO [REDACTED]	Built Date	07/08/2010	Mileage	6,604
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PBV	BLACKBERRY PEARL COAT				

GENERAL

Case Ref	11284000	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	NST	NO START	
Created	03/15/2011 10:50:22	By	T2699JC
Updated	01/05/2012 10:38:40	By	T2699JC

CONTACT

Dealer	44812	SMITH HAVEN CHRYSLER JEEP DODGE	Phone	(631) 863-2000
Address	794 JERICO TURNPIKE			
City	ST JAMES	State	NY	ZIP 11780 3225
Dealer Zone	32	County	SUFFOLK	Country USA
Tech	TONY IANNUZZI			
STAR	T2699JC			

PART INFORMATION

Part Number	05184646AC	Part Qty.	1
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CUSTOMER CONCERN

Customer concern-tow in no start-Serp belt broke -wrapped around crank pulley-crank pulley separated from rubber-front crank seal ok.No fault codes-No power to starter.
Updated: 03/15/2011 10:50:22 By T2699JC

RESOLUTION

Star ordered-ORDER NUMBER : 3083**parts dept to place on VOR to expedite shipping.
Updated: 03/15/2011 10:50:22 By T2699JC
 Talked with Tony about a no crank on this vehicle. Advised tech to check to see if the PCM is grounding T752 if it's not then we need to check why the PCM doesn't want this vehicle to crank. If the tech needs more help he will have to open a new case to work on this concern. Steve R.
Updated: 03/15/2011 11:08:58 By T6178SR
 Fastrack Request Number: 32323 32324
Updated: 03/15/2011 11:23:33 By T2699JC
 .
Updated: 01/05/2012 10:38:40 By T2699JC

Field Report

VEHICLE

Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR		
VIN	1D4SE4GT7	BO [REDACTED]	Built Date	12/29/2010	Mileage	5,464
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	11324818	Component Group	09 - ENGINE
Customer Complaint	MA	MISSFIRE	
Created	04/08/2011 15:52:40	By	T4756RH
Updated	04/11/2011 17:11:57	By	T4756RH

CONTACT

Dealer	68847	RUDIG JENSEN CHRY-DODGE-JEEP			Phone	(608) 562-3100
Address	1000 PROGRESS DRIVE					
City	NEW LISBON	State	WI	ZIP	53950 1531	
Dealer Zone	51	County	JUNEAU	Country	USA	
Tech	Duane Garman					
STAR	T4756RH					

CUSTOMER CONCERN

ENGINE NOISE AND MISFIRE PULLED VALVE COVER OFF AND REMOVED PUSHROD TO #5 CYL AND INSPECTED-OK. HAS TO HAVE A COLLAPSED LIFTER

Updated: 04/08/2011 15:52:42 By T4756RH

RESOLUTION

Duane,About all we have seen were some rocker arm issues and bent pushrods.Take a good look at the rocker arm inspect if carefully.Could be a lifter also,but a majority of the issues we see are rocker arms that are bad and bent pushrods.

Updated: 04/08/2011 15:52:42 By T4756RH

replaced left bank lifters and problem resolved Star: Tech replaced the all the left bank lifters.

Updated: 04/11/2011 17:11:57 By T4756RH

Field Report

VEHICLE

Model Year	2010	Body	JCDH49	DODGE JOURNEY SE (LHD/FWD)		
VIN	3D4PG4FB5	AT	Built Date	10/15/2009	Mileage	25,130
Plant	T	TOLUCA ASSEMBLY PLANT	Market	U	US	
Engine	ED3	2.4L I4 DOHC 16V DUAL VVT ENGINE				
Transmission	DFF	4-SPEED AUTOMATIC VLP TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	11360066	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	05/03/2011 09:39:03	By	T8085MB
Updated	10/27/2011 18:21:30	By	T8085MB

CONTACT

Dealer	42561	BERLIN CITY'S DODGE-JEEP-CHRY		Phone	(603) 752-6644
Address	485 MAIN ST ROUTE 16				
City	GORHAM	State	NH	ZIP	03581 1024
Dealer Zone	32	County	COOS	Country	USA
Tech	MAURICE DOHERTY				
STAR	T8085MB				

CUSTOMER CONCERN

CUSTOMER STATES VEHICLE STALLS INTERMITTANTLY - USUALLY WHEN SHIFTING INTO DRIVE OR REVERSE AND WHEN SLOWING TO A STOP.

Updated: 05/03/2011 09:39:03 By T8085MB

RESOLUTION

Maurice, advised to inspect valve body for debris or sticking valves. Advised if NTF to replace the torque converter and the input shaft sealing rings also inspect the pump bushing for wear. Advised to flush cooler and clear the VLP counter and do a quick learn.

Updated: 05/03/2011 09:39:03 By T8085MB

NEVER CAME BACK

Updated: 10/27/2011 18:21:30 By T8085MB

Field Report

VEHICLE

Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1J4RR5GT1	BO [REDACTED]	Built Date	08/07/2010	Mileage	22,452
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PAV	DK. CHARCOAL PEARL COAT				

GENERAL

Case Ref	11360356	Component Group	03 - DIFFERENTIAL AND DRIVELINE
Customer Complaint	68	NOISY	
Created	05/03/2011 10:49:31	By	T4083MW
Updated	06/04/2012 09:18:34	By	T4083MW

CONTACT

Dealer	45021	GEORGETOWN CHRYSLER JEEP DODGE	Phone	(203) 845-8040
Address	300 WESTPORT AVE			
City	NORWALK	State	CT	ZIP 06851 4313
Dealer Zone	32	County	FAIRFIELD	Country USA
Tech	Matthew Mitchell			
STAR	T4083MW			

CUSTOMER CONCERN

Noise in front end over bumps.
Updated: 05/03/2011 10:49:31 By T4083MW

RESOLUTION

Star advises tech of no known tapping noises coming from rt frt axle or differential. Make sure frt axle isolator mounts are ok and tight. If ok and you can verify it's from the front axle (right side) then replace frt axle assembly. Compare axle shaft play with good known vehicle not exhibiting condition.
Updated: 05/03/2011 10:49:31 By T4083MW
replaced frony axle isolator mounts
Updated: 06/04/2012 09:18:34 By T4083MW

Field Report

VEHICLE

Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR		
VIN	1D4SE4GT7	BO [REDACTED]	Built Date	12/29/2010	Mileage	6,124
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	11367225	Component Group	08 - ELECTRICAL
Customer Complaint	IA	INFORMATION	
Created	05/06/2011 11:04:09	By	T3431TT
Updated	05/06/2011 14:04:12	By	T3431TT

CONTACT

Dealer	68847	RUDIG JENSEN CHRY-DODGE-JEEP	Phone	(608) 562-3100
Address	1000 PROGRESS DRIVE			
City	NEW LISBON	State	WI	ZIP 53950 1531
Dealer Zone	51	County	JUNEAU	Country USA
Tech	Duane Garman			
STAR	T3431TT			

CUSTOMER CONCERN

customer states back uo camera picture poor in sunlite. compared to other chrysler products vehicle display is the same. customer previously had a ford flex nad picture was much clearer. any issues or updates? Also unable to find travel link soft key on radio but travel link shows as an option and is activr subscription.

Updated: 05/06/2011 11:04:09 By T3431TT

RESOLUTION

customer states back uo camera picture poor in sunlite. compared to other chrysler products vehicle display is the same. customer previously had a ford flex nad picture was much clearer. any issues or updates? Also unable to find travel link soft key on radio but travel link shows as an option and is activr subscription. Duplicated : Yes - back up on sunny day Repairs and Tests Performed : none TechCONNECT Search : back up camera Duane i would first take a look at SOI case S1108000092 SiriusXM Travel Link Update Policy for the travel link concern. Our radio screens have been toned down in brightness a little bit but as you see its across the board. I would imagine that the manufacture of other brand vehicles use a different radio screen. No further information is available on the screens for this concern at this time. Make sure that all adjustments are made on the radio for the screen brightness. Thanks Tom T.

Updated: 05/06/2011 11:04:09 By T3431TT

Waiting on update from sirius. Saw this case as I was requesting assistance but wanted info on camera also. Thanks, Duane

Updated: 05/06/2011 14:04:12 By T3431TT

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT1	BO [REDACTED]	Built Date	02/07/2011	Mileage	3,604
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PWL	WHITE GOLD CLEAR COAT				

GENERAL

Case Ref	11375395	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	IA	INFORMATION	
Created	05/11/2011 15:37:13	By	T3498BM
Updated	05/11/2011 16:15:44	By	T3498BM

CONTACT

Dealer	60023	AIRPARK DODGE CHRYSLER JEEP	Phone	(480) 556-7400
Address	7801 E FRANK LLOYD WRIGHT BLVD			
City	SCOTTSDALE	State	AZ	ZIP 85260 1002
Dealer Zone	70	County	MARICOPA	Country USA
Tech	Thomas Pierce			
STAR	T3498BM			

CUSTOMER CONCERN

Vehicl is towed behind motorhome customer concern is putting transfer case in neutral for towing. red light on console next to the button to put t-csae in nuetral comes on and t-case goes into neutral, but customer state owners manual say there should be a message in the evic that the t-cae is in nuetral and there is none

Updated: 05/11/2011 15:37:13 By T3498BM

RESOLUTION

Vehicl is towed behind motorhome customer concern is putting transfer case in neutral for towing. red light on console next to the button to put t-csae in nuetral comes on and t-case goes into neutral, but customer state owners manual say there should be a message in the evic that the t-cae is in nuetral and there is none Duplicated : Yes - place t-case in neutral Repairs and Tests Performed : checked concern no codes TechCONNECT Search : NEUTRAL ***** Tom the owners manual may be wrong. Please compare this with another - Brian

Updated: 05/11/2011 15:37:13 By T3498BM

seems to be normal

Updated: 05/11/2011 16:15:44 By T3498BM

Field Report

VEHICLE

Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR		
VIN	1D4SD4GT4	BO [REDACTED]	Built Date	01/08/2011	Mileage	500
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PGN	NATURAL GREEN PEARL COAT				

GENERAL

Case Ref	11430918	Component Group	24 - HEATING & A/C
Customer Complaint	IB	INOPERATIVE	
Created	06/08/2011 10:29:16	By	T1873RC
Updated	06/08/2011 15:08:24	By	T1873RC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
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B106E	Rear Blower Control Circuit/Performance	DTODAW	04/14/2013 01:25:46
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CONTACT

Dealer	68680	PHILLIPS CHRYSLER JEEP INC		Phone	(352) 732-7577
Address	3440 SOUTH PINE AVENUE				
City	OCALA	State	FL	ZIP	34471 6615
Dealer Zone	66	County	MARION	Country	USA
Tech	JASON PAUL				
STAR	T1873RC				

CUSTOMER CONCERN

no hot or cold air from top vent on roof
Updated: 06/08/2011 10:29:16 By T1873RC

RESOLUTION

No hot or cold air from top vent on roof Duplicated : Yes - key on Repairs and Tests Performed : updated HVAC per tsb 24-004-11 still has code b106e-11 no flow chart for this code TSB Applied : 24-004-11 DTCs : b106e-11 Scan Tool Software Version : 12.01.63 TechCONNECT Search : b106e-11 Jason called trying to get information about the diagnostics for this code. STAR has no information about that code. Suggested that he load test and voltage drop test the control circuit from the front control head to the rear blower motor control module. Try performing the diagnostics for fault codes B106E-12 and B106E-14. Also, another similar case was resolved when the tech found that the rear blower wasn't plugged in. Jason will check that and let us know if he needs further assistance----Bob

Updated: 06/08/2011 10:29:16 By T1873RC

check for power at rear blower motor had none check power at rear blower module had but not working moved wire around and started to work check pins at pin 3 found not making contact with moudle rescured pin and recheck okay at this time

Updated: 06/08/2011 15:08:24 By T1873RC

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT8	BC [REDACTED]	Built Date	10/21/2010	Mileage	9,239
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	11496499	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	07/01/2011 19:45:44	By	T5355M0
Updated	12/06/2011 00:44:51	By	SYSCAW

CONTACT

Dealer	<input type="text"/>	<input type="text"/>	Phone	<input type="text"/>	
Address	<input type="text"/>				
City	<input type="text"/>	State	<input type="text"/>	ZIP	<input type="text"/>
Dealer Zone	<input type="text"/>	County	<input type="text"/>	Country	<input type="text"/>
Tech	<input type="text"/>				
STAR	T5355M0				

CUSTOMER CONCERN

I-phone error.
Updated: 07/01/2011 19:45:44 By T5355M0

RESOLUTION

phone error. Duplicated : No Repairs and Tests Performed : Customer came to dealer with tsb 08-036-11 already printed out, and stated that was the problem he was having with his Iphone. attempted to flash module multiple times, and keep getting an error window. window states: Flash process failed--an error has occurred executing plugin flash module. TSB Applied : 08-036-11 TechCONNECT Search : hands free module * Then check circuits to the HFM and if OK replace the HFM and note operation, Keep me posted, Thanks. Mark T.
Updated: 07/01/2011 19:45:44 By T5355M0
 replaced hfm
Updated: 12/06/2011 00:44:51 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT0	BC [REDACTED]	Built Date	03/31/2011	Mileage	225
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	11569471	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	08/01/2011 13:12:39	By	T5009C0
Updated	12/06/2011 01:09:40	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T5009C0		

CUSTOMER CONCERN

satellite radio and navigation inop, satellite video works fine, am/fm plays well
Updated: 08/01/2011 13:12:39 By T5009C0

satellite radio and navigation inop, satellite video works fine, am/fm plays well
Updated: 08/01/2011 13:36:17 By T5009C0

replaced antenna - no change, swapped out rhr radio chssis and navigation worked well - satellite still says (no signal) - sat. works in the host vehicle, sounds like two separate problems, trying to find a diagram of which antenna lead at back of radio is for which system, looks like two antenna leads from antenna to video tuner and one lead from there to radio
Updated: 08/01/2011 13:36:17 By T5009C0

RESOLUTION

satellite radio and navigation inop, satellite video works fine, am/fm plays well Duplicated : Yes - condition present all time Repairs and Tests Performed : antenna replaced TSB Applied : none DTCs : none TechCONNECT Search : satellite radio ***** Lawrence, In this case the satellite radio and NAV share the same antenna. Connect a known good antenna direct to the radio then check for the concern. If the concern is no longer present check the vehicle antenna, cables and connections for concerns. There have been cases that the antenna cable that runs under the ORC or by it was pinched. Please feel free to contact me with any further questions or concerns on this vehicle. Thank You, Chris B.
Updated: 08/01/2011 13:12:39 By T5009C0

Lawrence, In this case at the radio the white connector is the AM/FM and the yellow/gold connector is for the satellite radio and NAV system. Please feel free to contact me with any further questions or concerns on this vehicle. Thank You, Chris B.
Updated: 08/01/2011 13:36:17 By T5009C0

the satellite tv tuner box was the cause, after replacement everything was good, the pinch antenna lead by the orc was not the problem
Updated: 12/06/2011 01:09:40 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J4RR4GGX	BC [REDACTED]	Built Date	07/06/2010	Mileage	23,742
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	11678955	Component Group	24 - HEATING & A/C
Customer Complaint	65	LEAKS	
Created	09/12/2011 17:22:57	By	T1753JH
Updated	12/06/2011 02:06:24	By	SYSCAW

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	<input type="text"/>	State	<input type="text"/>
ZIP	<input type="text"/>	Country	<input type="text"/>
Dealer Zone	<input type="text"/>	County	<input type="text"/>
Tech	<input type="text"/>		
STAR	T1753JH		

CUSTOMER CONCERN

evap core
Updated: 09/12/2011 17:22:57 By T1753JH
has build date 7 6 2010 requires updated part,question the reason for replacment
Updated: 09/12/2011 17:30:14 By T1753JH

RESOLUTION

George replace the Evaporator Coil ?Only if vehicle build date is prior to 08/12/2010?any cores after this point are updated parts and the parts you recieve are also updated parts.
Updated: 09/12/2011 17:22:57 By T1753JH
George we dont have the info on the reason for replacement at this time,at this time we were instructed the new core is an updated part.
Updated: 09/12/2011 17:30:14 By T1753JH
evap core
Updated: 12/06/2011 02:06:24 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR		
VIN	1D4RD2GGX	BC [REDACTED]	Built Date	12/28/2010	Mileage	7,882
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	11715605	Component Group	23 - BODY/SHEET METAL
Customer Complaint	SR	WON'T OPEN	
Created	09/24/2011 15:28:37	By	T3498BM
Updated	12/06/2011 02:25:52	By	SYSCAW

CONTACT

Dealer	<input type="text"/>	<input type="text"/>	Phone	<input type="text"/>	
Address	<input type="text"/>				
City	<input type="text"/>	State	<input type="text"/>	ZIP	<input type="text"/>
Dealer Zone	<input type="text"/>	County	<input type="text"/>	Country	<input type="text"/>
Tech	<input type="text"/>				
STAR	T3498BM				

CUSTOMER CONCERN

second row seat wont fold up.
Updated: 09/24/2011 15:28:37 By T3498BM

RESOLUTION

John, no. Can you confirm the same issue exist on another 2011 model. If so, I'll pass this info along for a possible tech-tip - Brian
Updated: 09/24/2011 15:28:37 By T3498BM
shorter screw.
Updated: 12/06/2011 02:25:52 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WDEP75	DODGE DURANGO CITADEL AWD SPORT UTILITY 4-DR		
VIN	1D4SE5GT5	BO [REDACTED]	Built Date	04/05/2011	Mileage	3,503
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	11756146	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	68	NOISY	
Created	10/10/2011 14:17:51	By	T7720A0
Updated	01/19/2012 10:58:50	By	T7720A0

CONTACT

Dealer	43680	DOTHAN CHRYSLER DODGE JEEP RAM		Phone	(334) 794-0606
Address	4074 ROSS CLARK CIR				
City	DOTHAN	State	AL	ZIP	36303 5724
Dealer Zone	66	County	HOUSTON	Country	USA
Tech	MARK WINSLETT				
STAR	T7720A0				

CUSTOMER CONCERN

<p>clunking and snapping noise when putting in or taking out of gear</p> <p><i>Updated: 10/10/2011 14:17:51 By T7720A0</i></p> <p>i have a loud ping coming from the trans fer case from drive to neutral, i dont have another durango but i compared it to a grand cherokee with the same driveline and the ping noise is not there. For the most part the clunk is present with 3 other vehicles, normal op</p> <p><i>Updated: 10/10/2011 15:14:06 By T7720A0</i></p> <p>wrapped front and rear driveshaft's with silencer belts and had no change in noise, used stethoscope and noise is coming from transfer case</p> <p><i>Updated: 10/10/2011 15:50:02 By T7720A0</i></p>
--

RESOLUTION

<p>Mark the clunk or snap noise is somewhat characteristic when shifting into park/neutral out of gear due to the driveline unloads or unwraps from the applied torque, in park the unwrapping of the torque can be met with the park pawl engagement and cause a snap or clunk condition. K02643940 (older) When shifting the transmission from forward or reverse gear into park or neutral, the clutch packs are released by venting the clutch apply pressure at the manual valve in the valvebody. This sudden release of "in gear" torque load may allow the rear propeller shaft to spring back causing the clunk or snap type noise. Also, when park is engaged, the park mechanism is engaging at the same time the "in gear" torque load is being released which may cause noise from the park mechanism. Slower movement of the shift lever into park or neutral will prevent this normal condition. NOTE: The manual valve used in all 68RFE units (P/N 52119981AA) has an additional notched land to smooth out reverse to park / neutral engagement. The 68RFE manual valve can be used in all 45RFE and 545RFE trans assemblies. IMPORTANT: This latest design manual valve will not affect forward gear (drive) to park / neutral engagement. NOTE: The following conditions may worsen this normal condition: A: Loose or worn rear suspension components / fasteners. B: Excessive rear axle backlash. C: Elevated engine idle speed. Compare to like vehicles if deemed excessive, listen through vents at trans and axles, verify wwhere the noise is from, if from trans pull pan and inspect for any metal or snap ring pieces.</p> <p><i>Updated: 10/10/2011 14:17:51 By T7720A0</i></p> <p>Wrap the brake lathe belt around the drive shaft and check for a change to the ping noise. Might have to wrap it around the trans end then the pinion end and note any changes to the ping noise. If there is a significant change to the noise, replace the prop shaft (swap it for testing) (wk may fit)</p> <p><i>Updated: 10/10/2011 15:14:06 By T7720A0</i></p> <p>Ok check the t-case fluid color condition and if it has metal in it. Disassemble and inspect possible chain.</p>

Updated: 10/10/2011 15:50:02 By T7720A0

transfer case

Updated: 01/19/2012 10:58:50 By T7720A0

Field Report

VEHICLE

Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1J4RR5GT1	BC [REDACTED]	Built Date	07/23/2010	Mileage	14,604
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	11768899	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	10/14/2011 11:06:49	By	T4416KA
Updated	01/02/2012 13:15:44	By	T4416KA

CONTACT

Dealer	60355	CHAPMAN CHRYSLER JEEP DODGE	Phone	(215) 443-5800
Address	1100 EASTON RD			
City	HORSHAM	State	PA	ZIP 19044 1405
Dealer Zone	35	County	BUCKS	Country USA
Tech	Brian Bitters			
STAR	T4416KA			

CUSTOMER CONCERN

push to start inop. message on evic states no key found, or key not detected. no dtc active or stored. rrt 11-047 has been performed. i read the star case s1008000010 stating a possible dead zone, try moving key to another location in car. when i saw this happen, the key was in the center console. this happens with both customers keys. please advise with possible solution.

Updated: 10/14/2011 11:06:49 By T4416KA

we informed customer about the cell phone, he will try to keep phone away from vehicle to see if problem still happens. customer stated this has happened with his old "cheapo cell phone" not just his newer smart phone. i will contact star in the near future after hearing feedback from the customer. Thank you for your time and effort. Brian Bitters

Updated: 10/19/2011 17:07:45 By T4416KA

we have not received word from customer on any updates on this concern

Updated: 12/19/2011 16:52:45 By T1505JC

RESOLUTION

Called Brian and when the vehicle did not start the customer was at the dealer and they verified intermittent operation. The customer states that at times the RKE and passive entry would not work. No DTC's were set. Advised to ask the customer if there is a cell phone next to the fobik when it acts up and try replacing the battery in the fobik. Advised that there may be an issue with an antenna or even the PEM. Resubmit findings, thanks Kent.

Updated: 10/14/2011 11:06:49 By T4416KA

Thanks for the update, Kent.

Updated: 10/19/2011 17:07:45 By T4416KA

Thank you Brian for the update. Feel free to close out this ticket if you like. You can always reopen the ticket if the issue returns.

Updated: 12/19/2011 16:52:45 By T1505JC

i check marked the no box when asked if the concern is fixed, only because the customer hasn't contacted us as of last visit. thank you

Updated: 01/02/2012 13:15:44 By T4416KA

Field Report

VEHICLE

Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR		
VIN	1D4SD4GT4	BO [REDACTED]	Built Date	01/08/2011	Mileage	8,185
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PGN	NATURAL GREEN PEARL COAT				

GENERAL

Case Ref	11796817	Component Group	09 - ENGINE
Customer Complaint	68	NOISY	
Created	10/25/2011 17:39:36	By	T4756RH
Updated	10/31/2011 12:54:57	By	T4756RH

CONTACT

Dealer	68680	PHILLIPS CHRYSLER JEEP INC		Phone	(352) 732-7577
Address	3440 SOUTH PINE AVENUE				
City	OCALA	State	FL	ZIP	34471 6615
Dealer Zone	66	County	MARION	Country	USA
Tech	Brian Baughman				
STAR	T4756RH				

CUSTOMER CONCERN

tapping noise from eng
Updated: 10/25/2011 17:39:36 By T4756RH

RESOLUTION

Brian, No issues being reported, Repair or replace components as needed only.
Updated: 10/25/2011 17:39:36 By T4756RH
replaced valve, spring, rotator, cleaned carbon. and also replaced rocker shaft
Updated: 10/31/2011 12:54:57 By T4756RH

Field Report

VEHICLE

Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1J4RR5GT0	BC [REDACTED]	Built Date	05/26/2010	Mileage	28,022
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PBV	BLACKBERRY PEARL COAT				

GENERAL

Case Ref	11920546	Component Group	08A - AUDIO/VIDEO/NAV/TELEMATICS
Customer Complaint	HFO	HANDS FREE/BLEETOOTH OPERATION	
Created	12/12/2011 16:55:41	By	T4520J1
Updated	12/16/2011 12:31:08	By	T4520J1

CONTACT

Dealer	57769	SORG DODGE INC	Phone	(574) 533-8605
Address	1811 ELKHART RD			
City	GOSHEN	State	IN	ZIP 46526 1111
Dealer Zone	42	County	ELKHART	Country USA
Tech	keith mast			
STAR	T4520J1			

CUSTOMER CONCERN

Phone compatibility issues
Updated: 12/12/2011 16:55:41 By T4520J1

RESOLUTION

Phone compatibility issues Duplicated : Yes - try to sync phone Repairs and Tests Performed : trying to do the tsb 08-036-11 rev a. Cannot get flash to load into portable flash drive we are trying to use the same one that we used for starscan updates is it compatible? CUSTOMER IS WAITING! CALL ME IF YOU NEED TO 574-536-2703 Keith Mast service manager Sorg Dodge Inc. TechCONNECT Search : hfm update***** Hello Keith. As per our conversation - Please review the tsb step and verify the correct components are being using. For further assistance with the steps for installing the update please refer to witech. If further assistance is required please let me know. Thank you. Jesse S.

Updated: 12/12/2011 16:55:41 By T4520J1

flash would not load into thumb drive, we had a Kingston drive that came to update STARSCAN, I had a DASH thumb drive and it loaded and worked

Updated: 12/16/2011 12:31:08 By T4520J1

Field Report

VEHICLE

Model Year	2011	Body	RTKM53	DODGE GRAND CARAVAN MAINSTREET WAGON		
VIN	2D4RN3DG7	BR	Built Date	01/03/2011	Mileage	5,082
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	11984600	Component Group	08 - ELECTRICAL
Customer Complaint	BB1	BATTERY GOES DEAD	
Created	01/06/2012 16:41:44	By	T4632JJ
Updated	03/10/2012 00:50:57	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T4632JJ		

CUSTOMER CONCERN

excessive battery drain

Updated: 01/06/2012 16:41:44 By T4632JJ

yes located that star case on line, unhhoked aftermarket dvd player draw is gone.aftermarket company is taking car on monday to reconnect. is there any place i can tell them to connect the three wires they have for dvd? red ignition fed, orange, dome lamp circuit, black ground.

Updated: 01/06/2012 17:24:14 By T4632JJ

do you know where we can hook up the dvd player too so it won't keep the cluster awake?it has dome lamps in it so it will need to be connected to a dome lamp circuit.

Updated: 01/09/2012 10:44:30 By T4632JJ

RESOLUTION

Tom i would start by inpscting for any aftermarket add ons that could be causing the draw. Next you can pull fuses untill the draw goes away. The common thing on the minivans seems to be inputs to the cluster. If you suspect it is coming from the cluster, pull the cluster and see if the draw goes away. If it does next pull the bus wires out of the connector. If the draw goes away its a bussed input to the cluster. IF it does not start pulling the other circuits to the cluster untill we can determine what circuit is causing the draw.

Updated: 01/06/2012 16:41:44 By T4632JJ

Good job thanks for the update. J.P.

Updated: 01/06/2012 17:24:14 By T4632JJ

Tom, the star center does no support any kind of add on accessory. If this is a mopar add on you can call the accessory technical assistance line at 1 800 846 6727.

Updated: 01/09/2012 10:44:30 By T4632JJ

aftermarket dvd

Updated: 03/10/2012 00:50:57 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR		
VIN	1D4RD4GG7	BO	Built Date	04/12/2011	Mileage	11,004
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	12020682	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	01/20/2012 22:55:04	By	T7243KH
Updated	03/17/2012 08:58:58	By	T7243KH

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
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P0302	Cylinder 2 Misfire	T3076SB	04/14/2013 01:25:00
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CONTACT

Dealer	45473	CUTTER CHRYSLER JEEP DODGE OF		Phone	(808) 564-9640
Address	905 KAMEHAMEHA HWY				
City	PEARL CITY	State	HI	ZIP	96782 2501
Dealer Zone	71	County	HONOLULU	Country	USA
Tech	Nelson Magday				
STAR	T7243KH				

CUSTOMER CONCERN

Cutomer states check engine light on and idles rough.

Updated: 01/20/2012 22:55:04 By T7243KH

DOUBLE CHECK #2 AGAIN FOR ANY LEAKS WITH LEAK DOWN TESTER. VERIFIED AIR ESCAPING FROM INTAKE VALVE.

Updated: 01/23/2012 21:56:02 By T7243KH

MY MISTAKE. #2 EXHAUST VALVE IS LEAKING. ALSO IS THERE A TOOL TO PUSH OUT THREEBOND RTV FROM TUBE?

Updated: 01/23/2012 21:56:02 By T7243KH

RESOLUTION

Nelson If there is leakage at the intake/exhaust valve, the head needs to be replaced. If you end up replacing the head, this is a complete head minus cams. On replacement cylinder heads, there are two bolts on the front of the head that are just below the cam journals that have to be transferred from the old head to the new head or CMP sensor codes will set. Bolt kit # is 68154699AA and torque is 18+/- 2Nm.

Updated: 01/20/2012 22:55:04 By T7243KH

Nelson ok on the exhaust valve and for the RTV no tool that I know of.

Updated: 01/23/2012 21:56:02 By T7243KH

REPLACE LEFT CYLINDER HEAD.

Updated: 03/17/2012 08:58:58 By T7243KH

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT8	BC [REDACTED]	Built Date	10/21/2010	Mileage	20,894
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	12330569	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	68	NOISY	
Created	05/16/2012 17:08:19	By	T3498BM
Updated	07/15/2012 00:26:48	By	SYSCAW

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T3498BM		

CUSTOMER CONCERN

Clunk noise when performing a drive to neutral shift.

Updated: 05/16/2012 17:08:19 By T3498BM

Do you have a part number for the manual valve so I can order it?

Updated: 05/16/2012 18:04:11 By T3498BM

Installed new manual valve, did not repair concern. I checked and found that the part number quoted fits the 68rfe and 545rfe for multiple 2011 and 2012 applications, including the WK. It appears as this was the very same part was already installed in the vehicle. Is that the correct part number for sure? Any other ideas?

Updated: 05/22/2012 17:42:05 By T3498BM

The noise is definitely coming from the drivetrain when shifting into neutral. When the trans shifts into neutral it unloads the drivetrain. This is when the noise occurs. The noise seems to be coming from the transfer case area. I looked a bit deeper and found this star case. 11592014. What was worn or missing from the transfer case that would cause this condition? This vehicle has a MP3023 transfer case, is the star case related to the same transfer case?

Updated: 05/23/2012 12:50:58 By T3498BM

The noise didn't change when the solenoid pack was disconnected. I did verify all driveshaft joints ok. I can recreate the noise with vehicle on the hoist. I can move the rear tires quickly back and forth and I hear the noise coming from the transfer case.

Updated: 05/23/2012 13:19:43 By T3498BM

RESOLUTION

Clunk noise when performing a drive to neutral shift. Duplicated : Yes - Shift from drive to neutral. Repairs and Tests Performed : No DTCs, pcm software up to date, all CVIs within spec. Found star case# 11721933 describes similar condition. request additional information regarding repair procedure. TechCONNECT Search : TRANSMISSION

***** Bryan it involves installing the manual valve from a 68RFE into a 545RFE. No special procedure, just remove the original and install the new one. It allows for a softer shift - Brian

Updated: 05/16/2012 17:08:19 By T3498BM

Bryan use P/N 52119981AA - Brian

Updated: 05/16/2012 18:04:11 By T3498BM

Bryan I'm unsure if the part is the same as what came in it. To my knowledge they should be different. Being you're sure this is abnormal compared with another, then start the vehicle and disconnect the solenoid pack. Does the clunk change? - Brian

Updated: 05/22/2012 17:42:05 By T3498BM

Bryan I'm unsure as I cannot look up any further details to that case. The reason I asked you to do this is I want to be sure and try and narrow this further. I'm already suspecting the t-case but I don't want to tell you to replace it on a guess - Brian

Updated: 05/23/2012 12:50:58 By T3498BM

Ok Bryan lets replace the t-case at this point. Make sure no LOP restriction exist for replacement - Brian

Updated: 05/23/2012 13:19:43 By T3498BM

Transfer case replacement

Updated: 07/15/2012 00:26:48 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR		
VIN	1D4SE4GT2	BO [REDACTED]	Built Date	01/03/2011	Mileage	18,101
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	12559110	Component Group	03 - DIFFERENTIAL AND DRIVELINE
Customer Complaint	65	LEAKS	
Created	08/09/2012 11:26:36	By	T7720A0
Updated	08/09/2012 14:12:14	By	T7720A0

CONTACT

Dealer	60476	LAYTON HILLS CHRYSLER DODGE JEEP		Phone	(801) 544-5800
Address	1234 N MAIN ST				
City	LAYTON	State	UT	ZIP	84041 5280
Dealer Zone	70	County	DAVIS	Country	USA
Tech	Dave Steele				
STAR	T7720A0				

CUSTOMER CONCERN

vehicle has a differential leak.
Updated: 08/09/2012 11:26:36 By T7720A0

RESOLUTION

Dave there is no procedure to service the bushing. Order a new bushing to install. 68089885AB.
Updated: 08/09/2012 11:26:36 By T7720A0
ordered new bushing
Updated: 08/09/2012 14:12:14 By T7720A0

Field Report

VEHICLE

Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1J4RS4GG6	BO [REDACTED]	Built Date	11/23/2010	Mileage	46,943
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	12574542	Component Group	09 - ENGINE
Customer Complaint	68	NOISY	
Created	08/15/2012 14:21:26	By	T5475IW
Updated	09/11/2012 10:42:06	By	T5475IW

CONTACT

Dealer	26001	JIM CLICK CHRYSLER JEEP	Phone	(520) 888-8000
Address	701 W AUTO MALL DR			
City	TUCSON	State	AZ	ZIP 85705 6012
Dealer Zone	70	County	PIMA	Country USA
Tech	Thomas Busch			
STAR	T5475IW			

CUSTOMER CONCERN

TICKING NOISE FROM DRIVERS SIDE CYLIBDER HEAD <i>Updated: 08/15/2012 14:21:26 By T5475IW</i> NOISE WAS THERE BEFORE REPAIR ATTEMPT, NOISE HEARD IN OTHER 3.6 ENGINES ALSO. SOUNDS LIKE NO 4 CYL AREA, REPLACED LIFTERS, , STILL THERE, REPLACED CYL HEAD, STILL NOISY SAME AREA, DO YOU RECOMMEND CAMS, AND NEW LIFTERS, ONLY DRIVERS SIDE VALVE COVER AREA, TOO NOISY FOR INJECTORS, NOISE COLD OR HOT, ONLY DRIVERS SIDE SOUNDS LIKE ONE LIFTER--ROCKER ARMS? <i>Updated: 08/15/2012 17:50:48 By T5475IW</i>

RESOLUTION

Thomas, If the repair was recently performed allow the engine to run as it may take some time for all lash adjusters to pump up. If this was allowed, ensure that the OCV that attaches the phaser to the camshaft was tightened correctly, torque spec 110 ft/lb. Possible loose flywheel bolts. Look for loose cam caps. Possible roller bearings ejecting from cam followers/rocker arms. <i>Updated: 08/15/2012 14:21:26 By T5475IW</i> Thomas, Rocker arms refers to the cam follower. Some techs may refer to them as rocker arms is why I use both terms. If you suspect a cam follower is at fault replace it as needed and reevaluate the condition. It is not likely a cam would cause this unless there is visible wear. It is possible for a cam phaser to cause a ticking noise. <i>Updated: 08/15/2012 17:50:48 By T5475IW</i> Replaced left cylinder head <i>Updated: 09/11/2012 10:42:06 By T5475IW</i>
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Field Report

VEHICLE

Model Year	2012	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAT9	CO [REDACTED]	Built Date	12/22/2011	Mileage	17,762
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				
Color	PDM	MINERAL GRAY MET. CLEAR COAT				

GENERAL

Case Ref	12599637	Component Group	08A - AUDIO/VIDEO/NAV/TELEMATICS
Customer Complaint	HFO	HANDS FREE/BLEETOOTH OPERATION	
Created	08/24/2012 13:34:07	By	T4520J1
Updated	09/21/2012 13:55:11	By	T4520J1

CONTACT

Dealer	42127	HANOVER DODGE CHRYSLER JEEP RAM	Phone	(717) 637-1101
Address	200 EISENHOWER DR			
City	HANOVER	State	PA	ZIP 17331 5212
Dealer Zone	35	County	YORK	Country USA
Tech	GREGORY CLEGG			
STAR	T4520J1			

CUSTOMER CONCERN

customer states no audio from speakers when making a phone call sound plays from phone, also audio doesnt play from phone when streaming music only plays from phones speakers

Updated: 08/24/2012 13:34:07 By T4520J1

yes everything works properly up until the sound should play through the speakers for the phone call

Updated: 08/24/2012 14:28:58 By T4520J1

RESOLUTION

Hello Gregory. To better assist you, is the uconnect voice present? Does it say "uconnect ready"? Thank you. Jesse S.

Updated: 08/24/2012 13:34:07 By T4520J1

Often times baselining the system will correct the concern. Please depair the device from the system, reboot the phone and repair to the system. Ensure the volume has been adjusted to 3/4 on the phone and that the volume has been adjusted on the uconnect system. If no change, please respond with the customers phone make/model, software level and mobile service provider for review. Thank you. Jesse S.

Updated: 08/24/2012 14:28:58 By T4520J1

hfm replaced

Updated: 09/21/2012 13:55:11 By T4520J1

Field Report

VEHICLE

Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1J4RS4GG6	BO [REDACTED]	Built Date	11/23/2010	Mileage	47,344
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	12613066	Component Group	09 - ENGINE
Customer Complaint	68	NOISY	
Created	08/30/2012 10:56:01	By	T0717DB
Updated	09/27/2012 08:15:20	By	T0717DB

CONTACT

Dealer	26001	JIM CLICK CHRYSLER JEEP	Phone	(520) 888-8000
Address	701 W AUTO MALL DR			
City	TUCSON	State	AZ	ZIP 85705 6012
Dealer Zone	70	County	PIMA	Country USA
Tech	Thomas Engelbrecht			
STAR	T0717DB			

CUSTOMER CONCERN

C/S THAT THERE IS A TICKING NOISE IN THE ENGINE
Updated: 08/30/2012 10:56:01 By T0717DB
VERY LOUD. INJECTORS CAN BE HEARD IN VEHICLE WITH A/C ON LOW.
Updated: 08/30/2012 11:44:06 By T0717DB

RESOLUTION

Thomas, I went through the Star Data base and find no information on noisy injectors. How loud are the injectors compared to vehicle with same engine and like mileage?
Updated: 08/30/2012 10:56:01 By T0717DB
Thomas, if injectors are under warranty replace the noisy injectors and reevaluate issue.....
Updated: 08/30/2012 11:44:06 By T0717DB
injectors and lash adjusters
Updated: 09/27/2012 08:15:20 By T0717DB

Field Report

VEHICLE

Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR		
VIN	1D4RE2GG4	BO [REDACTED]	Built Date	01/28/2011	Mileage	32,000
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	13054119	Component Group	08A - AUDIO/VIDEO/NAV/TELEMATICS
Customer Complaint	RIO	RADIO/INFOTAINMENT OPERATION	
Created	02/13/2013 15:51:25	By	T8423BL
Updated	03/31/2013 00:28:51	By	SYSCAW

CONTACT

Dealer			Phone	
Address				
City		State	ZIP	
Dealer Zone		County	Country	
Tech				
STAR	T8423BL			

CUSTOMER CONCERN

REAR VIEW CAMERA INOP SHOWS BLANK SCREEN WITH CHECK ALL SURROUNDINGS MESSAGE <i>Updated: 02/13/2013 15:51:25 By T8423BL</i>
--

RESOLUTION

Melvin, let's start by making sure we have good power and ground to that camera unit. If those test good, try swapping that camera with another unit and recheck operation. Let me know what you find. Thanks, Brad. <i>Updated: 02/13/2013 15:51:25 By T8423BL</i> WW <i>Updated: 03/31/2013 00:28:51 By SYSCAW</i>

Field Report

VEHICLE

Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR		
VIN	1D4SD4GT2	BO [REDACTED]	Built Date	01/07/2011	Mileage	41,898
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	13090060	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	02/26/2013 19:58:05	By	T3768MR
Updated	03/17/2013 00:26:48	By	SYSCAW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1E99	1E-FRONT LEFT HEATER CONTROL CIRCUIT - CIRCUIT RESISTANCE OUT OF RANGE	T1870AT	04/14/2013 01:25:46

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	<input type="text"/>	State	<input type="text"/>
ZIP	<input type="text"/>		
Dealer Zone	<input type="text"/>	County	<input type="text"/>
Tech	<input type="text"/>		
STAR	T3768MR		

CUSTOMER CONCERN

Left front seat heater turns off by itself.
Updated: 02/26/2013 19:58:05 By T3768MR

RESOLUTION

Brandon. Most like cases for this code are for the heater elements themselves. Test the resistance through the heater elements while someone is sitting on the seat or while putting pressure on the seat elements. If going open or shorting out, replace the heater elements and retest. Keep me posted. Thanks, Mike R.

Updated: 02/26/2013 19:58:05 By T3768MR

Customer declined repair.

Updated: 03/17/2013 00:26:48 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT4	BC [REDACTED]	Built Date	11/06/2010	Mileage	27,884
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	13195965	Component Group	23 - BODY/SHEET METAL
Customer Complaint	EAP	EXTERIOR APPEARANCE	
Created	04/03/2013 14:13:23	By	T8954CC
Updated	04/03/2013 14:13:23	By	T8954CC

CONTACT

Dealer	62457	CENTRAL AVE CHRYSLER JEEP DODGE	Phone	(914) 961-5400
Address	1839 CENTRAL PARK AVENUE			
City	YONKERS	State	NY	ZIP 10710 2828
Dealer Zone	32	County	WESTCHESTER	Country USA
Tech	William Digiacomio			
STAR	T8954CC			

CUSTOMER CONCERN

Grille peeling, pass headlamp and fog lamp moisture driver window inop.
Updated: 04/03/2013 14:13:23 By T8954CC

RESOLUTION

replaced of grille for peeling, pass headlamp and fog lamp for condensation and driver window switch.
Updated: 04/03/2013 14:13:23 By T8954CC

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT4	BC [REDACTED]	Built Date	11/06/2010	Mileage	27,884
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	13196086	Component Group	23 - BODY/SHEET METAL
Customer Complaint	EAP	EXTERIOR APPEARANCE	
Created	04/03/2013 14:32:16	By	T8954CC
Updated	04/03/2013 14:32:16	By	T8954CC

CONTACT

Dealer	62457	CENTRAL AVE CHRYSLER JEEP DODGE	Phone	(914) 961-5400
Address	1839 CENTRAL PARK AVENUE			
City	YONKERS	State	NY	ZIP 10710 2828
Dealer Zone	32	County	WESTCHESTER	Country USA
Tech	William Digiacomio			
STAR	T8954CC			

CUSTOMER CONCERN

Grille peeling, pass headlamp and fog lamp moisture driver window inop.
Updated: 04/03/2013 14:32:16 By T8954CC

RESOLUTION

replaced of grille for peeling, pass headlamp and fog lamp for condensation and driver window switch.
Updated: 04/03/2013 14:32:16 By T8954CC

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT4	BC [REDACTED]	Built Date	11/06/2010	Mileage	27,884
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	13196109	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	04/03/2013 14:35:08	By	T8954CC
Updated	04/03/2013 14:35:08	By	T8954CC

CONTACT

Dealer	62457	CENTRAL AVE CHRYSLER JEEP DODGE	Phone	(914) 961-5400
Address	1839 CENTRAL PARK AVENUE			
City	YONKERS	State	NY	ZIP 10710 2828
Dealer Zone	32	County	WESTCHESTER	Country USA
Tech	William Digiacomio			
STAR	T8954CC			

CUSTOMER CONCERN

Grille peeling, pass headlamp and fog lamp moisture driver window inop.
Updated: 04/03/2013 14:35:08 By T8954CC

RESOLUTION

replaced of grille for peeling, pass headlamp and fog lamp for condensation and driver window switch.
Updated: 04/03/2013 14:35:08 By T8954CC

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT4	BO [REDACTED]	Built Date	11/06/2010	Mileage	29,072
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	60053402	Component Group	08 - ELECTRICAL
Customer Complaint	SC	BURNED/BURNED OUT	
Created	04/23/2013 08:17:02	By	T5463KY
Updated	04/23/2013 08:17:02	By	T5463KY

CONTACT

Dealer	62457	CENTRAL AVE CHRYSLER JEEP DODGE		Phone	(914) 961-5400
Address	1839 CENTRAL PARK AVENUE				
City	YONKERS	State	NY	ZIP	10710 2828
Dealer Zone	32	County	WESTCHESTER	Country	USA
Tech	Marco Varrenti				
STAR	T5463KY				

CUSTOMER CONCERN

Customer states no crank no start
Updated: 04/23/2013 08:17:02 By T5463KY

RESOLUTION

Replaced Starter
Updated: 04/23/2013 08:17:02 By T5463KY

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT4	BO [REDACTED]	Built Date	11/06/2010	Mileage	29,072
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	60053419	Component Group	02 - FRONT SUSPENSION
Customer Complaint	68	NOISY	
Created	04/23/2013 08:20:56	By	T5463KY
Updated	04/23/2013 08:20:56	By	T5463KY

CONTACT

Dealer	62457	CENTRAL AVE CHRYSLER JEEP DODGE		Phone	(914) 961-5400
Address	1839 CENTRAL PARK AVENUE				
City	YONKERS	State	NY	ZIP	10710 2828
Dealer Zone	32	County	WESTCHESTER	Country	USA
Tech	Marco Varrenti				
STAR	T5463KY				

CUSTOMER CONCERN

Front suspension noisy
Updated: 04/23/2013 08:20:56 By T5463KY

RESOLUTION

Replaced the Stabilizer links
Updated: 04/23/2013 08:20:56 By T5463KY

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT4	BC [REDACTED]	Built Date	11/06/2010	Mileage	29,164
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	60065427	Component Group	02 - FRONT SUSPENSION
Customer Complaint	68	NOISY	
Created	04/25/2013 17:55:10	By	T7243KH
Updated	06/02/2013 00:25:38	By	SYSCAW

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	<input type="text"/>	State	<input type="text"/>
	<input type="text"/>	ZIP	<input type="text"/>
Dealer Zone	<input type="text"/>	County	<input type="text"/>
	<input type="text"/>	Country	<input type="text"/>
Tech	<input type="text"/>		
STAR	T7243KH		

CUSTOMER CONCERN

rattle noise over small bumps in road
Updated: 04/25/2013 17:55:10 By T7243KH
you mentioned strut & bearing - is that a normal suspension strut or a air system strut - this vehicle has air suspension
Updated: 04/26/2013 16:08:43 By T7243KH

RESOLUTION

Richard went thru history and here are some things we have seen to make noise before, Strut & bearing - Lower control arm - retorque fender bolts . sometimes unhooking the sway bar can help find noises at times also thanks
Updated: 04/25/2013 17:55:10 By T7243KH
Richard no its air susp and take your chassis ears and put in on top of the strut and see if you hear the noise thanks
Updated: 04/26/2013 16:08:43 By T7243KH
customer wishes to get out of vehicle
Updated: 06/02/2013 00:25:38 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT4	BO [REDACTED]	Built Date	11/06/2010	Mileage	29,118
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	60082474	Component Group	02 - FRONT SUSPENSION
Customer Complaint	68	NOISY	
Created	05/01/2013 22:14:14	By	T8954CC
Updated	07/01/2013 12:58:28	By	T8954CC

CONTACT

Dealer	62457	CENTRAL AVE CHRYSLER JEEP DODGE	Phone	(914) 961-5400
Address	1839 CENTRAL PARK AVENUE			
City	YONKERS	State	NY	ZIP 10710 2828
Dealer Zone	32	County	WESTCHESTER	Country USA
Tech	Marco Varrenti			
STAR	T8954CC			

CUSTOMER CONCERN

Dash/Front end rattle
Updated: 05/01/2013 22:14:14 By T8954CC

RESOLUTION

Advised Star case S1102000007. TS advised to check to confirm with customer whether dash rattle or suspension rattle as customer was in waiting room. TS advised SA to replace sway bar end link nuts and retorque. SA advised they had sent customer home as parts were ordered and customer said both dash and front susp rattle present. TS advised to have customer drive prior to releasing vehicle. Concern still present, TS advised checking road force to rule out a tire issue or MTS 4100 to analyze noise. TA unavailable this week due to training and road force balancer unavailable. TS authorized replacing lower right control arm based on tech diag with chassis ears. SM advised lower control arm replaced and unsuccessful at correcting concern. TS advised that prior repairs involved headlamp and foglamp replacement and to check for anything loose or damaged on front end. SM advised customer has taken vehicle. TS left VM for CA to contact customer to see if front end noise was present prior to headlamp/foglamp replacement. TS spoke to SM Jack to advise if dealer working with ECS or with AM to resolve the customer concern as CA indicated the case had been taken over by AM. TS spoke to AM and AM was agreeable to let ECS work with dealer to resolve. SM Jack indicated dealer was working with Star and AM and vehicle has been repaired by replacing front right strut. SM reported customer said noise still present. ECS did not authorize front strut replacement. ECS still concerned that vehicle may have an issue still despite dealer repairs. TS will authorize the agreed upon repairs if assistance is still needed.

Updated: 05/01/2013 22:14:14 By T8954CC

Closed due to inactivity.

Updated: 07/01/2013 12:58:28 By T8954CC

Field Report

VEHICLE

Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR		
VIN	1D4RE4GG5	BO [REDACTED]	Built Date	12/23/2010	Mileage	46,317
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	60359666	Component Group	08A - AUDIO/VIDEO/NAV/TELEMATICS
Customer Complaint	HFO	HANDS FREE/BLEETOOTH OPERATION	
Created	08/02/2013 16:38:30	By	T8423BL
Updated	10/23/2013 16:38:05	By	T4339BB

CONTACT

Dealer	60428	BETTENHAUSEN CHRYSLER JEEP	Phone	(708) 460-5337
Address	15941 S 94TH AVE			
City	ORLAND PARK	State	IL	ZIP 60462 5522
Dealer Zone	51	County	COOK	Country USA
Tech	Rocco Latorre			
STAR	T4339BB			

CUSTOMER CONCERN

cannot play/stream music from his I-phone 5. <i>Updated: 08/02/2013 16:38:30 By T8423BL</i> WAITING ON A VENDOR PART. ONCE PART ARRIVES WE WILL SCHEDULE APPT AND CHECK RADIO ISSUE AGAIN. THANKS <i>Updated: 08/09/2013 11:52:52 By T8423BL</i>

RESOLUTION

Rocco, what is the phone software and carrier? Can you stream audio from your MIT019 tool? Let me know what you find. Thanks, Brad. <i>Updated: 08/02/2013 16:38:30 By T8423BL</i> Sounds good Rocco. Keep me updated. Thanks, Brad. <i>Updated: 08/09/2013 11:52:52 By T8423BL</i> Hands free module flash was performed. <i>Updated: 10/23/2013 16:38:05 By T4339BB</i>
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Field Report

VEHICLE

Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J4RR4GG5	BO [REDACTED]	Built Date	08/09/2010	Mileage	33,935
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PAV	DK. CHARCOAL PEARL COAT				

GENERAL

Case Ref	60431871	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DL	HARD START/LONG CRANK TIME	
Created	08/27/2013 08:23:24	By	T2699JC
Updated	09/30/2013 13:23:24	By	T2699JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1A35	Unidentified Key Communication Error	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer	42622	CROWN CHRYSLER DODGE JEEP	Phone	(336) 294-5510
Address	3710 W WENDOVER AVE			
City	GREENSBORO	State	NC	ZIP 27407 1510
Dealer Zone	66	County	GUILFORD	Country USA
Tech	Tracy Scheidecker			
STAR	T2699JC			

CUSTOMER CONCERN

vehicle will just crank and not start. cranks until starter times out. intermittent
Updated: 08/27/2013 08:23:24 By T2699JC

RESOLUTION

Tracy, pos TPIM/fuel pump--1.check long term fuel trim adaptive?s-try running off an alternative fuel source (injector kit) 2.check fuel pressure and leak-down 3.Check for power for fuel pump at TPIM C5 connector pin 10 (can apply 12v and see if it will start and run) 4.No power -pos bad TPIM.5.If fuel leaking down pos bad primary pump.6.Lab scope cam and crank signals at the PCM and verify good square wave patterns to rule out tone wheel/sensor/wiring concern-thanks Jeff
Updated: 08/27/2013 08:23:24 By T2699JC
 tipm
Updated: 09/30/2013 13:23:24 By T2699JC

Field Report

VEHICLE

Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR		
VIN	1D4RD2GG3	BO	Built Date	01/10/2011	Mileage	37,363
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	60480237	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	09/11/2013 18:45:46	By	T2797LF
Updated	10/08/2013 14:39:57	By	T2797LF

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0622	Generator Field Control Circuit/Open	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	60064	CRYSTAL CHRYSLER DODGE JEEP	Phone	(352) 597-1265
Address	14358 CORTEZ BOULEVARD			
City	BROOKSVILLE	State	FL	ZIP 34613 5917
Dealer Zone	66	County	HERNANDO	Country USA
Tech	DAVID MAYS			
STAR	T2797LF			

CUSTOMER CONCERN

COULD NOT JUMP START, TOWED TO SHOP, BATTERY WOULD NOT TAKE CHARGE. REPLACED BATTERY...REPLACED BATTERY, ENGINE STARTED WITH NO PROBLEM. AFTER A MINUTE, BATTERY LAMP INDICATOR CAME, P0622

Updated: 09/11/2013 18:45:46 By T2797LF

just checking to see if anyone reviewed my concern on charging system, thanks

Updated: 09/11/2013 18:45:46 By T2797LF

just checking to see if anyone reviewed my concern on charging system, thanks

Updated: 09/11/2013 18:45:46 By T2797LF

rechecked both k125 and a803 wires from pcm to generator with 12 volt supply to ground with a 9005 fog lamp bulb, i would say that good? also removed ground wires from generator to body and cleaned all eyelet connectors. still not charging,dave

Updated: 09/12/2013 15:10:30 By T2797LF

OK, REPLACED GENERATOR AND LOAD TESTED WIRES AGAIN, SYSTEM NOT CHARGING, I WOULD HAVE TO SAY THE TEST FOR P 0622, IS NOT CORRECT? THE ONLY OTHER CONCERN SHOULD BE A PCM? CORRECT ?

Updated: 09/13/2013 11:23:58 By T2797LF

RESOLUTION

David, Please look at schematic 20-001-001 for this vehicle. Please verify both the A803 and K125 circuits from the generator to the PCM. Also, verify that the generator frame is well grounded to the engine. Please advise results. Thanks, Leon F

Updated: 09/11/2013 18:45:46 By T2797LF

David, If you are confident that the generator out put terminal is securely connected to B+ and the K125 and a803 wires are secure and load tested back to the PCM. Once you are 100% satisfied that the three wires at the generator are good - replace the generator with a known good generator. Please advise results. Thanks, Leon F

Updated: 09/12/2013 15:10:30 By T2797LF

David, On the original submission you mentioned that a test light went dim to bright as the duty cycle changed. That would indicate that the PCM is functioning. If the duty cycle is controlling the voltage to the generator it should be charging. Based on process of elimination - the PCM could be suspected. Please advise results. Thanks, Leon F

Updated: 09/13/2013 11:23:58 By T2797LF

BEFORE REPLACING PCM, I RECHECKED WIRING FROM GENERATOR TO PCM CONNECTORS, LOAD TESTED WIRES, GOOD WIRES, REPLACED PCM, CHARGING SYSTEM WORKING AS DESIGNED, DUTY CYCLE RATE IS 45 TO 55% PERCENT AT OPERATION TEMP.

Updated: 10/08/2013 14:39:57 By T2797LF

Field Report

VEHICLE

Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1J4RS4GGX	BO [REDACTED]	Built Date	08/04/2010	Mileage	66,140
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PAV	DK. CHARCOAL PEARL COAT				

GENERAL

Case Ref	60551896	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	65	LEAKS	
Created	10/03/2013 08:59:38	By	T7720A0
Updated	10/20/2013 00:27:00	By	SYSCAW

CONTACT

Dealer	<input type="text"/>	<input type="text"/>	Phone	<input type="text"/>	
Address	<input type="text"/>				
City	<input type="text"/>	State	<input type="text"/>	ZIP	<input type="text"/>
Dealer Zone	<input type="text"/>	County	<input type="text"/>	Country	<input type="text"/>
Tech	<input type="text"/>				
STAR	T7720A0				

CUSTOMER CONCERN

TRANSMISSION FEELS LIKE IT'S SLIPPING AT TIMES.
Updated: 10/03/2013 08:59:38 By T7720A0

RESOLUTION

Tom, no known issues. Advised if you have fluid leaking out the vent then possible pump bell housing issue.
Updated: 10/03/2013 08:59:38 By T7720A0
TOPPED OFF FLUID, CLEANED AND TEST DROVE FOR 9 MILES. NO LEAKS PRESENT AND FLUID LEVEL IS REMAINING CONSTANT.
Updated: 10/20/2013 00:27:00 By SYSCAW

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT8	BC [REDACTED]	Built Date	10/21/2010	Mileage	35,383
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	60573720	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	RR	RUNS ROUGH	
Created	10/09/2013 15:48:23	By	T5262SM
Updated	10/16/2013 12:04:41	By	T5262SM

CONTACT

Dealer	26553	MICHAEL STEAD'S WALNUT CREEK CHRYS	Phone	(925) 937-5060
Address	2404 N MAIN ST			
City	WALNUT CREEK	State	CA	ZIP 94596 3557
Dealer Zone	71	County	CONTRA COSTA	Country USA
Tech	Jose Medina			
STAR	T5262SM			

CUSTOMER CONCERN

ROBERT GRAHAM, MICHAEL STEADS WALNUT CREEK CHRYS, Jose/SA, Poor idle quality and odd odor coming from AC. Customer was able to duplicate with the SM. SM looking at vehicle.

Updated: 10/09/2013 15:48:23 By T5262SM

RESOLUTION

Advised to call me with diagnosis.

Updated: 10/09/2013 15:48:23 By T5262SM

Spoke with SA. Tech diagnosed and compared to a leak vehicle that had the same condition. Customer agreed to leave this concern alone. For the A/C order tech did the deodorizing procedure and the odor is gone.

Updated: 10/16/2013 12:04:41 By T5262SM

Field Report

VEHICLE

Model Year	2013	Body	RTKM53	DODGE GRAND CARAVAN SXT WAGON		
VIN	2C4RDGCG1	DR [REDACTED]	Built Date	11/27/2012	Mileage	7,989
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PRM	REDLINE 2 COAT PEARL				

GENERAL

Case Ref	60576408	Component Group	21A - TRANSAXLE - AUTO
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	10/10/2013 12:19:18	By	T1545SC
Updated	11/17/2013 00:25:47	By	SYSCAW

CONTACT

Dealer	<input type="text"/>	<input type="text"/>	Phone	<input type="text"/>	
Address	<input type="text"/>				
City	<input type="text"/>	State	<input type="text"/>	ZIP	<input type="text"/>
Dealer Zone	<input type="text"/>	County	<input type="text"/>	Country	<input type="text"/>
Tech	<input type="text"/>				
STAR	T1545SC				

CUSTOMER CONCERN

Customer states that downshifts aren't instant and trans bogs down when pulling into traffic.

Updated: 10/10/2013 12:19:18 By T1545SC

Cleared VLP's and then performed quicklearn. Still has customer's concern. Compared to like vehicles which showed the same characteristics.

Updated: 10/10/2013 14:15:06 By T1545SC

RESOLUTION

Chris, advise to compare this to like vehicles to verify if they also have this concern. If not clear the VLP counter and then do a quick learn in that order and recheck the concern.

Updated: 10/10/2013 12:19:18 By T1545SC

Chris, then this is a normal shift characteristic for this trans.

Updated: 10/10/2013 14:15:06 By T1545SC

Customers concern is normal operation.

Updated: 11/17/2013 00:25:47 By SYSCAW

Field Report

VEHICLE

Model Year	2012	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1C4RJFAT9	CO [REDACTED]	Built Date	12/22/2011	Mileage	44,505
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				
Color	PDM	MINERAL GRAY MET. CLEAR COAT				

GENERAL

Case Ref	60636067	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	10/29/2013 15:14:58	By	T6000JW
Updated	11/11/2013 15:21:10	By	T6000JW

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
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B1A28	ECM Mismatch with SKIM	DTODAW	04/14/2013 01:25:46
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CONTACT

Dealer	42127	HANOVER DODGE CHRYSLER JEEP RAM			Phone	(717) 637-1101
Address	200 EISENHOWER DR					
City	HANOVER	State	PA	ZIP	17331 5212	
Dealer Zone	35	County	YORK	Country	USA	
Tech	GARY SMITH					
STAR	T6000JW					

CUSTOMER CONCERN

at times, shuts off after running for 2 seconds
Updated: 10/29/2013 15:14:58 By T6000JW
will inform customer to make sure they have completely depressed go button before releasing button
Updated: 10/29/2013 16:00:12 By T6000JW

RESOLUTION

Spoke with Gary and advised to review Star Case S1308000275 and repair as needed for a intermittent start and stall condition. Jim W
Updated: 10/29/2013 15:14:58 By T6000JW
Thanks for the update Gary, Jim W
Updated: 10/29/2013 16:00:12 By T6000JW
customer was advised to make sure they have fully depressed go button before releasing it
Updated: 11/11/2013 15:21:10 By T6000JW

Field Report

VEHICLE

Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J4RR4GT6	BO [REDACTED]	Built Date	09/17/2010	Mileage	44,153
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PAV	DK. CHARCOAL PEARL COAT				

GENERAL

Case Ref	60642227	Component Group	08 - ELECTRICAL
Customer Complaint	FSH	FLASHING/BLINKING	
Created	10/31/2013 09:35:43	By	T1806WJ
Updated	11/01/2013 12:56:05	By	T3849SM

CONTACT

Dealer	61210	BAXTER CHRYSLER JEEP DODGE	Phone	(402) 493-7800
Address	17950 BURT ST			
City	OMAHA	State	NE	ZIP 68118 3316
Dealer Zone	74	County	DOUGLAS	Country USA
Tech	David Cech			
STAR	T3849SM			

CUSTOMER CONCERN

SINCE TIPM WAS REPLACED, WHEN CUSTOMER USES RIGHT BLINKER FOG LIGHTS COME ON.

Updated: 10/31/2013 09:35:43 By T1806WJ

RESOLUTION

David called and stated that since the TIPM replacement now the right turn signal does not work but the fog lamp comes on when you actuate the right turn signal. I recommended David to swap the circuits for now until software fix is sent out for TIPM. Fog lamp circuit L90 TIPM connector C4 cavity 11 is to be swapped with right turn signal circuit L160 TIPM connector C4 cavity 7. Once software fix is sent out then customer can return and apply software fix and return circuits back to OE. Walter

Updated: 10/31/2013 09:35:43 By T1806WJ

WAITING FOR UPDATE FOR TIPM, BUT SWAPED RIGHT TURN SIGNAL & FOG LAMP CIRCUITS, NOW RIGHT TURN SIGNAL IS WORKING.

Updated: 11/01/2013 12:56:05 By T3849SM

Field Report

VEHICLE

Model Year	2012	Body	WDDS75	DODGE DURANGO R/T RWD SPORT UTILITY 4-DR		
VIN	1C4SDHCT3	CO [REDACTED]	Built Date	09/21/2011	Mileage	22,067
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	60957497	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	02/12/2014 13:56:30	By	T5036BE
Updated	02/20/2014 09:37:57	By	T1813DW

CONTACT

Dealer	26767	CROSSROADS CHRYSLER JEEP DODGE	Phone	(804) 733-4664
Address	4510 WHITEHILL BLVD			
City	PRINCE GEORGE	State	VA	ZIP 23875 1256
Dealer Zone	35	County	PETERSBURG CITY)	Country USA
Tech	Brian Holc			
STAR	T1813DW			

CUSTOMER CONCERN

Vehicle will shut off while driving
Updated: 02/12/2014 13:56:30 By T5036BE
yes it did
Updated: 02/12/2014 14:15:39 By T5036BE

RESOLUTION

Brian. Did the low fob battery code clear? Let me know. Brian.
Updated: 02/12/2014 13:56:30 By T5036BE
In the cases that we had for this concern, the WIN had been replaced. I would find out how often the concern occurs. If it's frequently, continue attempting to duplicate. Brian.
Updated: 02/12/2014 14:15:39 By T5036BE
replaced and programmed win receiver
Updated: 02/20/2014 09:37:57 By T1813DW

Field Report

VEHICLE

Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR		
VIN	1D4RD5GG3	BO	Built Date	02/28/2011	Mileage	52,610
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PRH	INFERNO RED CRYSTAL PEARL COAT				

GENERAL

Case Ref	60981334	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	02/19/2014 16:58:39	By	T2350JB
Updated	04/22/2014 13:57:40	By	T9274JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
B1882-92	Liftgate Position Sensor-Performance or Incorrect Operation	T3076SB	04/14/2013 01:25:00
B21A1-00	ECU Reset/Recovery Occurred -	T3076SB	04/14/2013 01:25:00
C0077-00	Low Tire Pressure-	T3076SB	04/14/2013 01:25:00
U0231	Lost Communication With Light Rain Sensing Module	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	44374	FOUR STARS AUTO RANCH		Phone	(940) 538-5675
Address	308 STATE HIGHWAY 148 S				
City	HENRIETTA	State	TX	ZIP	76365 6519
Dealer Zone	63	County	CLAY	Country	USA
Tech	Jesse Carrasco				
STAR	T9274JC				

CUSTOMER CONCERN

push button start,when you hold the button it cranks but wont start.And will have to push the button again to stop the cranking.It is intermittent

Updated: 02/19/2014 16:58:39 By T2350JB

battery passed with 725 cca,no aftermarket products on vehicle,TPM-c0077-00,WCM-u0231,DMFR-b21a1,PLGM-B1882-92

Updated: 02/19/2014 17:53:26 By T2350JB

RESOLUTION

Jesse, did you test the battery? Are there any aftermarket accessories present? What modules set the codes you have listed? Jacob

Updated: 02/19/2014 16:58:39 By T2350JB

Jesse, if you can duplicate the concern, monitor the ignition status in the TIPM, PCM and WIN. Jacob

Updated: 02/19/2014 17:53:26 By T2350JB

could not duplicate concern so..... returned it to customer....dtc...C0077-00 Low Tire Pressure- U0231 Lost Communication With Light Rain Sensing Module B21A1-00 ECU Reset/Recovery Occurred - B1882-92 Liftgate Position Sensor-Performance or Incorrect Operation

Updated: 04/22/2014 13:57:40 By T9274JC

Field Report

VEHICLE

Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1J4RS4GG0	BO [REDACTED]	Built Date	08/10/2010	Mileage	45,975
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PAV	DK. CHARCOAL PEARL COAT				

GENERAL

Case Ref	60996952	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DL	HARD START/LONG CRANK TIME	
Created	02/24/2014 23:41:48	By	T7243KH
Updated	03/17/2014 17:24:17	By	T7243KH

CONTACT

Dealer	26842	HOOMAN CHRYSLER DODGE JEEP RAM		Phone	(562) 494-4444
Address	333 HINDRY AVENUE				
City	INGLEWOOD	State	CA	ZIP	90301 2013
Dealer Zone	71	County	LOS ANGELES	Country	USA
Tech	Jose Vazquez				
STAR	T7243KH				

CUSTOMER CONCERN

Customer's concern is vehicle is hard start at times when vehicle was here the first time found very low fuel pressure and vehicle acted up after sitting for a while replaced fuel pump returned vehicle to customer and now customer says its doing the same thing I have not been able to duplicate the concern even after vehicle sitting over the weekend there is no codes in any module and all modules are up to date fuel pressure is at 60 psi voltage to pump is 12 volts, customer requested for a star case to be opened

Updated: 02/24/2014 23:41:48 By T7243KH

RESOLUTION

Jose This is a common issue, repair the TIPM per S1308000399 by adding an external fuel pump relay. Thanks

Updated: 02/24/2014 23:41:48 By T7243KH

Installed fuel pump relay as instructed

Updated: 03/17/2014 17:24:17 By T7243KH

Field Report

VEHICLE

Model Year	2013	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
VIN	2C4RC1BG2	DR [REDACTED]	Built Date	05/13/2013	Mileage	2,000
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT				

GENERAL

Case Ref	61088730	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	03/24/2014 15:32:54	By	T4898GP
Updated	07/26/2014 12:22:18	By	T4583SS

CONTACT

Dealer	60199	FRANK BOUCHER CHRYSLER, DODGE,	Phone	(608) 757-6150
Address	4001 MILTON AVE			
City	JANESVILLE	State	WI	ZIP 53546 9643
Dealer Zone	51	County	ROCK	Country USA
Tech	Edwin Paholski			
STAR	T4583SS			

CUSTOMER CONCERN

Dealer advised writer that the dealer is unable to contact STAR for assistance which is necessitating this escalation, dealer states since no duplication or no codes are showing up for the vehicle that a STAR case cannot be opened. This requires technical assistance/support to resolve this intermittent concern of the dash lights flicker from bright to dim, looses power steering intermittently, brakes lock up and power windows roll up and down. Per customer, vehicle has had these concerns on and off 5 plus times, issue remains unknown. Please provide next steps.

Updated: 03/24/2014 15:32:54 By T4898GP

RESOLUTION

Condition must be duplicated by service technician in order to diagnose the vehicle correctly; customer can take vehicle to dealer to have it inspect for any diagnostic trouble codes. Please check for possible loose battery connections.

Updated: 03/24/2014 15:32:54 By T4898GP

Vehicle no longer at the dealership

Updated: 07/26/2014 12:22:18 By T4583SS

Field Report

VEHICLE

Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY		
VIN	1J4RS4GG2	BO [REDACTED]	Built Date	10/23/2010	Mileage	42,465
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	61112524	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DL	HARD START/LONG CRANK TIME	
Created	03/31/2014 16:46:49	By	T2699JC
Updated	04/01/2014 10:01:01	By	T2699JC

CONTACT

Dealer	60522	FIELDS CHRYSLER JEEP DODGE RAM			Phone	(407) 878-7710
Address	750 TOWNE CENTER BLVD					
City	SANFORD	State	FL	ZIP	32771 7493	
Dealer Zone	66	County	SEMINOLE	Country	USA	
Tech	Alexander Macevicius					
STAR	T2699JC					

CUSTOMER CONCERN

crank no start intermittantly
Updated: 03/31/2014 16:46:49 By T2699JC

RESOLUTION

Yes Alexander-relay package outlined in the STAR case for the Durango can also be used in the WK -2.check long term fuel trim adaptive?s-try running off an alternative fuel source (injector kit) 2.check fuel pressure and leak-down 3.Check for power for fuel pump at TPIM C5 connector pin 10 (can apply 12v and see if it will start and run) 4.No power - refer to case S1308000399 and install kit-retest 5.If fuel leaking down pos bad primary pump-Thanks Jeff
Updated: 03/31/2014 16:46:49 By T2699JC
 customer declined repair
Updated: 04/01/2014 10:01:01 By T2699JC

Field Report

VEHICLE

Model Year	2011	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1J4RR6GT5	BO [REDACTED]	Built Date	07/19/2010	Mileage	1
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	61139233	Component Group	08 - ELECTRICAL
Customer Complaint	OZ	INACCURATE	
Created	04/08/2014 15:43:18	By	T8422RW
Updated	04/17/2014 14:50:16	By	T1813DW

CONTACT

Dealer	45083	MAC HAIK DODGE CHRYSLER JEEP	Phone	(254) 773-4556
Address	3207 SOUTH GENERAL BRUCE DRIVE			
City	TEMPLE	State	TX	ZIP 76504 6336
Dealer Zone	63	County	BELL	Country USA
Tech	Robert Luman			
STAR	T1813DW			

CUSTOMER CONCERN

seats not hot enough
Updated: 04/08/2014 15:43:18 By T8422RW

RESOLUTION

Robert tring to find the temp in print no luck think near 120 on high and near 100 on low. Bob W
Updated: 04/08/2014 15:43:18 By T8422RW
REPLACED HEATERS
Updated: 04/17/2014 14:50:16 By T1813DW

Field Report

VEHICLE

Model Year	2014	Body	JKJP74	JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT UTILITY		
VIN	1C4HJWEG8	EL [REDACTED]	Built Date	10/23/2013	Mileage	275
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PX8	BLACK CLEAR COAT				

GENERAL

Case Ref	61144614	Component Group	24 - HEATING & A/C
Customer Complaint	PP	POOR PERFORMANCE	
Created	04/09/2014 19:44:45	By	T3498BM
Updated	04/28/2014 16:26:10	By	T9274JC

CONTACT

Dealer	67879	WOLFCHASE CHRYSLER DODGE JEEP		Phone	(901) 373-3030
Address	8170 U S HIGHWAY 64				
City	BARTLETT	State	TN	ZIP	38133 4203
Dealer Zone	63	County	SHELBY	Country	USA
Tech	Sam Rager				
STAR	T9274JC				

CUSTOMER CONCERN

ac inop

Updated: 04/09/2014 19:44:45 By T3498BM

yes i also toggled it and it works after recharging and letting it run the fan does come on it cycles on and off ac cools good and pressures look good till after 15 minutes. thats when psi rockets to 500 and freon blows out valve i went with a fan motor cause at the time if blew out the valve i noticed fan was not on. cycled fan in witech and it was juttery at low fan speed. that was the reason i replaced the fan..

Updated: 04/10/2014 11:51:33 By T3498BM

no.....9016035914

Updated: 04/10/2014 12:37:59 By T3498BM

ok i let it run for about 20 mins. in pcm data, low speed and hi speed relay state never comes on. the desired PWM rad fan changed state turning on the fan. after about 20 minutes it stopped changing and the fan did not come on causing ac pressures to increase rapidly. i can toggle the fan under actuators and it will come on and drop ac pressure

Updated: 04/10/2014 15:21:57 By T3498BM

Hi Brian I got the tipm in this morning. installed it and started jeep. After I started it I held my hand on the condenser just to feel for the air flow from the fan. At first the center of the condenser got hot, the outer parts did not. Fan not on. Ac cycled about 2 times. Still center of condenser is hot outsides are not. Then fan came on and all was good. After about 15 minutes the pressure rose back up and blew out the Freon from the pop off valve

Updated: 04/15/2014 12:24:46 By T3498BM

Ill have to rerun the test as I wasn't near it when it happened when I ran over to it I didn't notice it being on

Updated: 04/15/2014 13:15:07 By T3498BM

ok this time it ran for about 30 minutes. Fans came on around 325 psi and turned off around 140 psi. then the fans did not come on and psi went over 450 fans still not on and I turned car off

Updated: 04/15/2014 17:40:53 By T3498BM

I let the car run and watched transducer as requested. For the first 15 minutes ac cycled on and off. Pressure got between 300 and 325 then fans came on. fans went off at 140 to 150 and this continued for 15 minutes. Pressures in witech were almost identical to the physical gauges attached to car. After 15 minutes everything stabilized. Fans were on and hi pressure hovered at around 200 psi on witech and guages. At about 20 or 22 minutes in the test the readings on witech did a sudden drop of about 50 psi and the fan turned off. The physical gauges climbed to over 450

psi yet witech never changed. fans not on. i turned the car off. The very first thing I did on the car before I ever contacted star was replace the hi pressure switch in on the hi pressure line

Updated: 04/16/2014 15:18:36 By T7002ES

ok I hardwired switch to tipm taking the main harness out of the equation. Everything was the same as before except the signal never dropped and the fans stayed on. I let it run for about an hour and a half.

Updated: 04/21/2014 08:40:55 By T7002ES

i reread what i wrote and it maybe a little misleading. Everything was the same except no drop in witech reading and it never had hi pressure so it seems to be working good only let it run for an hour and a half tho. It did not blow freon out of the relief valve like before

Updated: 04/21/2014 08:40:55 By T7002ES

JUST TRYING TO FIGURE OUT WHERE WE ARE WITH THIS VEHICLE I AM THE SERVICE MANAGER DAVID MONTGOMERY AND THE CUSTOMER IS STARTING TO GET VERY FRUSTRATED JUST AND FYI

Updated: 04/21/2014 08:40:55 By T7002ES

The entire time it ran the transducer on witech matched the manual gauges. The Jeep ran for 1 1/2 hour

Updated: 04/21/2014 16:15:17 By T7002ES

ARE YOU RECOMMENDING REPLACING THE ENGINE HARNESS OR KEEPING THE OVERLAY IN THE VEHICLE CONSIDERING A NEW VEHICLE WITH 275 MILES??? I CAN GET WITH MY DM IF YOU WOULD LIKE

Updated: 04/21/2014 16:32:17 By T7002ES

RESOLUTION

Hi Sam. Sam I just want to clarify a couple of things. Toward your last sentence you said the cooling fan does come on by 275 PSI. I assume it's not always coming on correct? And then it obviously heats up and goes over temp/pressure blowing out the FREON. Do you see a command for the cooling fan in the PCM? - Brian

Updated: 04/09/2014 19:44:45 By T3498BM

Sam can I reach you at #509-961-0430? - Brian

Updated: 04/10/2014 11:51:33 By T3498BM

STAR advised Sam to confirm the fan is on or not on when the pressure starts to climb. The fan should be on by 250/psi. If not and the PCM is commanding it on, the TIPM is a possible cause - Brian

Updated: 04/10/2014 12:37:59 By T3498BM

Ok thanks Sam. Lets replace the TIPM. Please keep me posted on this, thanks - Brian

Updated: 04/10/2014 15:21:57 By T3498BM

Thanks Sam. Sam when the pressure started to rise, was the condenser fan on? - Brian

Updated: 04/15/2014 12:24:46 By T3498BM

Ok Sam. As stated, that is important to know, please let me know ASAP, thanks - Brian

Updated: 04/15/2014 13:15:07 By T3498BM

Got it, thanks Sam. Sam I'm going to escalate this case get back with you ASAP, thanks - Brian

Updated: 04/15/2014 17:40:53 By T3498BM

Spoke with technician in regards to the concern. Advised to compare the head pressure to the A/C transducer when the high side pressure is excessive.

Updated: 04/16/2014 10:09:42 By T7002ES

Sam, for testing purposes hardwire the A/C transducer directly to the TIPM.

Updated: 04/16/2014 15:18:36 By T7002ES

Sam, at this time is the A/C transducer reading the same as manual gauges?

Updated: 04/21/2014 08:40:55 By T7002ES

Spoke with technician in regards to the concern. After the A/C transducer was hardwired the system operated normally.

Updated: 04/21/2014 16:15:17 By T7002ES

Sam, harness replacement would be preferred however Star does not authorize repairs.

Updated: 04/21/2014 16:32:17 By T7002ES

REPLACED ENGINE HARNESS WITH WIRING FOR A/C HIGH PRESSURE SWITCH BREAK IN HARNESS REPLACED DUE TO LOW MILES ON VEHICLE NOW OPERATES AS DESIGNED

Updated: 04/28/2014 16:23:59 By T2415EB

REPLACED ENGINE HARNESS WITH WIRING FOR A/C HIGH PRESSURE SWITCH BREAK IN HARNESS REPLACED DUE TO LOW MILES ON VEHICLE NOW OPERATES AS DESIGNED.

Updated: 04/28/2014 16:26:10 By T9274JC

Field Report

VEHICLE

Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1J4RR5GT0	BC [REDACTED]	Built Date	05/26/2010	Mileage	102,167
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PBV	BLACKBERRY PEARL COAT				

GENERAL

Case Ref	61182988	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	04/22/2014 19:52:02	By	T1990NP
Updated	05/14/2014 11:32:32	By	T1990NP

CONTACT

Dealer	26851	MICHIANA CHRYSLER DODGE JEEP RAM	Phone	(574) 254-2010
Address	120 W MCKINLEY AVE			
City	MISHAWAKA	State	IN	ZIP 46545 5606
Dealer Zone	42	County	ST JOSEPH	Country USA
Tech	James Coder			
STAR	T1990NP			

CUSTOMER CONCERN

vehical will die while driving but will start rite back up
Updated: 04/22/2014 19:52:02 By T1990NP

RESOLUTION

James, get more detailed concern info(any diff cold/hot?- what speed?- accell/cruise/decel? - after a fuel fill/ less than 1/4 tank/while turning? - any other telltale light/messages...) to help duplicate concern. are all modules up to date? If so, are there any aftermarket accys(Garvin, alarm, remote start) on vehicle? If not, are sp/plugs OEM? If so, set up vehicle with a flight recorder for more clues. If available, include: RPM, MAP, TPS, Throttle blade %, APPS, VSS, Purge, Coil burn time, fuel adaptives, INJ P/W, Spark advance, MDS status, Misfire counts, Knock sensors, BAT+, IGN sense, TCC slip, Converter clutch state, present gear, C/C diff, C/C synch, PCM timer, ST/LT fuel adaptives, all VVT info & all O2 data. Thank you, Neil

Updated: 04/22/2014 19:52:02 By T1990NP

could not duplicate concer

Updated: 05/14/2014 11:32:32 By T1990NP

Field Report

VEHICLE

Model Year	2008	Body	JKJL72	JEEP WRANGLER X 4X4		
VIN	1J4FA2419	8L [REDACTED]	Built Date	08/29/2007	Mileage	72,444
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Engine	EGT	3.8L V6 SMPI ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				
Color	PYB	DETONATOR YELLOW CLEAR COAT				

GENERAL

Case Ref	61203934	Component Group	19 - STEERING
Customer Complaint	2Q	SHAKE/SHIMMY/SHUDDER/VIBRATION	
Created	04/29/2014 14:18:35	By	T6000JW
Updated	05/21/2014 15:59:55	By	T6538CW

CONTACT

Dealer	44680	HUDSON MOTOR CO INC	Phone	(270) 821-3372
Address	1055 CROSSING PL			
City	MADISONVILLE	State	KY	ZIP 42431 8067
Dealer Zone	51	County	HOPKINS	Country USA
Tech	Adam O'Rear			
STAR	T6538CW			

CUSTOMER CONCERN

vehicle states that when slowing down and hitting a bump sometimes the vehicle has a violent vibration.
Updated: 04/29/2014 14:18:35 By T6000JW

RESOLUTION

Hello Adam, Verify for any vehicle modifications, wheels, tires, lift kit etc. The most common concern for this wobble is tires. Verify the suspension and steering components for wear/loosness, verify the the curb height and alignment is within preferred specs per the service manual. If all good swap 4 known good OEM tires and wheels from a like vehicle and verify concern. Jim W

Updated: 04/29/2014 14:18:35 By T6000JW

Hello Adam, Has this vehicle been repaired ? If no further assistance is needed please close this ticket on your end, Thank You. Jim W

Updated: 05/16/2014 13:57:32 By T6000JW

refused repair CUSTOMER DECLINED REPAIR

Updated: 05/21/2014 15:59:55 By T6538CW

Field Report

VEHICLE

Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR		
VIN	1D4RD4GG7	BO	Built Date	04/12/2011	Mileage	41,010
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	61308606	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	NST	NO START	
Created	05/30/2014 22:52:09	By	T7243KH
Updated	07/01/2014 10:14:44	By	T9274JC

CONTACT

Dealer	06018	KAMAAINA MOTORS	Phone	(808) 935-3741
Address	400 EAST KAWILI STREET			
City	HILO	State	HI	ZIP 96720 5045
Dealer Zone	71	County	HAWAII	Country USA
Tech	Christopher Raymond			
STAR	T9274JC			

CUSTOMER CONCERN

CRANK NO START.
Updated: 05/30/2014 22:52:09 By T7243KH

RESOLUTION

Chris so have you verified to power going to the fuel pump? thanks Also I work 2nd shift and if you need another responds back in the morning before I start then please feel free to make a new ticket and choose the call in method and please give us a call and reference this ticket number thanks Ken

Updated: 05/30/2014 22:52:09 By T7243KH

We have responded to your Ticket but have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please provide a resubmission. If you have repaired the vehicle please close the ticket and give details on what fixed it and remember if the car returns you can reopen a closed ticket so there is not many tickets for one issue and thanks for a good job. Thanks, Chrysler Star Center.

Updated: 06/10/2014 16:28:20 By T7243KH

We have responded to your Ticket but have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please provide a resubmission. If you have repaired the vehicle please close the ticket and give details on what fixed it and remember if the car returns you can reopen a closed ticket so there is not many tickets for one issue and thanks for a good job. Thanks, Chrysler Star Center.

Updated: 06/23/2014 16:30:28 By T7243KH

We have responded to your Ticket but have not received a request for any additional assistance or and the ticket is still open. If you need additional assistance please provide a resubmission. If you have repaired the vehicle please close the ticket and give details on what fixed it and remember if the car returns you can reopen a closed ticket so there is not many tickets for one issue and thanks for a good job. Thanks, Chrysler Star Center

Updated: 06/26/2014 17:07:31 By T7243KH

HAPPENS VERY INTERMITTENTLY ,,VEHICLE NEVER RETURNED ,,RE-OPEN CASE IF NEEDED...NO CODES. NO UPDATES FOUND.....

Updated: 07/01/2014 10:14:44 By T9274JC

Field Report

VEHICLE

Model Year	2012	Body	RTKM53	DODGE GRAND CARAVAN EXPRESS WAGON		
VIN	2C4RDGCG7	CR [REDACTED]	Built Date	02/02/2012	Mileage	59,691
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	61451838	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	ML	MIL ON	
Created	07/10/2014 14:04:31	By	T6537J0
Updated	07/30/2014 10:08:13	By	T4583SS

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0001	CAN C Bus	T3076SB	04/14/2013 01:25:00
U0002	CAN C Bus Off Performance	T3076SB	04/14/2013 01:25:00
U0100	Lost Communication With ECM/PCM	T3076SB	04/14/2013 01:25:00
U0101	Lost Communication with TCM	T3076SB	04/14/2013 01:25:00
U0121	Lost Communication With Anti-Lock Brake Module	T3076SB	04/14/2013 01:25:00
U0126	Lost Communication With Steering Angle Sensor	T3076SB	04/14/2013 01:25:00
U0140	Lost Communication With Body Control Module	T3076SB	04/14/2013 01:25:00
U0146	Lost Communication With Central Gateway	T3076SB	04/14/2013 01:25:00
U0151	Lost Communication with Occupant Restraint Controller (ORC)	T3076SB	04/14/2013 01:25:00
U0168	Lost Communication With Vehicle Security Control Module	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45512	DEERY BROTHERS MOTORS OF IOWA		Phone	(319) 337-2101
Address	651 HIGHWAY 1 W				
City	IOWA CITY	State	IA	ZIP	52246 4219
Dealer Zone	51	County	JOHNSON	Country	USA
Tech	Steven White				
STAR	T4583SS				

CUSTOMER CONCERN

customer states the veh warning lights came on while driving and pulled over and shut van off and it would not restart after that. check and advise

Updated: 07/10/2014 14:04:31 By T6537J0

this van is a handicapped van. it has been converted for handicap access

Updated: 07/10/2014 15:33:51 By T6537J0

RESOLUTION

Steven, Lets inspect all the engine and body grounds, have you inspected the S321 splice that was also mentioned in the star case? Does this vehicle have any aftermarket accessories installed? Have you performed a loss of comm test in the witech while wiggle testing the wiring harness in attempt to duplicate the issue? Can you set your meter on min/max and perform a voltage drop on the negative battery post to see if this is a ground issue?-Josh

Updated: 07/10/2014 14:04:31 By T6537J0

Steven, We need to inspect the aftermarket wiring and make sure that no harness's are chaffed, pinched or aftermarket accessories are splice into factory harnesses.-Josh

Updated: 07/10/2014 15:33:51 By T6537J0

Advised Steve to add a jumper cable from the negative battery post to the bellhousing when the starter fails to crank to see if this is a ground concern. He was looking for S321. It should be in the left rear of the engine compartment near the pass through boot. Try wiggle testing the connectors at the TIPM. Steve

Updated: 07/10/2014 17:46:48 By T5880SL

WAITING FOR TIPM MODULE

Updated: 07/19/2014 10:58:31 By T4583SS

Additional information required. WAITING FOR TIPM MODULE

Updated: 07/19/2014 10:58:56 By T4583SS

Replaced the totally integrated power module

Updated: 07/30/2014 10:08:13 By T4583SS

Field Report

VEHICLE

Model Year	2014	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY		
VIN	1C4HJWFG0	EL [REDACTED]	Built Date	01/24/2014	Mileage	5,491
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				
Color	PDS	ANVIL CLEAR COAT				

GENERAL

Case Ref	61459180	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	07/14/2014 10:09:50	By	T8422RW
Updated	07/22/2014 16:52:41	By	T5880SL

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0001	CAN C Bus	T3076SB	04/14/2013 01:25:00
U0127	Lost Communication With Tire Pressure Monitor Module	T3076SB	04/14/2013 01:25:00
U0159	Lost Communication With Parking Assist Control Module	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	68010	RIVER FRONT CHRYSLER JEEP DODGE		Phone	(630) 907-1700
Address	200 HANSEN BOULEVARD				
City	NORTH AURORA	State	IL	ZIP	60542 8920
Dealer Zone	51	County	KANE	Country	USA
Tech	Patrick Somers				
STAR	T5880SL				

CUSTOMER CONCERN

VEHICLE DIES OUT

Updated: 07/14/2014 10:09:50 By T8422RW

OK THE CUSTOMER HAS STATED THAT THE CLUSTER WAS OPERATING AT THE TIME OF THE NO START.

Updated: 07/14/2014 10:58:31 By T8422RW

RESOLUTION

Patrick called vehicle was towed in this weekend for a stall out no restart. Advised Patrick verify if the dash lite up when the vehicle was attempted to be started after the stall. Bob W

Updated: 07/14/2014 10:09:50 By T8422RW

Patrick call has issue current right not has all comm but vehicle only cranks for a second. With starter relay removed and jumped it cranks fine. Patrick will continue to the PCM looking for issues. Bob W

Updated: 07/14/2014 10:58:31 By T8422RW

Patrick states the TIPM is on backorder. He also states that diagnostic CAN C voltages at the DLC are exactly the same. I advised that this indicates to me that either the ckts are shorted together or this is due to the TIPM failure. Steve

Updated: 07/14/2014 12:33:40 By T5880SL

TOTALLY INTEGRATED POWER MODULE

Updated: 07/22/2014 16:52:41 By T5880SL

Field Report

VEHICLE

Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1J4RR5GT0	BC [REDACTED]	Built Date	05/26/2010	Mileage	105,901
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PBV	BLACKBERRY PEARL COAT				

GENERAL

Case Ref	61476684	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	07/17/2014 16:08:14	By	T0717DB
Updated	07/29/2014 16:19:31	By	T9274JC

CONTACT

Dealer	25055	LOCHMANDY MOTOR SLS INC	Phone	(574) 264-1174
Address	920 N NAPPANEE ST			
City	ELKHART	State	IN	ZIP 46514 1248
Dealer Zone	42	County	ELKHART	Country USA
Tech	MATTHEW MIKEL			
STAR	T9274JC			

CUSTOMER CONCERN

customer states stall randomly at any speed

Updated: 07/17/2014 16:08:14 By T0717DB

We have just performed all of the tests and inspections suggested in last response and have found no issues. I am preparing to call case manager with findings as well. Any suggestions would be appreciated. Jeff Campbell was my contact.

Updated: 07/23/2014 13:25:19 By T2699JC

trans fluid is full and clean and clear of foam after test drive. No trans shift issues or torque converter issues felt on test drive but after 22 miles still did not duplicate customer concern. This is a push button start vehicle.

Updated: 07/23/2014 15:30:14 By T2699JC

RESOLUTION

Matthew, replace the plugs and swap coils with like vehicle.

Updated: 07/17/2014 16:08:14 By T0717DB

Service manager (Jake) stated they cannot duplicate the die out concern. Customer states this had been happening since TIPM replacement at 87161 miles. Currently no codes Advised pos loose ground at the frame rail or TIPM-pos fuel pump concern. 1. Wiggle test wiring at TIPM and fuel pump-see if vehicle dies out 2. Check for power for fuel pump at TPIM C5 connector pin 10---3. No power -refer to case S1308000399 and install kit-retest. 4. If fuel leaking down pos bad primary pump (1 lb /min average--20lb -20 min) 5. Remove TIPM and check for loose/spread or backed out pins-thanks Jeff C FYI-The service history stated there was wire rub thru beneath cubby bin near flashlight on the amplifier bracket. sent pics(have tech check for wire rub thru)--Plugs and coil Star Case Number: S1218000002

Updated: 07/18/2014 09:17:48 By T2699JC

Jake stated customer said last time the vehicle died out it was on a hard stop-Advised to check trans fluid level-Check for split trans filter neck-split or missing o-ring-pos bad input shaft seals/front pump-may cause stall concern.

Updated: 07/23/2014 13:25:19 By T2699JC

TECH STILL UNABLE TO DUPLICATE CONCERN-Due to lack of forward progress and repeat repairs this case is being escalated to Master consultant for further investigation

Updated: 07/23/2014 15:30:14 By T2699JC

Matt, You will need to obtain a data recording of the stalling/die out concern. Thanks, Rich H.

Updated: 07/23/2014 16:42:06 By T4756RH

checked for codes none set history or present checked spark plugs plugs look ok wright spark plugs in car checked grounds ok road tested 8 miles did not stallcould not duplicate the concern at this time.

Updated: 07/29/2014 16:19:31 By T9274JC

Field Report

VEHICLE

Model Year	2014	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY		
VIN	1C4HJWFG0	EL [REDACTED]	Built Date	01/24/2014	Mileage	5,792
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				
Color	PDS	ANVIL CLEAR COAT				

GENERAL

Case Ref	61509199	Component Group	08 - ELECTRICAL
Customer Complaint	OZ	INACCURATE	
Created	07/28/2014 14:47:46	By	T8068S0
Updated	07/31/2014 10:25:16	By	T4583SS

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
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C2100	Battery Voltage Low	T3076SB	04/14/2013 01:25:00
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CONTACT

Dealer	68010	RIVER FRONT CHRYSLER JEEP DODGE	Phone	(630) 907-1700
Address	200 HANSEN BOULEVARD			
City	NORTH AURORA	State	IL	ZIP 60542 8920
Dealer Zone	51	County	KANE	Country USA
Tech	Patrick Somers			
STAR	T4583SS			

CUSTOMER CONCERN

INTERMITTENT NO START

Updated: 07/28/2014 14:47:46 By T8068S0

RESOLUTION

Advised tech to check the motor for any signs of water intrusion. Advised tech there has been issues with the motors on the sway bar disconnect and would suspect this to be the cause for this concern.

Updated: 07/28/2014 14:47:46 By T8068S0

Replaced sway bar disconnect motor

Updated: 07/31/2014 10:25:16 By T4583SS

Field Report

VEHICLE

Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR		
VIN	1D4RD4GG3	BO [REDACTED]	Built Date	01/21/2011	Mileage	87,401
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PDM	MINERAL GRAY MET. CLEAR COAT				

GENERAL

Case Ref	61514371	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	07/29/2014 15:10:53	By	T5036BE
Updated	07/31/2014 14:11:19	By	T2415EB

CONTACT

Dealer	61339	JACK POWELL CHRYSLER JEEP DODGE	Phone	(760) 745-2880
Address	1625 AUTO PARK WAY			
City	ESCONDIDO	State	CA	ZIP 92029 2008
Dealer Zone	71	County	SAN DIEGO	Country USA
Tech	Adam Davis			
STAR	T2415EB			

CUSTOMER CONCERN

A) CUSTOMER STATES VEHICLE HAS HAD INTER. NO START CONDITION. VEHICLE HAS RECENTLY HAD FUEL PUMP RELAY OVERLAY PERFORMED FOR CONCERN. WHILE CONCERN IS PRESENT CUSTOMER HAS NOTED "KEY FOB NOT DETECTED" MESSAGE AND "DAMAGED KEY" MESSAGE PRESENT ON EVIC. VEHICLE WILL START AFTER CUSTOMER HAS TRIED AND CYCLED THRU SEVERAL TIMES. CONCERN HAS ALSO BEEN PRESENT WITH NO MESSAGE VEHICLE CRANKING OVER AND NOT STARTING. CUSTOMER HAS TO TRY SEVERAL TIMES TO GET THE VEHICLE TO START. SOMETIMES OPENING THE DOOR WILL ALLOW THE VEHICLE TO START. BOTH CONCERN PRESENT BEFORE RECENT REPAIR AND HAVE OCCURED SINCE.

Updated: 07/29/2014 15:10:53 By T5036BE

RESOLUTION

Adam. We have similar cases in which the WIN was replaced to correct the concern. Let's replace the WIN and reevaluate. Brian.

Updated: 07/29/2014 15:10:53 By T5036BE

COULD NOT DUPLICATE CONCERN SO I CANNOT SAY IT FIXED IT.

Updated: 07/31/2014 14:09:47 By T9274JC

COULD NOT DUPLICATE CONCERN SO I CANNOT SAY IT FIXED IT.

Updated: 07/31/2014 14:11:19 By T2415EB

Field Report

VEHICLE

Model Year	2012	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY		
VIN	1C4RJFCT4	CO [REDACTED]	Built Date	02/25/2012	Mileage	35,202
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	61528628	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	08/01/2014 15:37:16	By	T5929DH
Updated	08/27/2014 12:22:28	By	T2409DC

CONTACT

Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO		Phone	(909) 390-9898
Address	1202 AUTO CENTER DR				
City	ONTARIO	State	CA	ZIP	91761 2208
Dealer Zone	71	County	SAN BERNARDINO	Country	USA
Tech	Kirk Irvine				
STAR	T2409DC				

CUSTOMER CONCERN

*****SPECIAL HANDLING I2R ? VIN #1C4RJFCT4 CO [REDACTED] CAIR #25354230 VIN # 1C4RJFCT4 CC246470
 Customer: [REDACTED] Dealership: Jeep Chrysler Dodge Of Ontario Dealer Code: #24105
 Dealer Phone#: 909-390-9898 Dealership Contact: SM - Kirk Irvine Customer states vehicle is stalling while they are accelerating & decelerating as well as when they are making a right turn it will stall as well and the power steering goes out as well & instrument cluster will light up.
Updated: 08/01/2014 15:37:16 By T5929DH

RESOLUTION

Left voicemail for Kirk - TS requested the dealer report back to review findings. TS requested the dealer keep a flight recorder on the vehicle when test so in the event the issue occurs it can be captured. (per warranty history, appears fuel pump/TIPM circuit repairs already made).

Updated: 08/01/2014 15:37:16 By T5929DH

TS received a voicemail from Kirk (1400 8-4-14) - Dealer requested a call back. TS called dealer back, left a voicemail for Kirk, requested a call back with updates.

Updated: 08/05/2014 16:13:26 By T5929DH

Spoke with Kirk - Dealer advised they have been unable to duplicate the customers concern. 32 miles have been put on the vehicle this visit. Per Dealer, the Customer will not pick up vehicle until repaired. TS advised will escalate to the BC for further customer handling. Dealer advised they have never been able to duplicate the customers concern, and fuel pump/TIPM wiring repair has already been performed. Dealer advised there are no codes, no updates. TS called and reviewed vehicle/customer concerns with the TA. TS called dealer back, left a voicemail, requested the dealer drive the vehicle as much as possible over the next couple days, and advised the TA should be at the dealer on 8-7-14.

Updated: 08/05/2014 17:04:05 By T5929DH

TA has driven vehicle on may occasions in an effort to duplicate concern. TA setup a data recorder and will collect and data on 8/8/14. So far concern has not been duplicated. TA inspected vehicle twice, on 7/18 and on 8/7 and twice has not duplicated the vehicle after many many, right turns as customer had stated. NC621

Updated: 08/08/2014 10:25:50 By T6715NC

reassigned to T5929DH for transparency.

Updated: 08/08/2014 10:27:13 By T6715NC

TA picked up data recorder and the found that the dealer was unsuccessful in duplicating the concern. MDM5 is he loop and recommends that the RO gets closed. TA will be reassigning the case to T5929DH of the ECS group.

Updated: 08/08/2014 19:02:13 By T6715NC

Left voicemail for Kirk - TS requested the dealer report back. TS advised the vehicle should be release to the customer per TA findings.

Updated: 08/12/2014 16:50:32 By T5929DH

Vehicle released no problem found Per Kirk Irvine

Updated: 08/27/2014 12:22:28 By T2409DC

Field Report

VEHICLE

Model Year	2012	Body	RTKM53	DODGE GRAND CARAVAN EXPRESS WAGON		
VIN	2C4RDGCG7	CR	Built Date	02/02/2012	Mileage	60,263
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	61579626	Component Group	08 - ELECTRICAL
Customer Complaint	OZ	INACCURATE	
Created	08/18/2014 15:06:28	By	T8068S0
Updated	08/28/2014 13:22:54	By	T9274JC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0001	CAN C Bus	T3076SB	04/14/2013 01:25:00
U0121	Lost Communication With Anti-Lock Brake Module	T3076SB	04/14/2013 01:25:00
U0168	Lost Communication With Vehicle Security Control Module	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	45512	DEERY BROTHERS MOTORS OF IOWA	Phone	(319) 337-2101
Address	651 HIGHWAY 1 W			
City	IOWA CITY	State	IA	ZIP 52246 4219
Dealer Zone	51	County	JOHNSON	Country USA
Tech	Steven White			
STAR	T9274JC			

CUSTOMER CONCERN

CUSTOMER STATES THE VEHICLE WILL NOT TURN ON AND WILL NOT START OR CRANK
Updated: 08/18/2014 15:06:28 By T8068S0

RESOLUTION

Tech states the dash does not light up when key is turned to the run position, The RKE function of the FOBik's does not work. Advised tech to manually ID the vehicle with the scan tool to retrieve any DTC's there may be. Tech states DTC's u0121,u0168,u0001. Tech states mutiple modules are greyed out. Advised tech to check the powers and grounds and bus wires at the WCM if no problem found would suspect the WCM. Also advised tech to try a new unprogrammed key to se if the dash will light up.

Updated: 08/18/2014 15:06:28 By T8068S0

CUSTOMER TOOK VEHICLE AT THIS TIME AND DECLINED REPAIRS....U0168 Lost Communication With Vehicle Security Control Module U0001 CAN C Bus U0121 Lost Communication With Anti-Lock Brake Module

Updated: 08/28/2014 13:22:54 By T9274JC

Field Report

VEHICLE

Model Year	2011	Body	RTYP53	CHRYSLER TOWN & COUNTRY TOURING WAGON		
VIN	2A4RR5DG2	BR [REDACTED]	Built Date	02/15/2011	Mileage	68,644
Plant	R	WINDSOR ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISSION				
Color	PAV	DK. CHARCOAL PEARL COAT				

GENERAL

Case Ref	61618920	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	NST	NO START	
Created	08/28/2014 17:33:04	By	T4756RH
Updated	09/08/2014 08:48:28	By	T4756RH

CONTACT

Dealer	43126	NORTHFIELD MOTORS INC	Phone	(507) 645-4478
Address	1201 HIGHWAY 3 SOUTH			
City	NORTHFIELD	State	MN	ZIP 55057 3086
Dealer Zone	74	County	RICE	Country USA
Tech	Blake Kiernan			
STAR	T4756RH			

CUSTOMER CONCERN

vehicle crank but no start intermittent 1of 7 seven tries
Updated: 08/28/2014 17:33:04 By T4756RH

RESOLUTION

Blake, Based on the description of the concern, I will share with you that we see TIPM issues on this model, issues with fuel pump relay which is internal to the TIPM making the fuel pump relay unserviceable, only serviceable by TIPM replacement. Monitor the M25 fuse in the TIPM using a test light & fuel pressure using a gauge when the condition is present. If you find you have no power or loss of power on the M25 fuse while starting and the cmp/ckp sensors lab scope o.k. then suspect the fuel pump relay, which would require TIPM replacement. Thanks, Rich H.

Updated: 08/28/2014 17:33:04 By T4756RH

Star: QNA shows customer declined repairs.

Updated: 09/08/2014 08:48:28 By T4756RH

Field Report

VEHICLE

Model Year	2010	Body	DS6H98	DODGE RAM 1500 SLT CREW CAB 4X4		
VIN	1D7RV1CTX	AS [REDACTED]	Built Date	09/15/2009	Mileage	46,101
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	61672735	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	09/15/2014 12:30:08	By	T5002D1
Updated	11/06/2014 11:38:28	By	T7465MA

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
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P0884	Power-Up at Speed	T3076SB	04/14/2013 01:25:00
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CONTACT

Dealer	45444	BUTTE'S MILEHIGH CHRYSLER JEEP		Phone	(406) 533-3634
Address	3883 HARRISON AVE				
City	BUTTE	State	MT	ZIP	59701 6810
Dealer Zone	74	County	SILVER BOW	Country	USA
Tech	Trevor Scott				
STAR	T7465MA				

CUSTOMER CONCERN

Customer states vehicle stalls when turning corners.

Updated: 09/15/2014 12:30:08 By T5002D1

Checked everything again, Vehicle still stalls while driving, sometimes it doesn't. The dash will flicker and tach will drop and vehicle will remain running (usually after hitting bumps this is occurring now). Checked power and grounds, ok. Replaced TIPM. Vehicle is still stalling, now more frequently and I am getting DTC P-0884. Power and grounds have been checked, PCM has been replaced also. I've done a wiggle test, Vehicle won't stall while pulling on harness or wiggling connectors, only when driving over bumps and turning.

Updated: 09/29/2014 10:41:47 By T5002D1

Also noticing while it's just idling in my stall the rpms will jump up and down. Like when turning the wheel and the ETC adjusting for the load.

Updated: 09/29/2014 10:41:47 By T5002D1

still testing, Concern not corrected.

Updated: 10/10/2014 11:17:41 By T5002D1

Just replace WCM Thursday of last week. Still testing.

Updated: 10/27/2014 14:19:16 By T5002D1

RESOLUTION

Trevor, if you have data as shown in the star case, you may have more than 1 coil causing the concern. If not, check the ASD relay, wiring and connectors. I have seen cases replacing the ASD relay or the PDC for this code. Thanks, Doug.

Updated: 09/15/2014 12:30:08 By T5002D1

Please resubmit if more help is needed or close the ticket at your end. Thanks, Doug

Updated: 09/26/2014 13:30:18 By T5002D1

Trevor, make sure to check G108 and to load test all PCM Powers and grounds. If nothing is found, open a transmission ticket and review this concern with them. Thanks, Doug.

Updated: 09/29/2014 10:41:47 By T5002D1

Please resubmit if more help is needed or close the ticket at your end. Thanks, Doug

Updated: 10/03/2014 16:47:46 By T5002D1

Please resubmit if more help is needed or close the ticket at your end. Thanks, Doug

Updated: 10/09/2014 09:00:35 By T5002D1

Ok Trevor, thanks for the update. Doug.

Updated: 10/10/2014 11:17:41 By T5002D1

Please resubmit if more assistance is needed. Otherwise, close the ticket. Thanks, Doug

Updated: 10/17/2014 17:57:36 By T5002D1

Please resubmit if more assistance is needed. Otherwise, close the ticket. Thanks, Doug

Updated: 10/24/2014 17:58:22 By T5002D1

Ok Trevor thanks for the update. Doug.

Updated: 10/27/2014 14:19:16 By T5002D1

TA narrative, were the plugs you put in MOPAR OE plugs?

Updated: 10/31/2014 16:29:30 By T6962RC

WCM P0884 Power-Up at Speed

Updated: 11/06/2014 11:38:28 By T7465MA

Field Report

VEHICLE

Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1J4RR5GT6	BC [REDACTED]	Built Date	10/01/2010	Mileage	62,069
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EZH	5.7L V8 MDS VVT ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	61676974	Component Group	08A - AUDIO/VIDEO/NAV/TELEMATICS
Customer Complaint	AUD	AUDIO CONTROLS/OPERATION	
Created	09/16/2014 11:23:01	By	T2305JK
Updated	09/17/2014 09:13:58	By	T9274JC

CONTACT

Dealer	26783	ZEIGLER CHRYSLER DODGE JEEP, LLC	Phone	(847) 882-8400
Address	208 W GOLF RD			
City	SCHAUMBURG	State	IL	ZIP 60195 3606
Dealer Zone	51	County	COOK	Country USA
Tech	David Arrowsmith			
STAR	T9274JC			

CUSTOMER CONCERN

NO UCONNECT AND NO USB
Updated: 09/16/2014 11:23:01 By T2305JK
 SENT REPORTS
Updated: 09/16/2014 15:13:39 By T2305JK

RESOLUTION

RBZ--- Hello Dave, please send in a vehicle configuration report and vehicle scan report, please specify when sent , so I will know to pull it. From the witech home screen, at the top left, click on the "REPORTS" tab, then select "RUN/VIEW REPORTS", then select CONFIG REPORT. After the report runs and you view it, there will be a rectangular box to the right side of the screen, inside this box will be an icon that looks like a triangle, that says "UPLOAD TO SUPPORT", click this and the report will emailed over to us, use the same procedure for the vehicle scan report- thanks, Jerry k.
Updated: 09/16/2014 11:23:01 By T2305JK
 RBZ to RHB--- Hello Dave, I got the reports- thank you. Single vin inquiry shows RSP uconnect has been deleted, please go into the vehicle option updates on dealer connect and add the RSP option, then reconfigure and allow a 15 minute bus sleep cycle and reevaluate- thanks, Jerry k.
Updated: 09/16/2014 15:13:39 By T2305JK
 added sales code for uconnect after it being lost from tipm exchange
Updated: 09/17/2014 09:13:58 By T9274JC

Field Report

VEHICLE

Model Year	2012	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY		
VIN	1C4BJWDG7	CL [REDACTED]	Built Date	02/20/2012	Mileage	47,478
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PGZ	BLACK FOREST GREEN PEARL COAT				

GENERAL

Case Ref	61683724	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	09/17/2014 14:56:57	By	T3083CK
Updated	10/07/2014 12:20:03	By	T1990NP

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
P0201	INJECTOR #1 CONTROL CIRCUIT	T1118KR	04/14/2013 01:25:46
P0202	INJECTOR #2 CONTROL CIRCUIT	T1118KR	04/14/2013 01:25:46
P0203	INJECTOR #3 CONTROL CIRCUIT	T1118KR	04/14/2013 01:25:46
P0204	INJECTOR #4 CONTROL CIRCUIT	T1118KR	04/14/2013 01:25:46
P0205	INJECTOR #5 CONTROL CIRCUIT	T1118KR	04/14/2013 01:25:46
P0206	INJECTOR #6 CONTROL CIRCUIT	T1118KR	04/14/2013 01:25:46

CONTACT

Dealer	66451	SOUTH COUNTY CHRYSLER - JEEP -			Phone	(408) 842-8244
Address	6600 CHESTNUT ST					
City	GILROY	State	CA	ZIP	95020 6622	
Dealer Zone	71	County	SANTA CLARA	Country	USA	
Tech	Christian Monroy					
STAR	T1990NP					

CUSTOMER CONCERN

CHECK ENGINE LIGHT IS ON AND RUNNING ROUGH

Updated: 09/17/2014 14:56:57 By T3083CK

LOAD TESTED EVERY WIRE FROM TO INJECTOR AND ALSO LOAD TESTED FROM THE TIPM TO INJECTOR. ALL TESTED GOOD. AFTER REPLACE THE PCM. NOW IM ONLY GETTING P0206 INJECTOR CIRCUIT OPEN CODES AND ITS ACTIVE WHLE RUNNING. OHM INJECTOR AND ITS AT .07. THE SAME FOR INJECTOR 2 AND 4

Updated: 09/24/2014 14:20:50 By T3083CK

RESOLUTION

Christian called STAR. I suggested that the technician keep track of where the EXTRA accessories are connected and dis connect them, please check (C-100) and (C-110) for loose, corroded or pushed out pins. Then perform a capacitive discharge and then re-evaluate the vehicle.

Updated: 09/17/2014 14:56:57 By T3083CK

Christian, please hardwire the coil driver circuit from the PCM pin to the coil connector pin, please hardwire from pin to pin, please do not overlay the circuit. Then please re-evaluate the vehicle. Thanks, Chester.

Updated: 09/24/2014 14:20:50 By T3083CK

New PCM. Now only P0206 returns, even though it passes actuation test. If tech plugs #6 inj harness into #4 Inj. it will not actuate. Advise to hardwire #6 injector to PCM and S342(refer to master W/diag.) and retest. Also, step #2 states the injector resistance spec: 20°C (68°F) 12 Ohms (+/- .6 Ohm) So. I suspect you are not ohming correctly. Are

you measuring injector resistance unplugged? If so, then all 3 injectors are shorted which could be taking out the driver in PCM. Thank you, Neil

Updated: 09/24/2014 14:46:39 By T1990NP

Called tech to get vehicle repair status. Tech states harness issue was corrected by replacing injectr harness that was previously not connected to harness attachments. Tech will close case & can re-open it if vehicle returns. Thank you, Neil

Updated: 10/02/2014 13:21:58 By T1990NP

Called tech to get vehicle repair status. Tech states harness issue was corrected by replacing injector harness. Tech will close case & can re-open it if vehicle returns. Thank you, Neil

Updated: 10/07/2014 12:04:21 By T1990NP

replaced the faulty engine harness

Updated: 10/07/2014 12:20:03 By T1990NP

Field Report

VEHICLE

Model Year	2014	Body	JKJS74	JEEP WRANGLER UNLIMITED RUBICON 4X4 SPORT UTILITY		
VIN	1C4HJWFG0	EL [REDACTED]	Built Date	01/24/2014	Mileage	6,547
Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DEH	6-SPEED MANUAL NSG370 TRANSMISSION				
Color	PDS	ANVIL CLEAR COAT				

GENERAL

Case Ref	61691036	Component Group	08 - ELECTRICAL
Customer Complaint	ZR	WON'T MEET CUSTOMER REQUIREMENTS	
Created	09/19/2014 10:44:43	By	T8954CC
Updated	09/23/2014 14:10:53	By	T8954CC

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0168	Lost Communication With Vehicle Security Control Module	T3076SB	04/14/2013 01:25:00

CONTACT

Dealer	68010	RIVER FRONT CHRYSLER JEEP DODGE	Phone	(630) 907-1700
Address	200 HANSEN BOULEVARD			
City	NORTH AURORA	State	IL	ZIP 60542 8920
Dealer Zone	51	County	KANE	Country USA
Tech	STEVEN BARTMANN			
STAR	T8954CC			

CUSTOMER CONCERN

JULIE GEARHART 68010 RIVER FRONT CHRYSLER JEEP DODGE: SA Dominic Stalled and won't start, wipers running in off position, all dash lights comes, sway bar disconnected- active code U0168 security control module. Dealer would like to replace the WCM.
Updated: 09/19/2014 10:44:43 By T8954CC

RESOLUTION

TS advised SA to have tech review SOL S1408000109 and follow up with status of diagnosis. Tech to follow up.
Updated: 09/19/2014 10:44:43 By T8954CC

TS spoke to tech Pat @ 630-880-0334 who advised that SOL was already checked. TS requested tech upload a scan report to support to help guide diagnosis. TS to follow up when received.
Updated: 09/19/2014 12:40:41 By T8954CC

TS advised tech to perform WCM update per TSB 08-068-14 to see if this corrects concern as concern somewhat matches and no warranty history shows a WCM update performed previously. Tech to follow up.
Updated: 09/19/2014 13:52:51 By T8954CC

TS left VM for tech to follow up with status of vehicle/diagnosis.
Updated: 09/22/2014 10:08:46 By T8954CC

Tech advised that vehicle was starting every time he tried over the weekend and is functioning as designed now but that SA Dominic advised that he tried once over weekend and it did not do anything. Tech questions this as no DTCs are present now as were before. TS advised to replace WCM for customer satisfaction and return vehicle when repair is complete. SA to follow up to close case.
Updated: 09/22/2014 10:48:07 By T8954CC

TS left VM for SA and tech to follow up with status of vehicle/repairs.
Updated: 09/23/2014 14:06:52 By T8954CC

Tech advised that WCM was installed and no further issues have been exhibited. TS advised returning vehicle with SA to follow up with rental use. TS closing case.

Field Report

VEHICLE

Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
VIN	1J4RR5GG7	BO [REDACTED]	Built Date	01/08/2011	Mileage	58,525
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PAV	DK. CHARCOAL PEARL COAT				

GENERAL

Case Ref	61695448	Component Group	08 - ELECTRICAL
Customer Complaint	IB	INOPERATIVE	
Created	09/20/2014 14:55:15	By	T1806WJ
Updated	09/29/2014 11:09:46	By	T1806WJ

DIAGNOSTIC TROUBLE CODE(DTC)

Code	Description	TID	Date/Time
U0231	Lost Communication With Light Rain Sensing Module	T3076SB	04/14/2013 01:25:00
B1A11	RKE fob 2 Battery Low	DTODAW	04/14/2013 01:25:46

CONTACT

Dealer	37000	ARMORY CHRYSLER DODGE JEEP RAM		Phone	(518) 641-7777
Address	926 CENTRAL AVENUE				
City	ALBANY	State	NY	ZIP	12205 3504
Dealer Zone	32	County	ALBANY	Country	USA
Tech	STEVEN BOWMAN				
STAR	T1806WJ				

CUSTOMER CONCERN

customer states ,while driving,all lights came on in dash, lost power steering, no trottle pedal response, but braked ok. Before that happened, ignition would not work, removed push button and inserted key to start vehicle.

Updated: 09/20/2014 14:55:15 By T1806WJ

Scan tool was issue. Sent scan report to you. only 2 dtc's. When I went to parts dept., they informed me that the tipm (original #04692316ah) was not available, but a tipm kit #68244852aa is now the substitute. What would a "tipm kit" consist of?

Updated: 09/22/2014 11:58:05 By T1806WJ

battery was not disconnected, push button was in when problem ocured. not able to duplicate yet.

Updated: 09/22/2014 14:47:54 By T1806WJ

yes, they had to restart vehicle when this ocured

Updated: 09/22/2014 17:49:43 By T1806WJ

now it has crank/no start condition. STAR case s1308000399 should be addressed?

Updated: 09/22/2014 17:49:43 By T1806WJ

Just got "tipm kit". It includes tipm and instruction sheet to repin connector if turn signals do not work properly. That is it. Yesterday there were 10,900 relay packages in Sherwood, now there are -4. I would assume they are being saved for a recall? We do have a relay package coming from another dealer. The tipm in the kit is an aj and the one in the vehicle is an ah. I will change tipm and add relay and then repost findings.

Updated: 09/24/2014 15:16:26 By T1806WJ

RESOLUTION

Hi Steven, So if the vehicle starts and runs that indicates that the modules are all communicating on the network and the communication issue that you are having is either the POD, scan tool, DLC or the CAN C diagnostic BUS. Check the DLC for any spread/pushed out/damaged terminals and if OK then check the POD and the scan tool on another

vehicle. If that is OK then disconnect the battery and check termination resistance between cavities 6 and 14 at the DLC using your DVOM. That should be showing 60 ohms and report back on your findings. Thanks Walter

Updated: 09/20/2014 14:55:15 By T1806WJ

Hi Steven, I received the report and I would sure expect more DTC's then what is set. Was the battery disconnected at all? The TIPM kit is just the updated TIPM and I think a add on wiring harness for a new fuel pump relay. It does include the TIPM though. I would not condemn the TIPM at this point as the cause of this concern. Is it possible that the ignirion had rolled back and caused this concern? Have you been able to duplicate this concern yet? Thanks Walter

Updated: 09/22/2014 11:58:05 By T1806WJ

Hi Steven, OK thanks. It is strange to have that severe of a symptom and no DTC's relating to it at all. The having to remove the PEM button could be the B1A11 DTC if FOB 2 was in use at that time but the rest of these symptoms would not have been caused by that. I am assuming that the engine died (loss of power steering) but did the customer state that they had to restart the engine to continue on? Thanks Walter The loss of comm to the LRSM would not have caused a symptom like this without setting other DTC's.

Updated: 09/22/2014 14:47:54 By T1806WJ

Hi Steven, Yes, if the concern is no fuel pressure and no fuel pump operation is causing the no fuel pressure. Otherwise check the vehicle for what is causing the crank no start and report back on your findings. Walter

Updated: 09/22/2014 17:49:43 By T1806WJ

Hi Steven, OK thanks for the update and just let us know if further assistance is required. Thanks Walter

Updated: 09/24/2014 15:16:26 By T1806WJ

Tech requested case closure. add on fuel pump relay and r and r tipm.

Updated: 09/29/2014 11:09:46 By T1806WJ

Field Report

VIN	1D4SD4GT9BC	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR	
Built Date	03/10/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6025110888
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J055110985
Color	PW1	STONE WHITE CLEAR COAT					

Report Number	WT6126RC349122	System Key	8709500	Report Version	1	Open Date	12/14/2012
Close Date	12/14/2012	Narrative Date	12/14/2012	Category	Reliability	Mileage	41,183
TID	T6126RC	Richard Carlson					

Dealer	45100	DALLAS CHRYSLER DODGE JEEP RAM			Phone	(214) 327-9361
Dealer City	DALLAS	State	TX	Zip	75238 5242	
Dealer Zone	63	South West - Dallas				

Part Number	52124724AG	Part Description	GEAR -RACK AND PINION	Part Quantity	1
LOP	N/A	N/A			
Report Authorization	Richard Carlson	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 19 - STEERING

Complaint: The customer stated that the power steering is noisy.

Cause: The steering gear is leaking fluid from the right and left side boots.

P/N: 52124724AG

LOP: 19000115

Cost of repair: \$630.00

Keywords: DurabilityReliability SupplierQuality

CPA audit level: D25

Correction: The steering gear was replaced.

Details: The customer stated that the power steering is noisy. The technician checked the fluid level of the reservoir and found it to be low. He checked the lines and the gear and found fluid leaking from the right and left side boots. He replaced the gear and the issue has been corrected.

Field Report

VIN	1D7RB1CPXAS	Model Year	2010	Body	DS1H98	DODGE RAM 1500 SLT CREW CAB 4X2	
Built Date	08/27/2009	Market	U	US	Plant	S	WARREN TRUCK ASSEMBLY PLANT 1
Engine	EVE	4.7L V8 FFV ENGINE				Serial#	K223913265
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J231920014
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	WT6114DM192132	System Key	8815789	Report Version	1	Open Date	07/11/2013
Close Date	07/11/2013	Narrative Date	07/11/2013	Category	Reliability	Mileage	45,747
TID	T6114DM	Dave McDonald					

Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO			Phone	(909) 390-9898
Dealer City	ONTARIO	State	CA		Zip	91761 2208
Dealer Zone	71	California - Los Angeles				

Part Number	N/A	Part Description	N/A	Part Quantity	N/A
LOP	NA	NA			
Report Authorization	McDonald,David		CAG Report Type	Field Engineer Analysis	

Customer Concerns

TSB Group: -

Complaint: The technician noticed this while doing the M34 safety recall.

Cause: Root cause: Incorrect conversion of standard to metric or vice versa.

Keywords: RepairProcedureIssue

CPA Audit level: D-100

Correction: Repair: Reissue the safety recall M34 with correct torque specs.

Details: The technician noticed the inch pound values do not correlate with the newton meter numbers.He used the more probable numbers given.

Field Report

VIN	1J4RS4GG9BC	Model Year	2011	Body	WKTH74	JEEP GRAND CHEROKEE LAREDO 4X2 SPORT UTILITY	
Built Date	08/28/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	1232010034
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J223060116
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	WT2095SD319111	System Key	8510703	Report Version	1	Open Date	11/15/2011
Close Date	11/15/2011	Narrative Date	11/16/2011	Category	Reliability	Mileage	27,114
TID	T2095SD	Steve Doty					

Dealer	24105	JEEP CHRYSLER DODGE OF ONTARIO			Phone	(909) 390-9898
Dealer City	ONTARIO	State	CA	Zip	91761 2208	
Dealer Zone	71	California - Los Angeles				

Part Number	N/A	Part Description	N/A	Part Quantity	N/A
LOP	NA	NA			
Report Authorization	Doty, Steven L.	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 09 - ENGINE

Complaint: The customer stated that the engine is making a knocking noise.

Cause: Internal engine failure resulted in loud knocking and metal in oil system.

DTCs: None

Part Number: RL154407AA=Short block, 3.6.

Labor Operation: 090001P1=Engine, short block replace, 3.6.

Cost of Repair: \$3,963.59

Keywords: DurabilityReliability, SupplierQuality.

CSA Audit Level: L-20

Correction: The technician removed the oil pan and saw an abundance of metal particles. He replaced the short block and the knock issue was resolved.

DETAILS:

The vehicle was here three weeks prior with a concern of Check Engine light on and a fault of P0304=Cylinder #4 misfire. At that time the technician found the exhaust valve guides in cylinder 4 were wore out with 1/32 inch side play. The left head was replaced at that time which corrected the misfire and MIL. The vehicle has now returned 215 miles later with a loud bottom end knock. The technician now found an abnormal amount of metal particles in the oil pan and inside of the oil filter. The technician replaced the short block and the engine now runs properly with no abnormal noise.

Field Report

VIN	1J4RS5GG9BC	Model Year	2011	Body	WKTP74	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY	
Built Date	12/10/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				Serial#	6293010476
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J334061102
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					

Report Number	WT6126RC185122	System Key	8611984	Report Version	1	Open Date	07/03/2012
Close Date	07/03/2012	Narrative Date	07/03/2012	Category	Reliability	Mileage	13,901
TID	T6126RC	Richard Carlson					

Dealer	45100	DALLAS CHRYSLER DODGE JEEP RAM			Phone	(214) 327-9361
Dealer City	DALLAS	State	TX		Zip	75238 5242
Dealer Zone	63	South West - Dallas				

Part Number	N/A	Part Description	N/A	Part Quantity	N/A
LOP	NA	NA			
Report Authorization	Richard Carlson	CAG Report Type	Field Engineer Analysis		

Customer Concerns

TSB Group: 23 - BODY

Complaint: The customer stated that the tension clips in the cup holder are broken.

Cause: The tension clips have failed

P/N: 68096265AA

LOP: 23140501

Cost of repair: \$178.00

Keywords: DurabilityReliability SupplierQuality

CPA audit level: S10

Correction: The center console cup holder was replaced.

Details: The customer stated that the tension clips in the center console cup holder are broken. The technician verified the issue and found two of the clips are broken. The cup holder was replaced and the issue has been corrected.

Field Report

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	11/08/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1286010108
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J309061275
Color	PBV	BLACKBERRY PEARL COAT					

Report Number	D408219	System Key	8390687	Report Version	1	Open Date	04/01/2011
Close Date	04/01/2011	Narrative Date	04/01/2011	Category	Reliability	Mileage	325
TSB Group				TID	S26481L		

Dealer	65138	ATLANTIC CHRYSLER-JEEP		Phone	(609) 646-8600
Dealer City	EGG HARBOR TOWNSHIP	State	NJ	Zip	08234 4400
Dealer Zone	35	Mid Atlantic - Washington		Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: STRESS CRACK IN WINDSHIELD

Cause: REPLACE WINDSHIELD THIS WOULD BE A SUBLET TO SAFELITE GLASS FOR OEM MAPR GLASS

Correction: Glass

Field Report

VIN	1D4RE4GG5BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR	
Built Date	01/03/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6305010339
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J298060172
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number	D682482	System Key	8719693	Report Version	1	Open Date	01/08/2013
Close Date	01/08/2013	Narrative Date	01/08/2013	Category	Reliability	Mileage	17,271
TSB Group				TID	S28249H		

Dealer	60435	PUTNAM CHRYSLER JEEP DODGE			Phone	(650) 347-4800
Dealer City	BURLINGAME	State	CA	Zip	94010 4410	
Dealer Zone	71	California - Los Angeles			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: REAR SPOILER IS WARPING

Cause: REPLACE SPOILER & REPAINT P/N 681055149AD; LOP 23604901 & 23020602

Correction: Paint

Field Report

VIN	1J4RR5GG5BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	01/12/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	6305010224
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J006160057
Color	PWL	WHITE GOLD CLEAR COAT					

Report Number	D583721	System Key	8606178	Report Version	1	Open Date	06/18/2012
Close Date	06/22/2012	Narrative Date	06/22/2012	Category	Reliability	Mileage	26,416
TSB Group				TID	S06539A		

Dealer	23304	FARRISH CHRYSLER JEEP DODGE			Phone	(703) 273-0200
Dealer City	FAIRFAX	State	VA	Zip	22031 2320	
Dealer Zone	35	Mid Atlantic - Washington			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: CUSTOMERS COMPLAINT LEFT QUARTER PANEL TO L/R DOOR PAINT IS DISCOLORED PICTURES WERE TAKEN ON THIS CLAIM WE HAVE HAD ARE DISTRICT MANAGER LOOK AT THIS HE HAS TAKEN PICTURES AND SAID WILL PUT NOTES IN SYSTEM TO GET HELP GET THIS CUSTOMER HAPPY WITH HIS JEEP I WILL HAVE OUR D.M. TO SEND HIS NOTES TODAY THANKS RICK

Cause: PAINT LEFT QUARTER PANEL AND L/R DOOR LOPS 23-60-55-13 AND 23-60-01-01 AND 23-60-54-03 LOP 85-33-33-33 TOTAL CLAIM \$469.21 IF THE PICTURES ARE GOOD FOR YOU TO APPROVE PLEASE DO SO I WILL STILL NOTIFY OUR D.M. THANKS RICK

Correction: Paint

Field Report

VIN	1J4RR5GT1BC	Model Year	2011	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY	
Built Date	07/23/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6167010272
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J189020334
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT					

Report Number	D615494	System Key	8640832	Report Version	1	Open Date	08/18/2012
Close Date	08/18/2012	Narrative Date	08/20/2012	Category	Reliability	Mileage	30,888
TSB Group				TID	S04181L		

Dealer	66479	BERGEY'S CHRYSLER JEEP DODGE			Phone	(215) 721-3470
Dealer City	SOUDERTON	State	PA	Zip	18964 2141	
Dealer Zone	35	Mid Atlantic - Washington			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	1GS731X9AK	Part Description	PANEL -REAR DOOR TRIM	Part Qty	1	Part Cost	0.00
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.00	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: LEFT REAR DOOR TRIM PANEL CRACKING ALONG BOTTOM EDGE

Cause: REPLACE LEFT REAR DOOR TRIM PANEL LOP 23202209 PART #1GS731X9AK

Correction: Trim

Field Report

VIN	1D4RD2GG7BC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR	
Built Date	02/18/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1035110518
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J046160930
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					

Report Number	D444970	System Key	8447555	Report Version	1	Open Date	07/13/2011
Close Date	07/13/2011	Narrative Date	07/13/2011	Category	Reliability	Mileage	4,206
TSB Group				TID	S54630L		

Dealer	23889	DON DAVIS DODGE CHRYSLER JEEP			Phone	(817) 461-1000
Dealer City	ARLINGTON	State	TX		Zip	76011 4315
Dealer Zone	63	South West - Dallas			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: REAR TAIL GATE WILL NOT CLOSE DUE TO SPOILER.

Cause: WE ALREADY GOT THIS APPROVED THE ADVISOR SUBMITTED IT FOR THE WRONG AMOUNT THE PART PRICE IS 245.00 LABOR TO REPLACE IT IS 41.20 TO PAINT IT LOP 23700101 MATERIAL 6.18 LABOR 49.44, LOP 23704901 MATERIAL 38.67 LABOR 90.64 FOR A TOTAL OF 471.13. I DONT HAVE THE PICTURES ANYMORE SO IM SENDING PICTURES OF ANOTHER CAR TO SUBMIT.

Correction: Paint

Field Report

VIN	1D4SE4GT3BC	Model Year	2011	Body	WDEH75	DODGE DURANGO CREW AWD SPORT UTILITY 4-DR	
Built Date	01/07/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6348011018
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J357010779
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					

Report Number	D587220	System Key	8606739	Report Version	1	Open Date	06/25/2012
Close Date	06/25/2012	Narrative Date	06/25/2012	Category	Reliability	Mileage	28,655
TSB Group				TID	S88555G		

Dealer	60202	SHEETS CHRYSLER DODGE JEEP RAM			Phone	(304) 252-4555
Dealer City	BECKLEY	State	WV		Zip	25801 7104
Dealer Zone	35	Mid Atlantic - Washington			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: C/S COATING COMING OFF ALL FOUR WHEELS NOTE: WAS PREVIOUSLY APPROVED WITH WRONG VIN (BC595477)

Cause: REPLACE ALL FOUR WHEELS. NOTE: ALSO FOUND ALL LUGS SWOLLEN, REPLACED LUGS WHILE REPLCING WHEELS.

Correction: Wheel

Field Report

VIN	1D4RE2GG5BC	Model Year	2011	Body	WDEL75	DODGE DURANGO EXPRESS AWD SPORT UTILITY 4-DR	
Built Date	01/06/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1342010169
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J003160889
Color	PBV	BLACKBERRY PEARL COAT					

Report Number	D495008	System Key	8506633	Report Version	1	Open Date	11/05/2011
Close Date	11/07/2011	Narrative Date	11/07/2011	Category	Reliability	Mileage	4,660
TSB Group				TID	S58947B		

Dealer	67870	AUTOWORLD			Phone	(707) 762-2712
Dealer City	PETALUMA	State	CA	Zip	94952 6507	
Dealer Zone	71	California - Los Angeles			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	236042021	Part Description	N/A	Part Qty	1	Part Cost	0.00
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.00	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: THE REAR SPOILER IS WARPED AROUND THE THIRD BRAKE LIGHT

Cause: THE REAR SPOILER REQUIRES REPLACEMENT AND WILL REQUIRE PAINTING, PART NUMBER 68105149AC-\$245.00, LOPS 23020607-.5, 23600101-.5, 23604202-1.1, TOTAL= 2.1 @ 104.10/HR =\$218.61, MATERIALS=\$48.33, TOTAL FOR REPAIR= \$511.94

Correction: Paint

Field Report

VIN	1D4SD4GT2BC	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR	
Built Date	01/07/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6347010677
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J344010032
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	D450314	System Key	8455260	Report Version	1	Open Date	07/27/2011
Close Date	07/27/2011	Narrative Date	07/27/2011	Category	Reliability	Mileage	5,421
TSB Group				TID	S73700E		

Dealer	44881	SOUTH POINT DODGE CHRYSLER JEEP			Phone	(512) 443-9333
Dealer City	AUSTIN	State	TX		Zip	78745 2444
Dealer Zone	63	South West - Dallas			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	57010272AG	Part Description	LAMP -BACKUP	Part Qty	1	Part Cost	0.00
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.00	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: RIGHT SIDE PROP ROD MOUNTING FAILED WHILE UNDER PRESSURE AND ROD IMPACTED INNER RIDGE OF LIFTGATE AND PUNCTURED THE INNER SIDE OF THE REAR LAMP LENSE ON THE LIFT GATE, BROKE THE RR LAMP COVER AND DENTED THE LIFTGATE

Cause: REPLACE PROP ROD, REAR LAMP LENSES AND REPAIR METAL DAMAGE AND REPAINT LIFTGATE INNER PANEL. 55079136AF \$140.00 57010272AG \$50.12 69083196AC \$32.90 SUBLET PAINT AND REPAIR CHARGES \$290.21. CUST REQUESTED RENTAL 3 DAYS @ \$35

Correction: Paint

Field Report

VIN	1D4RD2GG7BC	Model Year	2011	Body	WDDL75	DODGE DURANGO EXPRESS RWD SPORT UTILITY 4-DR	
Built Date	02/18/2011	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE			Serial#	1035110518	
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION			Serial#	J046160930	
Color	PRH	INFERNO RED CRYSTAL PEARL COAT					

Report Number	D436908	System Key	8446221	Report Version	1	Open Date	06/22/2011
Close Date	07/12/2011	Narrative Date	07/12/2011	Category	Reliability	Mileage	4,206
TSB Group				TID	S60147I		

Dealer	23889	DON DAVIS DODGE CHRYSLER JEEP			Phone	(817) 461-1000
Dealer City	ARLINGTON	State	TX		Zip	76011 4315
Dealer Zone	63	South West - Dallas			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	68105149AB	Part Description	SPOILER -LIFTGATE	Part Qty	1	Part Cost	0.00
LOP	N/A	N/A		Fail Code	N/A		
Labor Cost	0.00	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: REAR SPOILER IS WARPED CAUSING REAR LIFT GATE NOT TO OPEN SORRY HAD TO WAIT FOR CUSTOMER TO RETURN SO I COULD TAKE PIC OF LIC PLATE.

Cause: REPLACE REAR SPOILER PART #68105149AB \$245.00 PAINT \$40.00 PAINT OPP 23704901 \$38.67 PAINT PREP 23700101 \$6.18 LABOR OPP 23020607 \$41.20

Correction: Paint

Field Report

VIN	1J4RR4GGXBC	Model Year	2011	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY	
Built Date	07/06/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1166010036
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J104060236
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	D465724	System Key	8474633	Report Version	1	Open Date	08/31/2011
Close Date	08/31/2011	Narrative Date	09/01/2011	Category	Reliability	Mileage	22,700
TSB Group				TID	S83496J		

Dealer	68808	AUTO PARK EAST		Phone	(919) 366-7000		
Dealer City	WENDELL	State	NC	Zip	27591 7958		
Dealer Zone	66	South East - Orlando		Advisor			

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: WATER LEAK COMING FROM A-PILLARS UNDERNEATH WINDSHIELD.

Cause: REMOVE WATER SOAKED FRONT CARPETS(RIGHT AND LEFT), DRY OUT WATER, CARPETS. REMOVE WINDSHIELD AND SEAL RIGHT AND LEFT SIDE A-PILLARS. RE-INSTALL CARPETING AND NEW WINDSHIELD. LOPS 23500104, 23500105, 23305001, 23211502, 23211503.

Correction: Glass

Field Report

VIN	1C4BJWDG7CL	Model Year	2012	Body	JKJM74	JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY	
Built Date	02/20/2012	Market	U	US	Plant	L	TOLEDO ASSEMBLY PLANT I (MAIN-PARKWAY)
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1046210658
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				Serial#	J046261473
Color	PGZ	BLACK FOREST GREEN PEARL COAT					

Report Number	D874899	System Key	8930091	Report Version	1	Open Date	01/10/2014
Close Date	01/13/2014	Narrative Date	01/13/2014	Category	Reliability	Mileage	22,112
TSB Group				TID	S33196B		

Dealer	60550	CAL'S CHRYSLER DODGE JEEP RAM			Phone	(831) 394-6666
Dealer City	SEASIDE	State	CA	Zip	93955 3612	
Dealer Zone	71	California - Los Angeles			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: R/F DOOR HINGE PAINT LIFTING AND L/R DOOR PAINT DOES NOT MATCH THE REST OF VEHICLE.

Cause: PAINT AND REPLACE R/F DOOR HINGE. PAINT L/R DOOR TO MATCH VEHICLE. PART#55395384AE X2=\$94.64 85333333 .3
23402002 .4 23402004 .40 23700101 .6 23706302 .6 23706302 .6 23700101 .6 23202209 .2 23700301 1.0 23705403 1.6

Correction: Paint

Field Report

VIN	2D4RN3DG6BR	Model Year	2011	Body	RTKM53	DODGE GRAND CARAVAN MAINSTREET WAGON	
Built Date	01/12/2011	Market	U	US	Plant	R	WINDSOR ASSEMBLY PLANT
Engine	ERB	3.6L V6 24V VVT ENGINE				Serial#	1003110141
Transmission	DG2	6-SPEED AUTOMATIC 62TE TRANSMISS				Serial#	K2930D3343
Color	PBV	BLACKBERRY PEARL COAT					

Report Number	413833483131	System Key	208146932	Report Version	1	Open Date	05/09/2012
Close Date		Narrative Date	05/15/2012	Category	Reliability	Mileage	26,539
TSB Group				TID	T9999DP		

Dealer	41383	ORLANDO DODGE CHRYSLER JEEP			Phone	(407) 299-1120
Dealer City	ORLANDO	State	FL	Zip	32808 8122	
Dealer Zone	66	South East - Orlando			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	0	Part Cost	0.00
LOP	23502501	BODY, RESEAL, WINDSHIELD, RESEAL		Fail Code	65	LEAKS	
Labor Cost	0.00	Return Date	01/01/0001	Report Authorization	N/A	CAG Report Type	N/A

Complaint: THE CUSTOMER STATES WATER IS LEAKING INTO THE VAN WHEN IT RAINS, GETS AREA AT

Cause: FOUND WINDSHIELD LEAKING

Correction: SUBLET TO SEEK AND SEAL WATER LEAK COMPANY FOR WATER TEST AND REPAIR, THEY REM

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889106A136	System Key	188980184	Report Version	1	Open Date	06/13/2011
Close Date		Narrative Date	06/14/2011	Category	Reliability	Mileage	11,914
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone		
Dealer City	AUBURN HILLS	State	MI		Zip	48326 -275	
Dealer Zone	ZZ				Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 136 Exterior, Front Doors-Hard to Open-Hard to Close-Unspecified. FRONT DOOR OPEN POSITION CHECK IS INSUFFICIENT. DOOR HAS A TENDANCY TO NOT STAY OPEN WHEN DESIRED. I UNDERSTAND THE BALANCING ACT HERE. I WOULD LIKE A MORE POSTITIVE OPEN POSITION.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889101F334	System Key	181356642	Report Version	1	Open Date	01/24/2011
Close Date		Narrative Date	01/25/2011	Category	Reliability	Mileage	300
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone		
Dealer City	AUBURN HILLS	State	MI		Zip	48326 -275	
Dealer Zone	ZZ				Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 334 The Driving Experience, Vehicle vibrates excessively-while driving (not braking). VIBRATION IS NOTICED WHEN IN MDS OPERATION. I CAN FEEL IT IN THE SEAT BACK. NOT VERY AUDIBLE, BUT MORE TACTILE. I DON T KNOW IF IT IS EXCESSIVE BUT IT IS NOTABLE. I EXPECT THAT SOME DISCERNING CUSTOMERS WILL BRING THE VEHICLE BACK FOR THIS LEVEL OF VIBRATION.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889101B273	System Key	181356638	Report Version	1	Open Date	01/24/2011
Close Date		Narrative Date	01/25/2011	Category	Reliability	Mileage	300
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone		
Dealer City	AUBURN HILLS	State	MI		Zip	48326 -275	
Dealer Zone	ZZ				Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 273 Automatic/Auto-Manual/CVT Transmission, Automatic/Auto-Manual/CVT Transmission-Shifts roughly under normal driving. VERY LOW MILEAGE 3-2 (I THINK) CAUSED A SHUDDER IN THE VEHICLE. THIS WAS PROBABLY THE FIRST SHIFT (FULLY WARM) AND WE HADN T LEARNED ADAPTIVES YET. JUST WANTED TO REPORT IT. HAVE NOT EXPERIENCED ANY OTHER NOTABLE SHIFT ISSUES.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889108B178	System Key	193080227	Report Version	1	Open Date	08/23/2011
Close Date		Narrative Date	08/24/2011	Category	Reliability	Mileage	16,224
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275
Dealer Zone	ZZ			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 178 Exterior, Water Leaks into Vehicle -Windshield-Front Doors/Windows-Rear Doors/Windows-Roof. WATER LEAK INTO VEHICLE - DRIPPING FROM HEADLINER - AFTER PARKED VEHICLE SAT IN RAIN STORM. HAPPENED TWICE. BOTH TIMES WERE HARD RAIN. HAVE NOT NOTICED CAR WASH LEAKAGE OR LEAKAGE WHILE DRIVING.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889101E085	System Key	181356641	Report Version	1	Open Date	01/24/2011
Close Date		Narrative Date	01/25/2011	Category	Reliability	Mileage	300
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275	
Dealer Zone	ZZ			Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 085 Features/Controls/Displays, Other Features/Controls/Displays. HOMELINK CONTROLS CANNOT BE SEEN WHEN ENTERING THE VEHICLE BECAUSE THE INTERIOR DOME LIGHTS COME ON AND MAKE IT DIFFICULT TO SEE THE BUTTONS. VEHICLE WAS PARKED IN THE GARAGE, I GOT INTO THE VEHICLE THIS AM, CLOSED THE DOOR AND THEN TRIED TO FIND THE HOMELINK BUTTON TO OPEN THE GARAGE, BUT COULDN T SEE UNTIL THE DOME LIGHTS DIMMED. CAN WE ILLUMINATE THE

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889103A033	System Key	184716195	Report Version	1	Open Date	03/28/2011
Close Date		Narrative Date	03/29/2011	Category	Reliability	Mileage	4,364
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone		
Dealer City	AUBURN HILLS	State	MI		Zip	48326 -275	
Dealer Zone	ZZ				Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 033 Features/Controls/Displays, Exterior Light Controls-Broken/Not Working. ISSUE THAT WAS CAUSING THE HEADLIGHTS TO OPERATE INTERMITTENTLY WHILE IN AUTO MODE WAS DIAGNOSED AS A DISCONNECTED SUNLOAD SENSOR. WORK PERFORMED AT QEC. SEEMS TO BE WORKING OK. HAVE NOT HAD AN ISSUE SINCE WORK WAS PERFORMED LAST WEEK.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889108A021	System Key	193080226	Report Version	1	Open Date	08/23/2011
Close Date		Narrative Date	08/24/2011	Category	Reliability	Mileage	16,224
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275	
Dealer Zone	ZZ				Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 021 Features/Controls/Displays, Windshield Wipers/Washers-Broken/Not Working. AUTO RAIN SENSING WIPERS HAVE STOPPED FUNCTIONING.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889101G345	System Key	181356643	Report Version	1	Open Date	01/24/2011
Close Date		Narrative Date	01/25/2011	Category	Reliability	Mileage	300
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275	
Dealer Zone	ZZ			Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 345 The Driving Experience, Other driving experience. MY WIFE WAS NOT PLEASED WHEN I TOLD HER THAT OUR NEXT VEHICLE WOULD BE A DURANGO BASED UPON EXPERIENCE WITH THE PRIOR MY VEHICLES. NOW THAT SHE HAS SEEN AND EXPERIENCED THE NEW VEHICLE SHE IS VERY PLEASED. SHE HAS NOTED THE EASIER INGRESS/EGRESS, INTERIOR SOUND LEVEL, RIDE AND HANDLING IMPROVMENTS. NICE WORK BY THE TEAM. A VERY FINE VEHICLE.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE			Serial#	6322010197	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J327011194	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889101C017	System Key	181356639	Report Version	1	Open Date	01/24/2011
Close Date		Narrative Date	01/25/2011	Category	Reliability	Mileage	300
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone		
Dealer City	AUBURN HILLS	State	MI		Zip	48326 -275	
Dealer Zone	ZZ				Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 017 Heating, Ventilation, and A/C, Windows fog up a lot/don.t clear as wanted. OUTSIDE TEMP ABOUT 5 DEG F, 70 MPH, THREE ADULTS IN VEHICLE, SYSTEM IN AUTO AT 70 F. ENGINE FULLY WARM, HVAC FAN SPEED HAD LOWERED AFTER WARMUP. NEEDED TO SWITCH TO MANUAL DEFROST TO AVOID FOGGING OF WINDSHIELD. EXEPECTED AUTO MODE TO AVOID THIS MANUAL INTERVENTION.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889102C116	System Key	182093351	Report Version	1	Open Date	02/08/2011
Close Date		Narrative Date	02/09/2011	Category	Reliability	Mileage	1,200
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone		
Dealer City	AUBURN HILLS	State	MI		Zip	48326 -275	
Dealer Zone	ZZ				Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 116 Audio/Entertainment/Navigation, Other audio/entertainment. AFTER SWITCHING AUXILIARY DEVICES (BLUETOOTH STREAMING AUDIO) THE SCREEN DID NOT DISPLAY THE PROPER DEVICE NAME. IT WAS PLAYING MUSIC FROM THE BLACKBERRY, BUT STILL SHOWING LG RUMOR ON THE DISPLAY IN THE VEHICLE.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889102B116	System Key	182093350	Report Version	1	Open Date	02/08/2011
Close Date		Narrative Date	02/09/2011	Category	Reliability	Mileage	1,200
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275
Dealer Zone	ZZ			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 116 Audio/Entertainment/Navigation, Other audio/entertainment. BLUETOOTH STREAMING AUDIO DID NOT OPERATE PROPERLY WITH DAUGHTER S BRAND NEW SAMSUNG PHONE. AUDIO PLAYED, BUT TEMPOS CHANGED AND IT CUT OUT FROM TIME TO TIME. SIMILAR RESPONSE TO OTHER HANDHELDS NOTED IN EARLIER COMMENTS.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889101D050	System Key	181356640	Report Version	1	Open Date	01/24/2011
Close Date		Narrative Date	01/25/2011	Category	Reliability	Mileage	300
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone		
Dealer City	AUBURN HILLS	State	MI		Zip	48326 -275	
Dealer Zone	ZZ				Advisor		

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 050 Features/Controls/Displays, Remote Keyless Entry System-Difficult to Understand/Use. WATCHED THE OWNERS DVD. LEARNED ABOUT THE PROXIMITY UNLOCK OF THE REAR LIFTGATE. TOOK A WHILE TO FIND THE UNLOCK BUTTON WHICH IS IN THE CENTER OF THE ACCENT BAR - PER THE VIDEO I WAS LOOKING UNDER IT. ANYWAY, IT WORKS FINE, BUT I WANTED TO HIGHLIGHT THAT I MISSED THE BUTTON LOCATION AND DIDN T THINK THAT THE DVD DESCRIBED IT S POSITION VERY WELL.

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889101A116	System Key	181356637	Report Version	1	Open Date	01/24/2011
Close Date		Narrative Date	01/25/2011	Category	Reliability	Mileage	300
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275
Dealer Zone	ZZ			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 116 Audio/Entertainment/Navigation, Other audio/entertainment. BLUETOOTH AUDIO STREAMING WORKS OK WITH BLACKBERRY 8520 BUT CUTS IN AND OUT WITH BOTH AN LG RUMOR AND AN IPOD TOUCH - THE MUSIC TEMPO IS ERRATIC AS WELL. ALL THREE DEVICES CONNECTED OK, BUT THE RUMOR AND IPOD DO NOT WORK ACCEPTABLY WHEN STREAMING AUDIO. THE RUMOR PHONE CONNECTION FUNCTIONS AS EXPECTED. ALSO, WHEN SWITCHING BETWEEN DEVICES, THE VOLUME STOP

Cause:

Correction:

Field Report

VIN	1D4SD5GT8BC	Model Year	2011	Body	WDDP75	DODGE DURANGO CITADEL RWD SPORT UTILITY 4-DR	
Built Date	12/07/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6322010197
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J327011194
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT					

Report Number	BC592889102A033	System Key	182093349	Report Version	1	Open Date	02/08/2011
Close Date		Narrative Date	02/09/2011	Category	Reliability	Mileage	1,200
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION		Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275
Dealer Zone	ZZ			Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 033 Features/Controls/Displays, Exterior Light Controls-Broken/Not Working. WHILE IN AUTO HEADLIGHT MODE, FULLY DARK OUTSIDE, THE HEADLIGHTS HAVE TURNED OFF. THIS HAPPENED TWICE 2/7 AND 2/3. BOTH TIMES THE HEADLIGHTS WOULD TURN ON IF THE SWITCH WAS MOVED TO THE ON POSITION, BUT WOULD NOT TURN BACK ON WHEN THE SWITCH WAS MOVED BACK TO AUTO POSITION. THE FIRST TIME, I EVENTUALLY CAME TO A STOP LIGHT AND WAS ABLE TO SHUT OFF THE VE

Cause:

Correction:

Field Report

VIN	1D4SD4GT2BC	Model Year	2011	Body	WDDH75	DODGE DURANGO CREW RWD SPORT UTILITY 4-DR	
Built Date	12/06/2010	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				Serial#	6308010555
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS				Serial#	J326020403
Color	PW1	STONE WHITE CLEAR COAT					

Report Number	BC593076108A258	System Key	193461934	Report Version	1	Open Date	08/30/2011
Close Date		Narrative Date	08/31/2011	Category	Reliability	Mileage	11,522
TSB Group				TID	T9999LS		

Dealer	19028	CHRYSLER CORPORATION			Phone	
Dealer City	AUBURN HILLS	State	MI	Zip	48326 -275	
Dealer Zone	ZZ				Advisor	

Customer Invoice	\$0.00	Warrant Invoice	\$0.00	Other Invoice	\$0.00	Supplier RP	
Part Number	N/A	Part Description	N/A	Part Qty	N/A	Part Cost	N/A
LOP	NA	NA		Fail Code	N/A		
Labor Cost	N/A	Return Date		Report Authorization	N/A	CAG Report Type	N/A

Complaint: 258 Exterior, Exterior Light Problem-Bulb failed. RIGHT REAR BRAKE LAMP AND TURN SIGNAL BULB FAILURE

Cause:

Correction:

DP14-004

CHRYSLER

12/12/2014

ENCLOSURE 5

Marks Legal Claim Summary

MATTER #	1244464
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	24358375
DATE OF INCIDENT	12/27/2013
DATE OF NOTICE	12/27/2013
MODEL/MODEL YEAR	2012 Dodge Ram 5500 Reg Cab Chassis
VIN	3C7WDNDL3CG [REDACTED]
MILEAGE	4000-4500
OWNER	[REDACTED] [REDACTED] Chesterland, OH [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Fire
DESCRIPTION	Customer, a fleet operator of tow trucks, had vehicle towed to a dealership with the wiring harness on the left side of the vehicle melted. The left wheel well, wiring harness and left battery appeared damaged. Customer alleged the TIPM malfunctioned and caused a fire on two occasions.
INJURIES	0
FATALITIES	0

This heavy duty vehicle was upfitted by a third party to serve as tow truck. Chrysler has an inspection report as well as numerous inspection photos for this vehicle. Inspection and assessment has confirmed that the cause of this incident was improper installation of aftermarket equipment. There are two aftermarket wire bundles extending from the B+ cable, which are secured using a non OEM aftermarket nut. There was significant aftermarket wiring throughout the vehicle that was not installed, or connected in accordance with the Chrysler provided 2012 Ram Body Builders Guide. (See 5500 Thermal.pdf for inspection photographs)

DP14-004

CHRYSLER

12/12/2014

ENCLOSURE 7

S1308000399

STAR Case



Case Number: S1308000399

Release Date: 05/29/2013

Symptom/Vehicle Issue:

Intermittent Crank No Start

Diagnosis:

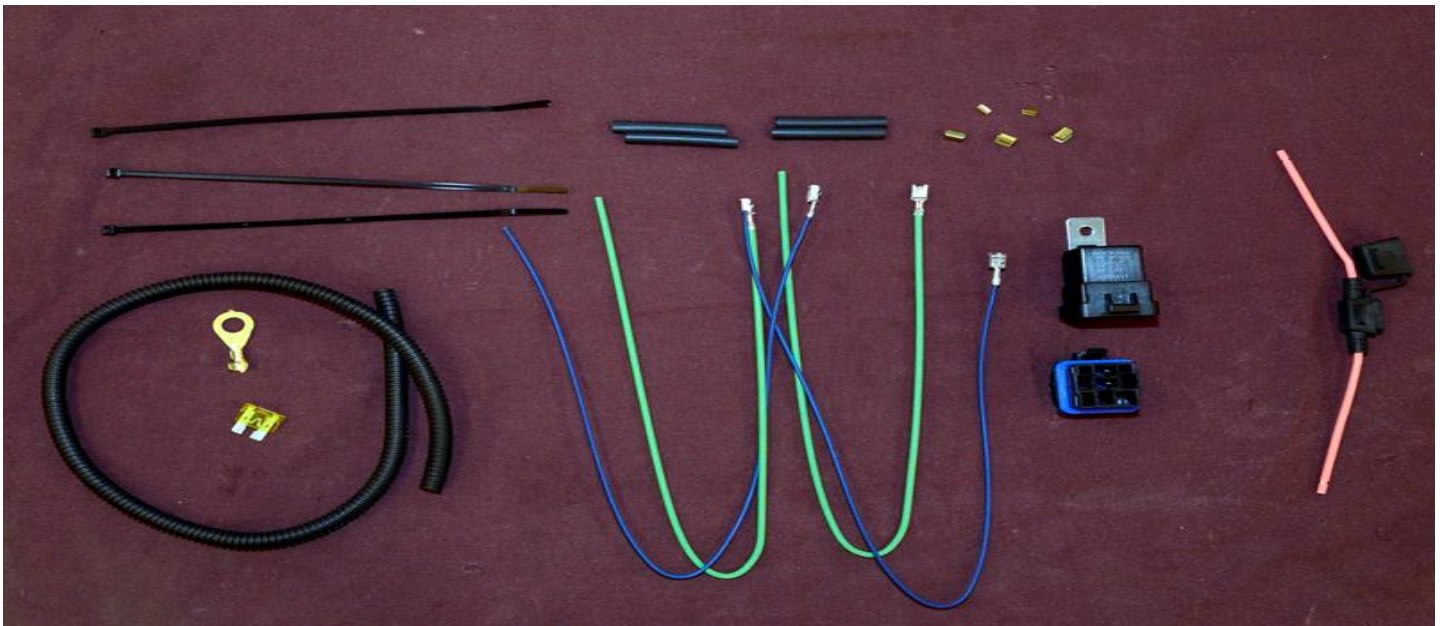
Vehicle does not start, fuel pump operates intermittently at times. Verify fuel pump relay output fuse is good Fuse M25 20 A and, circuit N1 DB/OR pin 10, C5 TIPM brown connector has no 12v power output.

Parts Required:

Relay kit 68142156aa
Inline fuse 68217670aa
20A fuse 000ATC20

Additional parts needed

Zip ties
¼ inch eyelet
Corrugated Wire loom protector (24 inches)



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STAR Case



Repair Procedure:

Procedure to install an external fuel pump relay control circuit.

1. Disconnect the battery prior to performing repairs.
2. Attach blue wire terminals into the connector from relay kit (wire ends feed through top of connector/insulator, relay coil locations (85) and (86) coil control circuits.
3. Install the green wire terminal to the relay connector location, switched side terminal location (87). Slide the corrugated harness covering over the relay circuit wiring as shown.
4. Connect the eyelet terminal to one end on the red inline fused circuit. Install the green wire into relay connector location (30) B+ feed. Work through insulator and corrugated harness covering. Secure green wire to red by crimp splice to achieve overall length as seen below.
5. Review the assembled harness and wiring to ensure completed as illustrated below.



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STAR Case



Connecting relay and harness to vehicle

1. Mount the relay at upper radiator core support (right side); attachment pilot hole in front of hood bumper.



2. Unclip and roll TIPM to access the **C1, 50 way black TIPM connector**.

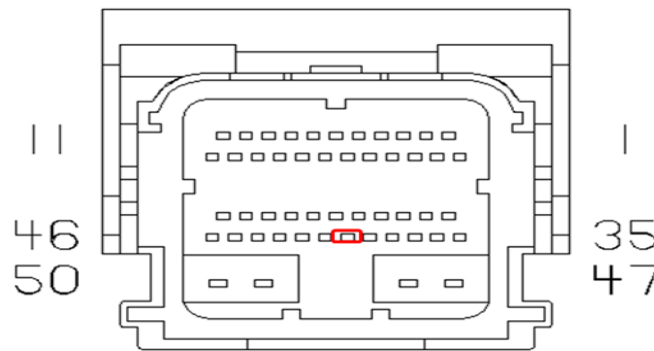


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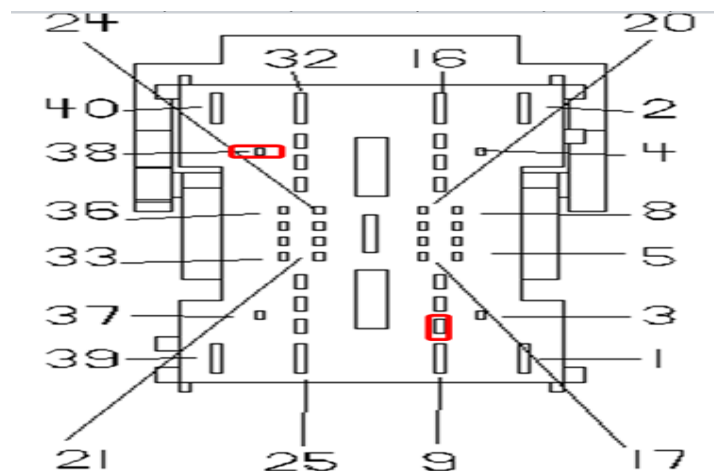
STAR Case



3. Cut circuit K31 engine fuel pump control, cavity 40 brown wire about 1 inch from the connector. Use heat shrink tube on the short wire on the connector side to seal. This will not be used in this repair. Solder the other end of the wire harness side K31 Brown wire to blue wire from relay terminal (85) of the relay harness. (use shrink tube to seal all spliced areas).



4. Install black connector on TIPM once complete.
5. Remove the C5 TIPM brown connector and locate circuit N1 DB/OR Fuel pump circuit feed, cavity 10. Cut the wire about 1 inch from the connector. Use heat shrink tube on the short wire on the connector side to seal. This will not be used in this repair. Solder the other end of the wire harness side N1 DB/OR wire to the green wire from the relay terminal (87) of the relay harness. (use shrink tube to seal all spliced areas).

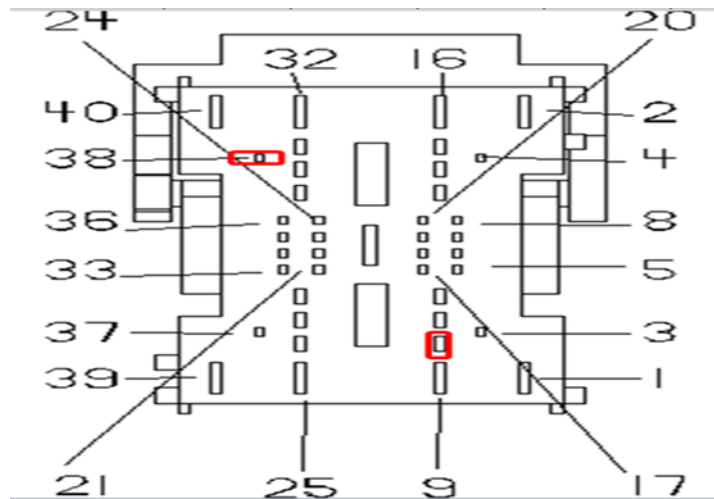


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STAR Case



6. Locate circuit F941 PWR IGN RUN/START PK/LG cavity 38 of the C5 Brown TIPM connector DO NOT cut this wire. Remove the wire from the connector to splice. About 2 inches from the connector trim insulation back to expose the bare wire. Solder this circuit to the blue wire from terminal (86) of the relay harness. Slip heat shrink tube over the terminal of F941 and seal the solder point. Install the wire back into the connector.



7. Install the brown connector back onto the TIPM and secure the TIPM as needed.
8. Attach Fused relay eylet, red wire from the relay harness terminal location (30) to the B+ terminal post of the TIPM.
9. Test the operation to complete.

LOP: 08 90 65 37

1.0 hr

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DP14-004

CHRYSLER

12/12/2014

ENCLOSURE 10

5500 Thermal



FIAT CHRYSLER AUTOMOBILES

2012 Ram 5500 VIN: CG142166

Thermal Event analysis

Auburn Hills, Mi

12-12-2014







