

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Customer Complaint**6C29911607**

VIN	1J8HG58N46C [REDACTED]	Model Year	2006	Body	XKJP74	JEEP COMMANDER LIMITED 4X4
Built Date	03/16/2006	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PJT	DK. KHAKI PEARL COAT				
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	10/19/2010	Mileage	0	Event	007	Year 5 Ownership
Dealer	45476	SUBURBAN CHRYSLER JEEP DODGE O			Dealer Zone	42
Dealer Address	1790 MAPLELAWN DR		Dealer Phone(s)	248 585-8800	248 519-9465	
City/State/ZIP	TROY, MI, 48084-4611			Dealer Fax	248 519-9431	

- Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 09 (Promoter)
- Q2 Please rate your satisfaction with your COMMANDER LIMITED 4X4 on a scale of 0 to 10.
Score: 05 (Detractor)
S33 : Seat Comfort Issue
H28 : Other AC
air conditioning never worked properly and key gets bumped by knee while driving
- Q3 Please rate your satisfaction with your experience at SUBURBAN CHRYSLER JEEP DODGE O on a scale of 0 to 10.
Score: 99 (Refused/Left Blank)
- 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

Q13 What type of vehicle will you most likely acquire next?

005 : Sport utility/SUV

SURVEY COMPLETED 2010-10-19 17:30:19, CUSTOMER ID:013269724, CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**6C10616107**

VIN	1J8HG58NX6C1 [REDACTED]	Model Year	2006	Body	XKJP74	JEEP COMMANDER LIMITED 4X4
Built Date	08/10/2005	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT				
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Open Date	09/23/2011	Mileage	0	Event	007	Year 5 Ownership
Dealer	60455	CONNORS CHRYSLER DODGE JEEP RA			Dealer Zone	51
Dealer Address	701 E PORTER AVE		Dealer Phone(s)	219 926-7100		
City/State/ZIP	CHESTERTON, IN, 46304-9102			Dealer Fax	219 926-7996	

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

Score: 98 (Dont know)

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

Score: 05 (Detractor)

S33 : Seat Comfort Issue

I58 : Interior leg room and head room

They needed more leg room in three places. In the front passenger area. See if you take six foot men, most men are kind of large and tall. It's hard for six foot men to sit in the back seat. They cannot sit in that little spare two seats in the rear. Those are very small. They put the tire under that area. They probably could've made a little bit more foot room for an adult back there. Adults cannot sit in the rear. The pull up seat that's in the trunk area. What I'm saying is, if I was traveling on long distance with six foot people, which a lot of people in my family are tall. It's very uncomfortable because I have to scoot my seat up a little bit further, so that the people sitting in the back seat have a little bit more room. An adult can't sit in the rear seat at all. They should've made a little bit more room. It would've been amazing if it was six more inches in the dashboard could've been a little bit more slanted. The dashboard is a little bit low, and your knees hit the dashboard under the bottom there because the bottom of that dashboard is a little bit low. What happens is your knees will hit the key in the car cut off.

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

Score: 10 (Promoter)

Q8 Have you been back for service to CONNORS CHRYSLER DODGE JEEP RA 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

007 : Unhappy with fuel efficiency of current vehicle

097 : Other

SURVEY COMPLETED 2011-09-23 19:51:34, CUSTOMER ID:707345802, CONTACT METHOD:PHONE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

Customer Complaint**6C26928007**

VIN	1J8HH48K36C [REDACTED]	Model Year	2006	Body	XKTH74	JEEP COMMANDER 4X2
Built Date	02/10/2006	Market	U	US	Plant	C JEFFERSON NORTH ASSEMBLY PLANT
Color	PX8	BLACK CLEAR COAT				
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				

Open Date	10/21/2010	Mileage	0	Event	007	Year 5 Ownership
Dealer	45026	ABERNETHY CHRY-JEEP-DODGE INC			Dealer Zone	66
Dealer Address	1442 E MAIN ST				Dealer Phone(s)	704 732-1890
City/State/ZIP	LINCOLNTON, NC, 28092-3902				Dealer Fax	704 732-9542

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

Score: 08 (Neutral)

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

Score: 06 (Detractor)

992 : Safety/Legal

X30 : Excessive Wind Noise

I58 : Interior leg room and head room

I am just speaking for my wife, basically she loves it. I can tell you that the interior room is terrible. They advertise that they have the capacity to fit the people in the rear, but it's almost dangerous because they are almost against the back glass of the vehicle and the drivers, I am six foot one, almost two and the seat all the way back on the driver's side is still where the keys are. I think it has been a couple of times where it actually turned the car off because the keys were hit by my knee, I thought it was sort of crammed. I thought there would be more room considering the outside look of the car. My wife is especially dissatisfied because of some whistling noise in the windshield when you get above 55 miles an hour. She has taken it back to the dealer on at least two occasions. They had someone come and it has still not totally been resolved.

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

Score: 09 (Promoter)

Q8 Have you been back for service to ABERNETHY CHRY-JEEP-DODGE INC 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 2010-10-21 16:44:58, CUSTOMER ID:705571834, CONTACT METHOD:PHONE, SPEAKING TO SOMEONE ELSE (QUALIFIED RESPONDENT), LANGUAGE:00

Field Report

VIN	1J8HG48N76C	Model Year	2006	Body	XKJH74	JEEP COMMANDER 4X4	
Built Date	09/27/2005	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EVA	4.7L V8 MPI ENGINE			Serial#	K265513213	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J264510175	
Color	PX8	BLACK CLEAR COAT					

Report Number	6C171141608AI48	System Key	85838634	Report Version	2	Open Date	08/16/2006
Close Date		Narrative Date	08/17/2006	Category	Reliability	Mileage	14,000
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: I48 Electrical & Accessories, Ignition switch not working properly. IT IS TOO EASY TO BUMP THE KEY TO THE OFF POSITION WHILE DRIVING. I HAVE BUMPED THE KEY WITH MY KNEE SEVERAL TIMES AND SHUT THE VEHICLE OFF. I HAVE NOTICED GM KEYS ARE TURNED TO A MORE CLOCKWISE POSITION WHEN THE VEHICLE IS ON, THIS WOULD PREVENT THE KEY FROM BEING TURNED OFF IF BUMPED.

Cause:

Correction:

Field Report

VIN	1J8HR58266C [REDACTED]	Model Year	2006	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4	
Built Date	12/17/2005	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZB	5.7L V8 HEMI MDS ENGINE			Serial#	6313510068	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J346510007	
Color	PW1	STONE WHITE CLEAR COAT					

Report Number	6C233859608AQ66	System Key	85838637	Report Version	2	Open Date	08/16/2006
Close Date		Narrative Date	08/17/2006	Category	Reliability	Mileage	14,050
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: Q66 Cost Saving Ideas/Feature Comments, Satisfaction/Features. SAFETY ISSUE: KEY IS LOCATED TOO CLOSE TO RIGHT KNEE. WHILE DRIVING DOWN HIGHWAY I ADJUSTED MYSELF IN THE SEAT AND ACCIDENTALLY BUMPED THE KEY- SHUTTING THE JEEP DOWN- LUCKILY THERE WAS A REST AREA JUSTAHEAD ON THE RIGHT. SAFETY/CONVENIENCE- THE SEAT MEMORY THINGS WITH THE 1 AND 2 ARE LOCATED TOO CLOSE TO THE LEFT KNEE/LEG. I ALWAYS BUMP IT AND IT CAUS

Cause:

Correction:

Field Report

VIN	1J8HG48N76C [REDACTED]	Model Year	2006	Body	XKJH74	JEEP COMMANDER 4X4	
Built Date	09/27/2005	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EVA	4.7L V8 MPI ENGINE			Serial#	K265513213	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J264510175	
Color	PX8	BLACK CLEAR COAT					

Report Number	6C171141610AI48	System Key	90177266	Report Version	2	Open Date	10/26/2006
Close Date		Narrative Date	10/27/2006	Category	Reliability	Mileage	18,000
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: I48 Electrical & Accessories, Ignition switch not working properly. IT IS EASY TO BUMP THE KEY WITH YOUR KNEE AND TURN THE VEHICLE OFF. THIS HAS HAPPENED SEVERAL TIMES, SOMETIMES AT DANGEROUS HIGHWAY SPEEDS. ALSO OCCURED IN MY 2005 GRAND CHEROKEE. GM VEHICLES HAVE IGNITION KEY MOUNTED HORIZONTALLY IN THE ON POSITION SO THAT IF YOUR KNEE BUMPS THE IGNITION IT TURNS IT ON NOT OFF.

Cause:

Correction:

Field Report

VIN	1J8HH58237C [REDACTED]	Model Year	2007	Body	XKTP74	JEEP COMMANDER LIMITED 4X2 SPORT UTILITY 4-DR	
Built Date	03/16/2007	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZB	5.7L V8 HEMI MDS ENGINE			Serial#	6010710387	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J303610032	
Color	PX8	BLACK CLEAR COAT					

Report Number	7C631213707A400	System Key	105500008	Report Version	1	Open Date	07/11/2007
Close Date		Narrative Date	07/12/2007	Category	Reliability	Mileage	4,400
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: 400 Improvement Suggestions, . I HAVE LONG LEGS, AND WHEN THE KEY HANGS, I HAVE BUMPED THE KEY WITH MY KNEE CAUSING THE VEHICLE TO SHUT OFF WHILE DRIVING DOWN THE HIGHWAY. THIS COULD BE A POSSIBLE SAFETY ISSUE.

Cause:

Correction:

Field Report

VIN	1J8HG48N26C [REDACTED]	Model Year	2006	Body	XKJH74	JEEP COMMANDER 4X4	
Built Date	09/13/2005	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EVA	4.7L V8 MPI ENGINE			Serial#	K242514227	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J252520381	
Color	PB8	MIDNIGHT BLUE PEARL COAT					

Report Number	6C156322606AI48	System Key	81287953	Report Version	2	Open Date	06/05/2006
Close Date		Narrative Date	06/06/2006	Category	Reliability	Mileage	7,000
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: I48 Electrical & Accessories, Ignition switch not working properly. TWICE WHILE DRIVING MY KNEE HAS CONTACTED THE IGNITION SWITCH CAUSING THE VEHICLE TO SHUT OFF. EACH TIME THIS OCCURRED WHILE DRIVING DOWN A BUMPY DIRT ROAD.

Cause:

Correction:

Field Report

VIN	1J8HG58P57C [REDACTED]	Model Year	2007	Body	XKJP74	JEEP COMMANDER LIMITED 4X4 SPORT UTILITY 4-DR	
Built Date	04/23/2007	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EVD	4.7L V8 FFV ENGINE			Serial#	K025714094	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J100720778	
Color	PEM	RED ROCK CRYSTAL PEARL COAT					

Report Number	7C651364707J159	System Key	105500020	Report Version	1	Open Date	07/11/2007
Close Date		Narrative Date	07/12/2007	Category	Reliability	Mileage	2,566
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: 159 Interior, Instrument Panel/Dashboard. FOR TALL DRIVERS IT IS TOO EASY TO BUMP THE KEY FOB WITH THE KNEE. IN ONE INSTANCE THE IMPACT CAUSED THE ENGINE TO SHUT OFF.

Cause:

Correction:

Field Report

VEHICLE

Model Year	2005	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J4GR48K1	5C [REDACTED]	Built Date	10/19/2004	Mileage	1,209
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT				

GENERAL

Case Ref	4362857	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	11/16/2004 15:53:56	By	T6468TS
Updated	01/05/2005 14:57:14	By	T5262SM

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	State	ZIP	<input type="text"/>
Dealer Zone	County	Country	<input type="text"/>
Tech	<input type="text"/>		
STAR	T5262SM		

PART INFORMATION

Part Number	56044516AE	Part Qty.	1
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CUSTOMER CONCERN

no codes, stalls at stops, cam/crank sensor replaced. tech can not duplicate. :TBS9:11/16/2004
 Updated: 01/05/2005 14:57:14 By T5262SM

RESOLUTION

tech driving vehicle home, try to get data recording. [not sure if recording will work on 05]. :TBS9:11/16/2004 The cust made a recording with a copilot when it stalled and the lights on the trigger were out. The tech had made test recording with out an issue, no one other that the cust have had the vehicle stall. The cust key ring has about 6 keys on it The tech to see if the cust is turning the key off with his knee. :FW66:12/03/2004 Ordered pcm per drive group. Order # 2857**. :MED50:12/03/2004 Tom M. was calling to Order a PCM Told him it is already ordered. :RLC129:12/03/2004 tech is having a problem getting the starscan to work on the internet. advised the tech to call 800-374-4040. :DB194:12/10/2004 Customer thinks what is happening is thier knee is bumping against the ignition switch when moving from the brake pedal to the gas pedal and shutting the vehicle off. :SWM15:01/05/2005
 Updated: 01/05/2005 14:57:14 By T5262SM

Field Report

VEHICLE

Model Year	2005	Body	WKJP74	JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY		
VIN	1J4HR58N3	5C [REDACTED]	Built Date	01/31/2005	Mileage	515
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PB8	MIDNIGHT BLUE PEARL COAT				

GENERAL

Case Ref	4476383	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	03/11/2005 08:24:29	By	T2771TP
Updated	03/11/2005 10:05:18	By	T2771TP

CONTACT

Dealer	<input type="text"/>	Phone	<input type="text"/>
Address	<input type="text"/>		
City	State	ZIP	<input type="text"/>
Dealer Zone	County	Country	<input type="text"/>
Tech	<input type="text"/>		
STAR	T2771TP		

CUSTOMER CONCERN

Customer concern is the motor shut off. Say it has a code for the wrong key. :TEP1:03/11/2005 : BCODES : B1A25 : Invalid Key : BCODES : B1A35 : Unidentified Key Communication Error :KB18:03/11/2005
Updated: 03/11/2005 10:05:18 By T2771TP

RESOLUTION

Transfer the call. :TEP1:03/11/2005 **03/11/05**Vehicle died while driving several times. It did not sputter at all; seemed like the key was turned off. No loss of battery power. Radio did not turn off or need the clock to be reset. The above codes set one time. This vehicle did have a water leak in the left "A" pillar prior to delivery. Advised tech to pull the junction block since it's on the left side of the vehicle and check for signs of water intrusion. Check all connectors and wiring in the same area; in particular C200. Clean the connections with a good quality electrical contact cleaner. :KB18:03/11/2005
Updated: 03/11/2005 10:05:18 By T2771TP

Field Report

VEHICLE

Model Year	2006	Body	XKJH74	JEEP COMMANDER 4X4		
VIN	1J8HG48NX	6C	Built Date	07/20/2005	Mileage	3,181
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PJT	DK. KHAKI PEARL COAT				

GENERAL

Case Ref	4766458	Component Group	08 - ELECTRICAL
Customer Complaint	61	INTERMITTENT OPERATION	
Created	12/05/2005 09:58:54	By	T2252DH
Updated	12/05/2005 09:58:54	By	T2252DH

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T2252DH		

CUSTOMER CONCERN

cuts offs while driving. the dlr says that the design of the ignition switch is so sensitive that if you barely bump the ignition the vehicle cuts off. the dlr says that he does not have a bad ignition switch and key cylinder. he wanted to know if we were experiencing this and was something in the works to fix this. he says that he noticed this on other Commanders. :DAH18:12/05/2005

Updated: 12/05/2005 09:58:54 By T2252DH

RESOLUTION

we were not aware of this being an issue at this point and if the ignition switch and key cylinder is not defective, then the dlr might want to file a quality report. :DAH18:12/05/2005

Updated: 12/05/2005 09:58:54 By T2252DH

Field Report

VEHICLE

Model Year	2006	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4		
VIN	1J4HR58N9	6C [REDACTED]	Built Date	07/18/2005	Mileage	9,577
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PB8	MIDNIGHT BLUE PEARL COAT				

GENERAL

Case Ref	8360113	Component Group	08 - ELECTRICAL
Customer Complaint	IT	INTERMITTENT	
Created	07/06/2006 15:18:36	By	T6575WR
Updated	07/12/2006 14:52:16	By	T3431TT

CONTACT

Dealer	24202	BOARDWALK CHRYSLER PLYMOUTH JEEP	Phone	(650) 364-0100	
Address	1 BAIR ISLAND ROAD				
City	REDWOOD CITY	State	CA	ZIP	94063 2764
Dealer Zone	71	County	SAN MATEO	Country	USA
Tech	MICHAEL POLONSKY				
STAR	T3431TT				

PART INFORMATION

Part Number	56044743AD	Part Qty.	1
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CUSTOMER CONCERN

Surges when shifted from reverse to drive, hesitation when accelerating. The concern has not been duplicated but has a recording from the Star Mobile.

Updated: 07/06/2006 15:18:36 By T6575WR

RESOLUTION

Advised dealer that the concern will have to be duplicated before any diagnosis or attempts at repair can be performed.

Updated: 07/06/2006 15:18:36 By T6575WR

Look at the data recording and it show it looks like the key is being shut off.

Updated: 07/07/2006 11:56:16 By T2771TP

Tech states that per diagnostics he needs a PCM. Tech states that he has verified that there are no concerns with the harness behind the heads. Tech has checked all connectors and wiring with no trouble found.

Updated: 07/12/2006 14:52:16 By T3431TT

Field Report

VEHICLE

Model Year	2006	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4		
VIN	1J4HR48N56C		Built Date	03/08/2006	Mileage	4,100
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EVA	4.7L V8 MPI ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT				

GENERAL

Case Ref	8726654	Component Group	18 - VEHICLE PERFORMANCE			
Customer Complaint	DF	DIE OUT / STALLS				
Created	02/22/2007 16:35:53	By	T2346DM			
Updated	03/19/2007 15:57:20	By	T8442KS			

CONTACT

Dealer	42921	MCKAY'S FAMILY CHRYSLER JEEP	Phone	(320) 252-7170		
Address	2020 FRONTAGE RD S					
City	WAITE PARK	State	MN	ZIP	56387 4538	
Dealer Zone	74	County	STEARNS	Country	USA	
Tech	ROBERT MISURACO					
STAR	T8442KS					

CUSTOMER CONCERN

Engine dies out at times. Customer claims it happens while cruising. No codes. Tech not able to duplicate condition.
Updated: 02/22/2007 16:35:53 By T2346DM

RESOLUTION

Tech needs to duplicate condition and try to record if possible.
Updated: 02/22/2007 16:35:53 By T2346DM

Tech did a data recording and sent it in. Tech reviewed the recording and it appears the igniton is being shut off. Will transfer.
Updated: 03/19/2007 15:34:00 By T5262SM

Tech did a data recording and sent it in. Tech reviewed the recording and it appears the igniton is being shut off. Will transfer.
Updated: 03/19/2007 15:34:05 By T5262SM

Tech did a data recording and sent it in. Tech reviewed the recording and it appears the igniton is being shut off. Will transfer.
Updated: 03/19/2007 15:34:07 By T5262SM

There are blank spots in the recording. Don't think that is a key off. May be a buss problem but there are no buss codes. Rerecord with more sensors.
Updated: 03/19/2007 15:57:20 By T8442KS

Field Report

VEHICLE

Model Year	2007	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J8HR48P07C		Built Date	03/08/2007	Mileage	201
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EVD	4.7L V8 FFV ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PEM	RED ROCK CRYSTAL PEARL COAT				

GENERAL

Case Ref	8776885	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	03/26/2007 14:02:25	By	T3453RR
Updated	03/26/2007 14:02:25	By	T3453RR

DIAGNOSTIC TROUBLE CODE(DTC)

Code **Description** **TID** **Date/Time**

P0884 Power-Up at Speed T3076SB 04/14/2013 01:25:00

CONTACT

Dealer	23190	FISHEL CHRYSLER JEEP	Phone	(717) 244-7671		
Address	2980 CAPE HORN ROAD					
City	RED LION	State	PA	ZIP	17356	
Dealer Zone	35	County	YORK	Country	USA	
Tech	LORIN DELLER					
STAR	T3453RR					

CUSTOMER CONCERN

Vehicle dies out while driving , Has stored code in the tcm....of P0884. Customer says it felt like someone shut off the key .

Updated: 03/26/2007 14:02:25 By T3453RR

RESOLUTION

Follow diagnostic for this code if nothing comes upReplace the TIPM.

Updated: 03/26/2007 14:02:25 By T3453RR

Field Report

VEHICLE

Model Year	2007	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
VIN	1J8GR48K57C		Built Date	04/05/2007	Mileage	3,750
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EKG	3.7L V6 ENGINE				
Transmission	DGJ	5-SPEED AUTO W5A580 TRANSMISSION				
Color	PW1	STONE WHITE CLEAR COAT				

GENERAL

Case Ref	8976678	Component Group	18 - VEHICLE PERFORMANCE
Customer Complaint	DF	DIE OUT / STALLS	
Created	07/24/2007 16:42:39	By	T5741BR
Updated	10/11/2007 14:37:24	By	T5741BR

CONTACT

Dealer	60294	HIGHT CHRYSLER DODGE JEEP	Phone	(207) 474-7171	
Address	507 LAKEWOOD RD				
City	MADISON	State	ME	ZIP	04950 3010
Dealer Zone	32	County	SOMERSET	Country	USA
Tech	ROBERT CHAPMAN				
STAR	T5741BR				

CUSTOMER CONCERN

Customer states the vehicle stalling. This has happened twice for this issue. The tech has checked the wiring harness at the back of the engine. This vehicle stalling down the freeway at 50 MPH. Descibed as key being cycled off. The tech states there are no codes.

Updated: 07/24/2007 16:42:39 By T5741BR

RESOLUTION

The tech to check the PCM for any updates. Make data recordings of the die out. Check the ignition switch operation.

Updated: 07/24/2007 16:42:39 By T5741BR

The tech has replaced the ignition switch. The tech has not duplicated the issue. The tech to data record the even.

Updated: 10/11/2007 14:37:24 By T5741BR

CAGRIS Field Concern Report

VIN	1J8HR58N250	Model Year	2005	Body	WKJP74	JEEP GRAND CHEROKEE LTD. 4X4 SPORT UTILITY	
Built Date	12/02/2004	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EVA	4.7L V8 MPI ENGINE			Serial#	K327414259	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J325420222	
Color	PJT	DK. KHAKI PEARL COAT					

Report Number	RT2436GL600501	System Key	8025846	Report Version	1	Open Date	03/01/2005
Close Date	03/01/2005	Narrative Date	03/01/2005	Category	Reliability	Mileage	4,200
TID	0000340						

Dealer	08911	BROWN-DAUB INC	Phone	(610) 253-3521		
Dealer City	EASTON	State	PA	Zip	18045 2351	
Dealer Zone	35	Mid Atlantic - Washington				

Part Number	N/A	Part Description	N/A	Part Quantity	N/A
LOP	NA	NA			
Report Authorization	Loupos, George	CAG Report Type	Sales & Marketing Incident		

Customer Concerns

TSB Group: 08 - ELECTRICAL

Complaint: this is a report on my field car. i have several concerns which i will elaborate upon.

the most serious issue is that the vehicle has stalled on 4 occasions, for no reason it restarts immediately. the first occurred at 300 miles at 40mph. i thought i bumped the ignition switch. the other three times was on the pa. tpke. two occasions were at 75mph, one of the two was in passing lane with 18 wheeler behind me. fortunately at this area of the tpke, there was a shoulder on the median so i could coast. the third time was on a decel in a tunnel of the tpke. i was involved in '99 with the wj with the same symptom, i sent in a cag rept and found out there were a bunch of cars with wrong pcms, they had pcms which though veh had security system, and at the opportune time, shut off the veh, because it wasn't getting proper feedback. the pcm on this veh is 56044552AL release. bill kuehrmann a phila dm, has two vehicles also with the same symptom, so i surmise there are a bunch of them around. he hopes to turn in cag repts soon. needless to say, i would like this repaired, as it could be hazardous to my health. the vehicle has now gone 1200miles without a stall.

next issue is the headlites coming on a bright sunny day. it has occurred 5 times. there is a cag issue on this problem.

next issue is the sandblasting on the bottom of both rear doors at rear area, plus the rocker panel cladding. the shape of the door swings out at the dogleg, as does the cladding. after 1 snow storm and 1200 miles, both doors are badly sandblasted at the bottom rear. i am sending photo. this could be an expensive repair, painting two doors and the cladding, and no guarantee of the permanency. there are two possible remedys, install mud guards or install a clear decal over the area to protect the paint. it will be difficult to tell an owner that this is a design characteristic of the veh when he is paying 40k for a vehicle. this issue needs to be addressed.

next issue, the right a post interior mldg is secured with two screws with plugs to cover the screw. on the lower one, it appears there was a problem

and someone at the assy plant tried to pry the plug and gouged the mldg and the plug. this is only a minor thing, but this was preventable.

other than this, this is a great vehicle

Cause: unknown

Correction: none at this time

CAGRIS Field Concern Report

VIN	1J8HR68287C [REDACTED]	Model Year	2007	Body	WKJS74	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY	
Built Date	11/18/2006	Market	U	US	Plant	C	JEFFERSON NORTH ASSEMBLY PLANT
Engine	EZB	5.7L V8 HEMI MDS ENGINE			Serial#	6293610521	
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISS			Serial#	J286620918	
Color	PDA	LIGHT GRAYSTONE PEARL COAT					

Report Number	RT2742MH1220702	System Key	8096713	Report Version	1	Open Date	05/02/2007
Close Date	05/02/2007	Narrative Date	05/02/2007	Category	Reliability	Mileage	3,700
TID	0000166						

Dealer	26568	DAVE BURT MOTORS INC		Phone	(812) 372-2575		
Dealer City	COLUMBUS	State	IN	Zip	47201		
Dealer Zone	42	Great Lakes - Detroit					

Part Number	N/A	Part Description	N/A	Part Quantity	N/A
LOP	NA	NA			
Report Authorization	Hinrichsen, Mark	CAG Report Type	Zone Technical Advisor		

Customer Concerns

TSB Group: 08 - ELECTRICAL

Complaint: Vehicle will run anywhere from 30 seconds to a couple minutes and just shut off like you turned the key off. The vehicle will re-start just fine but continue to shut off in this manner.

Cause: High EMF being generated by the #4 Coil resetting PCM allowing the vehicle to shut off and not recording any DTC's. This is isolated to 2007 MY only.

Correction: Here is the email sent to the tech support group describing the problem.

2007 WK, 3700 miles 5.7L 545RFE VIN 7C [REDACTED]. Vehicle will run anywhere from 1 minute to 15 minutes and will just shut off like you turned the key off but will restart without any problem. . The vehicle will 'try' to die during this time where the idle drops around 300 RPM's but 'catch' itself. Monitoring the data stream using StarMobile when the vehicle hiccups or dies, almost all of the sensors will show '- -' and the PCM will reset engine things like run time to zero and if it does not die it will start to count again. Absolutely NO DTC's. The condition is worse when cold but dies hot or cold.

Data recordings taken (a couple attached) but other than seeing the RPM's drop and eventually die, nothing seems to be helpful on diagnosis. Some of the data recordings do show missing data on PCM and sensors which correlate with the '- -' on the data display including RPM's. The dealer tells me STAR told them this was 'normal' which doesn't make sense to me.

PCM replaced; know good PDC from identical vehicle changed; new crank sensor replaced

Using 4 test lights connected on the PCM powers on C1 - Pins 10, 11, 12 & 29 Stay brightly lit when the vehicle dies.

PCM Grounds C1 pins 9, 18 and C4 Pins 11, 12, & 13 run directly to battery ground and no change

Turned ESP off and disconnected ABS module - no change

Using NOID light on the injectors, they show the injectors continue to flash until the vehicle dies. The data recording shows the pulse width will vary with the engine rpm and will try to compensate for the loss of rpm. Individually we unhooked all the sensors including generator one at a time then in total and nothing changed. The only connectors we could not get to were the MDS connector and one knock sensor. We disconnected all the CAN C bus modules (i.e. ABS & FDCM) with the exception of the FCM (which has not been replaced). Re-loaded the vehicle configuration in the FCM. Swapped a complete throttle body with ETC from a donor vehicle (identical vehicle). Re-learned the ETC. Fuel pressure remains constant at 60 PSI. However, tech had a fuel pressure canister at 60 PSI so the vehicle was running only on this outside source and didn't change. Different fuel has been tried. Checked the 5 volt reference with a lab scope and it remains constant with no variations. Blocked EGR & purge. Jumped across ASD relay no change. Jumped at PCM the ASD output feed to the battery positive post. No change. Vehicle has remote start and using that we started vehicle without any key. No change. Started and ran the vehicle with only the Cam Sensor No change. Started and ran the vehicle with only the crank sensor - no change. The tech stated at one point he was able to wedge the throttle pedal down a bit to idle at 1500 RPM's and the vehicle ran for around 45 minutes before he shut it off.

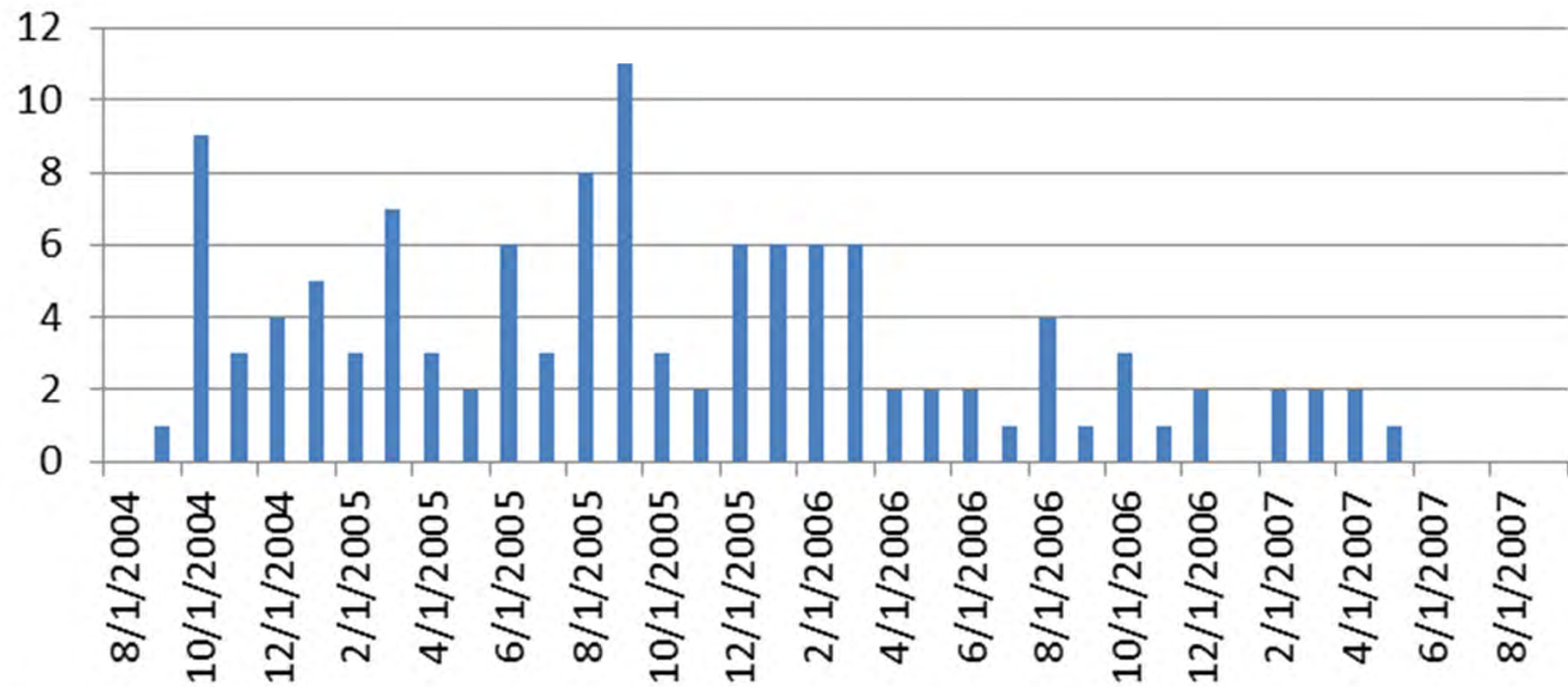
It just appears as if the PCM just goes brain dead for a brief moment and causes the hiccup and/or dying. The drop of data in the data recording and the '-' really bother me. I think that is also the reason that there are NO DTC's in ANY modules because of what appears to be the PCM resetting. StarScan at 7.04 and StarMobile up to date also.

I've tried to recap the best I can. Nothing we've done has made any change at all. I'm hoping someone may show me the error of my ways and see if there is something else to help narrow this down. According to the dealer this problem just 'popped' up with no notice. No aftermarket equipment.

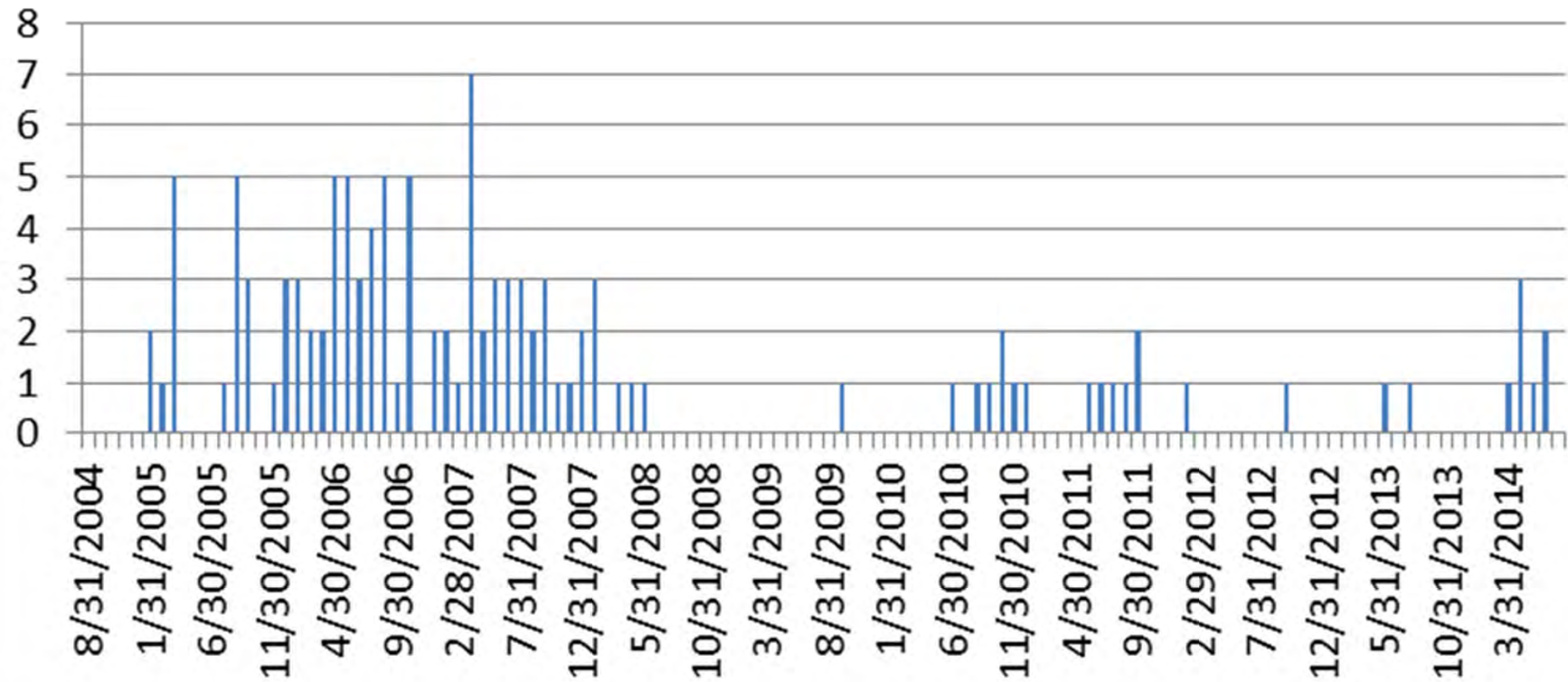
FIXED: The #4 Coil, for whatever reason, must have been inducing the PCM reset. Mr. Van Lee contacted me and indicated that on 07 MY only, with the way the wiring is in the vehicle, EMF from a source like a cracked spark plug can reset the PCM. The Plugs were fine, but with this knowledge the tech remembered the vehicle originally came in with a #4 cylinder misfire (I was unaware of that). He swapped the #4 Coil from the 07 WK donor vehicle and the vehicle is now running perfectly. They drove the vehicle several days before releasing back to the owner. What is strange is that the Old Parts (coil, plugs) is on the 07 Donor Vehicle and it runs just fine.

PE14-017 Assessment 1 CAIRs and Field Reports

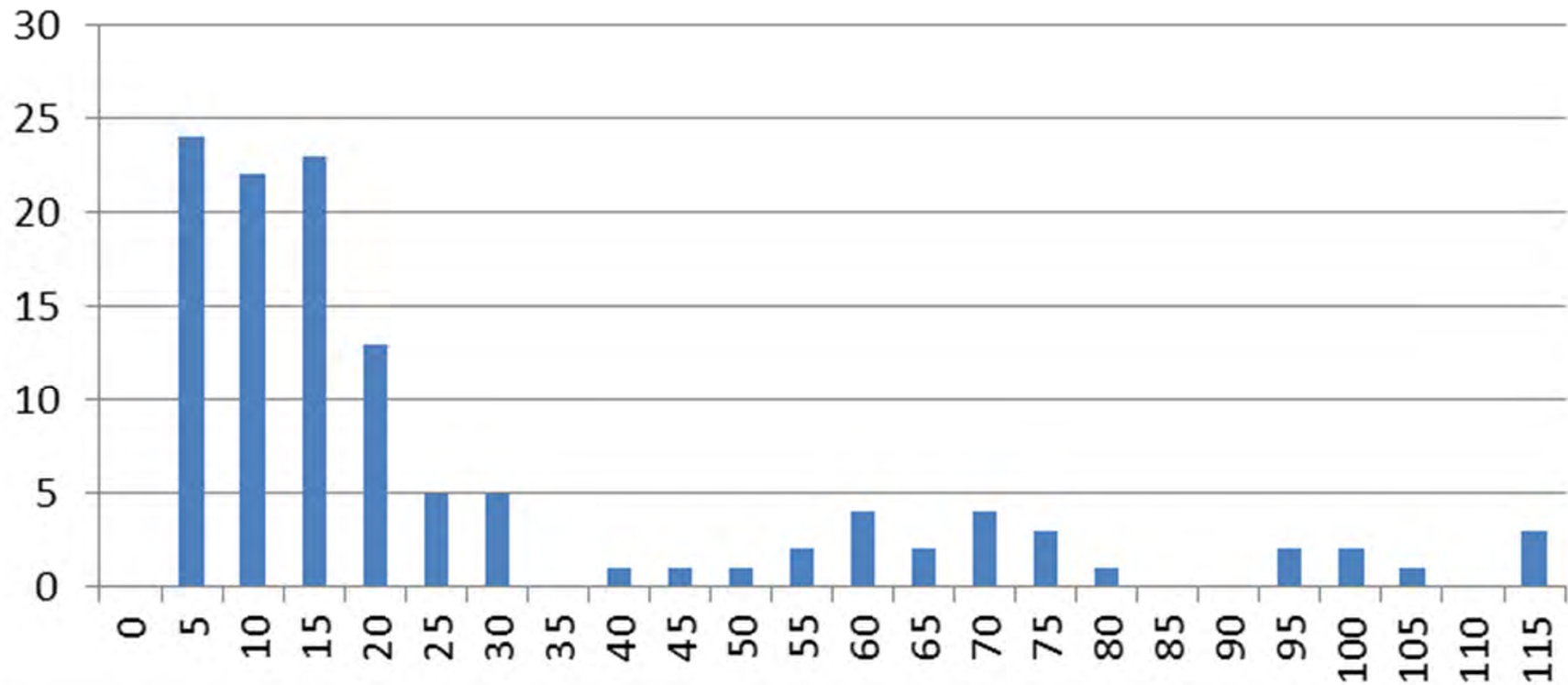
PE14-017 Inadvertent Key Movement by Build Date



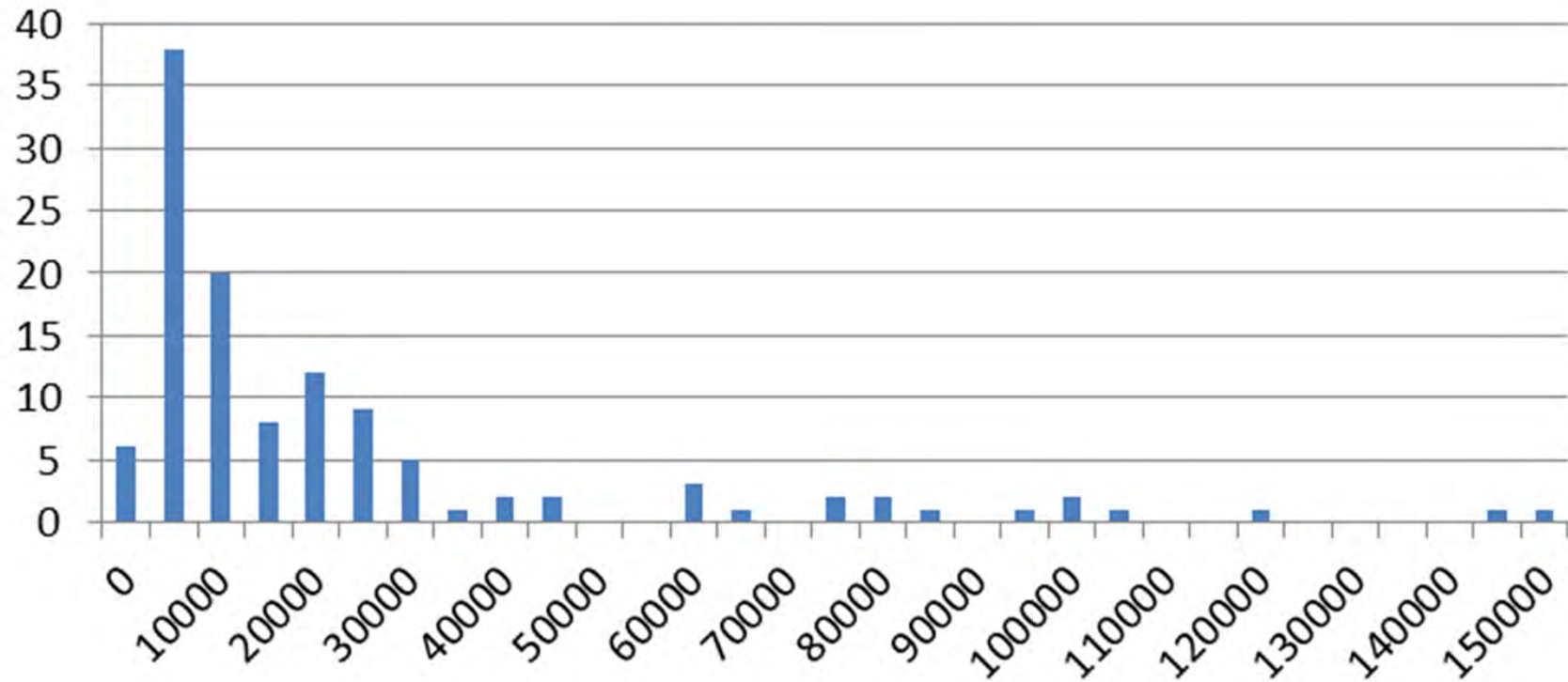
PE14-107 Inadvertent Key Movement by Date Reported



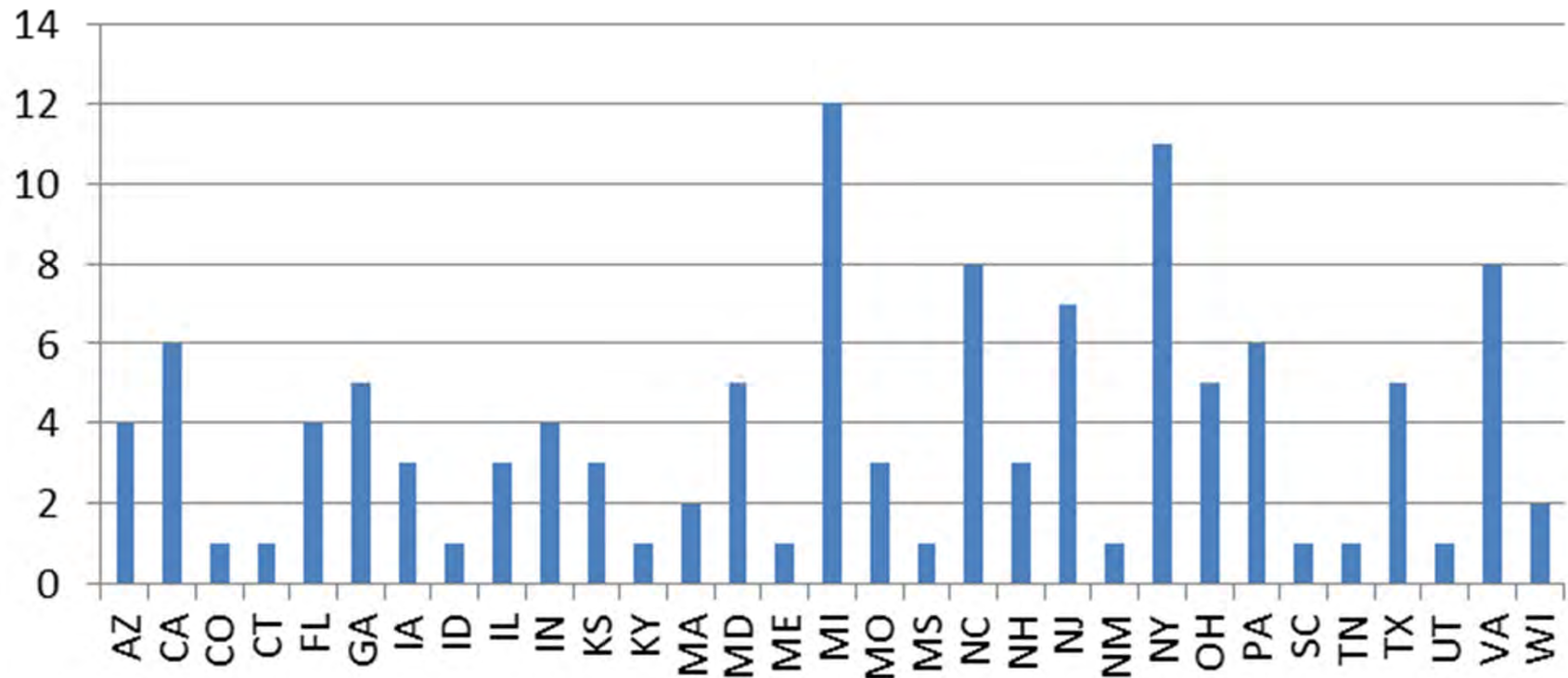
PE14-017 Inadvertent Key Movement by Months in Service



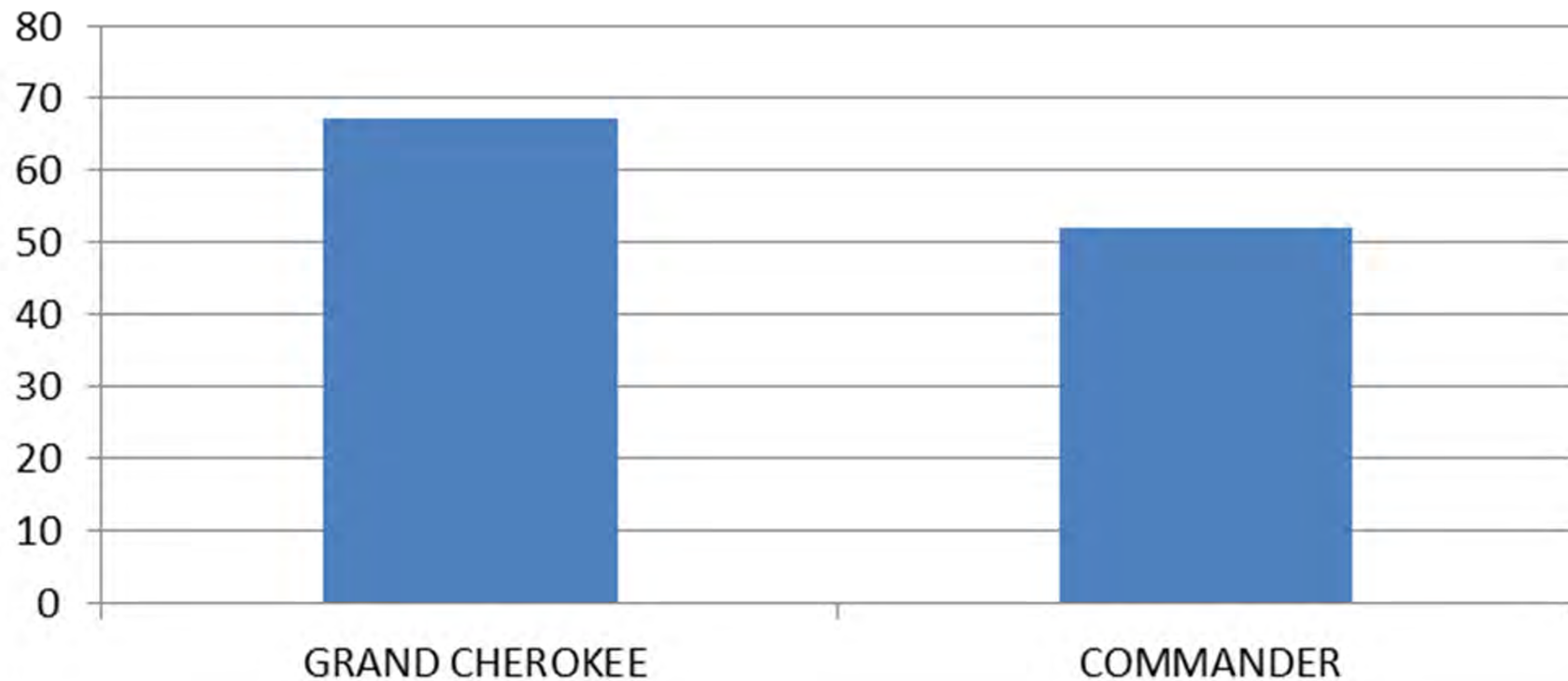
PE14-017 Inadvertent Key Movement by Mileage



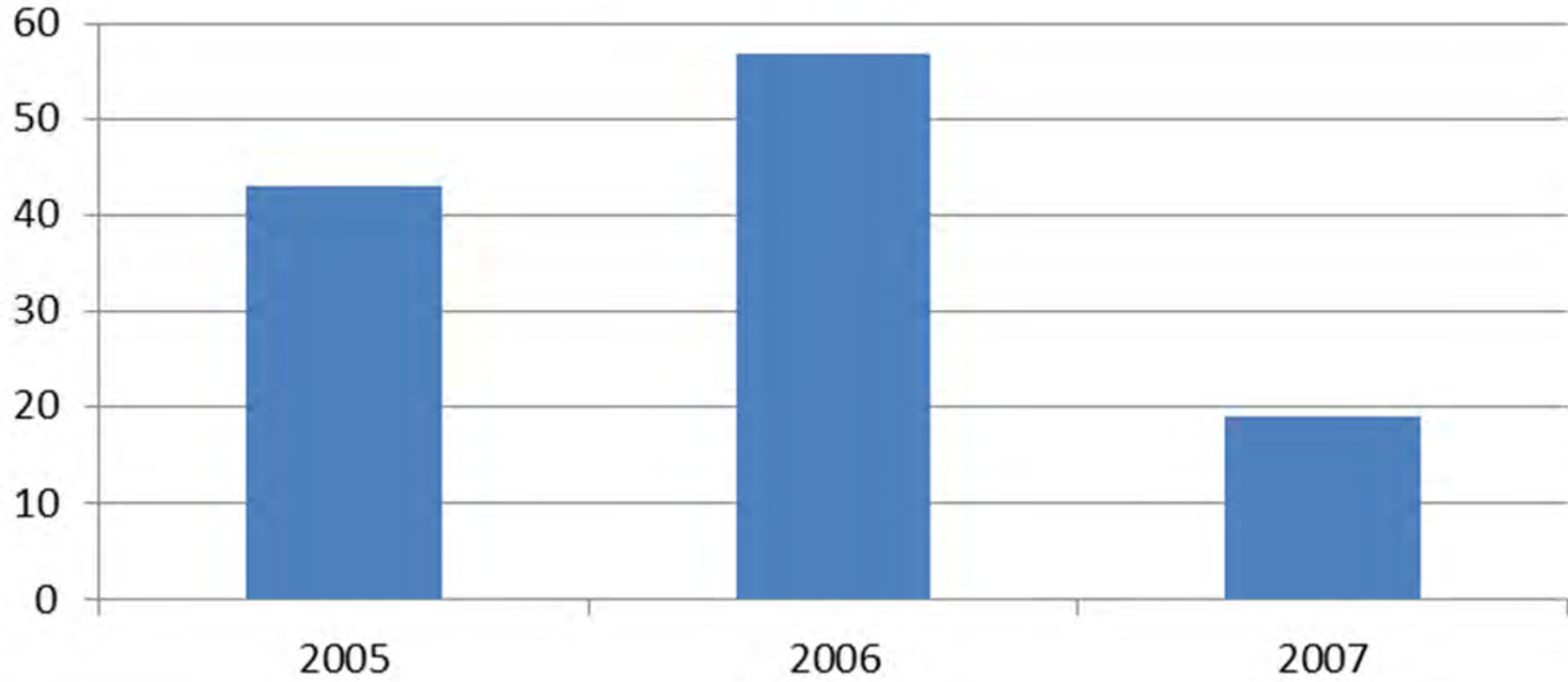
PE14-017 Inadvertent Key Movement by State



PE14-017 Inadvertent Key Movement by Model



PE14-017 Inadvertent Key Movement by Model Year



PE14-017 Inadvertent Key Movement By Reported Cause

