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

# PE15-003

# FLAT CHRYSLER

# 3-18-2015

# ENCLOSURE 4

# Customer Complaint Reports

# Customer Complaint

## Customer Promoter Score Report [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJMBB1FW[redacted] | **Model Year** | 2015 | **Body** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | |
| **Built Date** | 07/22/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Color** | PDS | ANVIL CLEAR COAT | | | | | |
| **Engine** | ED8 | 2.4L I4 PZEV M-AIR ENGINE | | | | | |
| **Transmission** | DFJ | 9-SPD EP2 MD 4WD AUTO TRANS | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Open Date** | 08/26/2014 | **Mileage** | 0 | **Event** | 001 | Vehicle sale | |
| **Dealer** | 26537 | SPORT CHRYSLER JEEP DODGE | | | | **Dealer Zone** | 35 |
| **Dealer Address** | 1416 W MAIN ST | | | | | **Dealer Phone(s)** | 610 539-3100 |
| **City/State/ZIP** | NORRISTOWN, PA, 19403-3019 | | | | | **Dealer Fax** | 610 539-6253 |

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

Q2 Please rate your satisfaction wi h your CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR on a scale of 0 to 10.
Score: 05 (Detractor)
156 : Exterior Light - Condensation
356 : Engine - Broken/Not Working
Headlights have condensation in them when it rains, and oil leak that blew through the engine.

Q3 Please rate your satisfaction wi h your experience at SPORT CHRYSLER JEEP DODGE 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 he 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 2014-08-27 20:15:37, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## Customer Complaint

### Customer Promoter Score Report [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJLDS6FW[redacted] | **Model Year** | 2015 | **Body** | KLTP74 | JEEP CHEROKEE LIMITED FWD SPORT UTILITY 4-DOOR | |
| **Built Date** | 07/26/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| **Engine** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| **Transmission** | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Open Date** | 11/19/2014 | **Mileage** | 0 | **Event** | 001 | Vehicle sale | |
| **Dealer** | 23955 | FIRKINS ACQUISITIONS INC | | | | **Dealer Zone** | 66 |
| **Dealer Address** | 2700 1ST STREET | | | | | **Dealer Phone(s)** | 941 748-6510 |
| **City/State/ZIP** | BRADENTON, FL, 34208 | | | | | **Dealer Fax** | 941 748-8137 |

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

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

Q3 Please rate your satisfaction with your experience at FIRKINS ACQUISITIONS 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 2014-11-20 19:07:51, CUSTOMER ID [redacted], CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## Customer Complaint

### Customer Promoter Score Report [redacted]

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJLDS6FW[redacted] | **Model Year** | 2015 | **Body** | KLTP74 | JEEP CHEROKEE LIMITED FWD SPORT UTILITY 4-DOOR | |
| **Built Date** | 07/26/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |
| **Engine** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| **Transmission** | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Open Date** | 12/16/2014 | **Mileage** | 0 | **Event** | 004 | 1st Warranty Visit | |
| **Dealer** | 23955 | FIRKINS ACQUISITIONS INC | | | | **Dealer Zone** | 66 |
| **Dealer Address** | 2700 1ST STREET | | | | | **Dealer Phone(s)** | 941 748-6510 |
| **City/State/ZIP** | BRADENTON, FL, 34208 | | | | | **Dealer Fax** | 941 748-8137 |

Q1 How willing are you to recommend JEEP to a friend or colleague?
Score: 00 (Detractor)
045 : Parts: Delay/not available
007 : Negative experience / problems with CURRENT vehicle
042 : FFV: not repaired
In less han 1 month the vehicle dripped oil on my driveway which is brick pavers. The dealer ordered and replaced he transmission cooler. I had to take it back because it leaked on my driveway again (much smaller amount). Pavers are stained with oil and he dealer says it is not their problem. If I can't get the stains out, I will have to replace about 20 bricks.

Q2 Please rate your satisfaction with your CHEROKEE L MITED FWD SPORT UTILITY 4-DOOR on a scale of 0 to 10.
Score: 05 (Detractor)
See question 1

Q3 Please rate your satisfaction with your experience at FIRKINS ACQUISITIONS INC on a scale of 0 to 10.
Score: 05 (Detractor)
See question 1

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 2014-12-17 15:04:59, CUSTOMER ID [redacted] CONTACT METHOD:ONLINE, SPEAKING TO NAME FROM SAMPLE, LANGUAGE:00

## Customer Complaint

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJMBS0FW[redacted] | **Model Year** | 2015 | **Body** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | |
| **Built Date** | 08/22/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Engine** | EHB | 3.2L V6 24V VVT ENGINE | | | **Serial#** | K218410472 | |
| **Transmission** | DFJ | 9-SPD 948TE 4WD AUTO TRANS (MAKE | | | **Serial#** | J223410116 | |
| **Color** | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 275192924 | **Report Version** | 5 | **Open Date** | 10/24/2014 |
| **Close Date** | 10/24/2014 | **Narrative Date** | 10/31/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### Overview

| | |
|---|---|
| **Which feature or section of the Printed User Guide did you find least helpful and why?** | The use of he selectrac system and the features in it. |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |
| **Information in the Printed User Guide is easy to find and access** | 5 (strongly agree). |
| **Smartphone Application covers the necessary features** | 5 (strongly agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | Car and Driver.<br>Motor Trend. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **What have you used to view your DVD? (check all that apply)** | Computer/laptop. |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **Was there information needed that was not included in the User Guide?** | Crawling mode, he gear lever |
| **Please provide feedback on how Chrysler can improve the DVD** | No issues |
| **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. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Was there information needed that was not included in the DVD?** | N/A |
| **Information in the Smartphone Application is easy to find and access** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the DVD** | 5 (very satisfied). |
| **Which feature or section of the Printed User Guide did you find most helpful and why?** | Infotainment system functionality |
| **Which feature or section of the Owner's Information DVD did you find most helpful and why?** | Media-rich videos on the use of the vehicle |
| **Which feature or section of the Owner's Information DVD did you find least helpful and why?** | N/A |
| **Please provide feedback on how Chrysler can improve the Printed User Guide** | There's no explanation on the rock crawling mode or he gear shift level in the manual position in the user guide. |
| **Printed User Guide covers the necessary features** | 5 (strongly agree). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly agree). |
| **The Smartphone Application format is easy to understand and use** | 5 (strongly agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 5 (very satisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 5 (very satisfied). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very satisfied. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **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. |

### About You

| | |
|---|---|
| **How may children 17 or under live in your household?** | 0. |
| **Vehicle fuel economy** | 3. |
| **Financing options** | 4. |
| **Please indicate the primary driver?s age.** | 40 - 49. |
| **Convenience of dealership location** | 5. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Automotive magazines.<br>Dealership information.<br>Manufacturer?s website. |

## About You

| | |
|---|---|
| | Vehicle test drive. |
| | Edmunds. |
| | Kelley Blue Book. |
| **Primary vehicle you were considering:** | Jeep. |
| | Wrangler. |
| | 2012. |
| | Primary Considered Vehicle: Used. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | Married. |
| **When considering this vehicle** | Test drive the vehicle. |
| | Research online. |
| | Visit the dealership. |
| **What is your primary language?** | English. |
| **Please tell us about the vehicle you replaced (if applicable)** | Fiat. |
| | Replaced Vehicle: Purchased Used. |
| | 2012. |
| | 500. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Primary vehicle in your household:** | Primary Household Vehicle: Purchased Used. |
| | X5. |
| | BMW. |
| | 2012. |
| **Secondary vehicle you were considering:** | Secondary Considered Vehicle: Used. |
| **Secondary vehicle in your household:** | Secondary Household Vehicle: Purchased Used. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | |
| **What price did you pay for your vehicle?** | 33000 |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **Trade-in allowance** | 4. |
| **Please indicate your occupation.** | Technical Specialty. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Vehicle availability** | 4. |
| **Dealership treatment** | 4. |
| **Vehicle styling** | 4. |
| **Vehicle quality** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Did you purchase or lease your vehicle?** | Lease. |
| **What year were you born?** | [redacted] |
| **Price** | 4. |
| **Ability to test drive** | 5. |
| **Vehicle performance** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **Please indicate your highest education level** | Graduate degree. |

## Welcome

| | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

## Vehicle Satisfaction Ratings

| | |
|---|---|
| **Fuel economy and driving range** | 4. |
| **Clarity of sound** | 5. |
| **Navigation system route accuracy** | 5. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 5. |
| **Headlight illumination/performance during night-time driving** | 5. |
| **Safety and visibility while driving** | 5. |
| **Engine sound** | 5. |
| **Transmission gear change performance (smoothness)** | 5. |
| **Ride quality** | 5. |
| **Steering and handling (responsiveness, stability)** | 5. |
| **Climate control operation (function and ease of use)** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Ease of using system displays while driving** | 5. |
| **Support for popular music/video formats** | 5. |
| **Appearance of exterior paint** | 5. |
| **Rear view styling (rear fascia, bumper)** | 5. |
| **Ease of getting into and out of vehicle** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| Interior noise level while driving | 5. |
| How do you feel about the durability of your new vehicle? | 5. |
| How do you feel about the VALUE of your new car? (i.e. | 5. |
| Is there anything about your new vehicle you would like to see changed? | |
| What are your favorite parts of your new vehicle? | |
| Vehicle storage and space usage | 4. |
| Overall audio, entertainment, and navigation system impression | 5. |
| Integration with phones | 5. |
| Head/leg/foot room | 5. |
| Operating controls while driving (gear selector, turn signals, horn, etc.) | 5. |
| Location and usefulness of interior lighting | 5. |
| Engine exhaust sound | 5. |
| How was your purchasing experience (the dealer/dealership)? | 5. |
| What is your attitude overall towards your new car? | 5. |
| What is your attitude overall towards the BRAND of your new car? | 5. |
| Seat adjustment and comfort | 4. |
| Integration with media players | 5. |
| Exterior design and appearance (overall impression) | 5. |
| Front view styling (front fascia, hood, grille, headlight area) | 5. |
| Wheels, rims, and tires appearance and styling | 5. |
| Interior comfort, design and appearance of interior (overall impression) | 5. |
| Steering wheel adjustment | 5. |
| Engine performance during acceleration | 5. |
| Difficult driving conditions (adverse weather, off-road) | 5. |

| Engine fluid leaks | |
|---|---|
| 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. |
| Please describe conditions when this trouble occurs: | This was a cracked oil pan that was corrected already by he dealer |
| Where does fluid appear to be leaking from? | Front of engine (where he fan belt/drive belt is located). |
| Which fluid is leaking? | Engine oil. |

| Contact Me | |
|---|---|
| Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle? | No. |

| Engine Fluids (leaks, excessive oil consumption) | |
|---|---|
| Engine Fluids (leaks, excessive oil consumption) | Engine fluid leaks. |

| What Can We Do Better? | |
|---|---|
| Feedback/Concerns: | A cracked oil pan should be caught in a pre - delivery inspection. |
| What has Chrysler done right? | The cherokee is a perfect compromise between a comfortable ride, handling, and off-road capability. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| Continuous Quality Insight | Engine. |

## Customer Complaint

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJMBS4FW[redacted] | **Model Year** | 2015 | **Body** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | |
| **Built Date** | 07/26/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Engine** | EHB | 3.2L V6 24V VVT ENGINE | | | **Serial#** | K188410107 | |
| **Transmission** | DFJ | 9-SPD 948TE 4WD AUTO TRANS (MAKE | | | **Serial#** | J205410027 | |
| **Color** | PGX | SAGEBRUSH PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 278707420 | **Report Version** | 5 | **Open Date** | 11/28/2014 |
| **Close Date** | 11/28/2014 | **Narrative Date** | 12/06/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### What Can We Do Better?

| | |
|---|---|
| **Feedback/Concerns:** | I'm highly concerned for the reliability of the vehicle, and my saftey in light of the transmission. |

### 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.** | Vehicle buy back.[redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

### Shift between gears is rough/harsh under normal driving conditions

| | |
|---|---|
| **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):** | Surging/ unintended acceleration when trans downshifts<br>Trans surges forward when downshifting during braking |
| **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.<br>Cool condition: Vehicle has been driven less than 5 minutes from a cold start where the vehicle has not been running for at least 6 hours. |
| **Additional Comments:** | transmission oil cooler in front of a/c condensor burst @ 700miles. Tranmission began to surge forward while shifting at 2600miles. Transmission currently being replaced. |
| **How often does this trouble occur?** | Trouble occurs regularly. |
| **To the best of your recollection, the trouble was first noticed:** | Wi hin the 1st month after delivery. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | rough shifting during all use<br>Does not engage 9th |

### Abnormal odors coming from transmission

| | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |
| **Additional Comments:** | Initially trans fluid line leaked causing odor. odor persists it seems however, despite being replaced |
| **Transmission odor occurs while vehicle is (check all that apply):** | City driving/stop-and-go traffic. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Transmission gear change performance (smoothness)** | 1. |
| **What is your attitude overall towards the BRAND of your new car?** | 2. |
| **Integration with media players** | 4. |
| **Steering wheel adjustment** | 4. |
| **Safety and visibility while driving** | 4. |
| **Engine performance during acceleration** | 4. |
| **Difficult driving conditions (adverse weather, off-road)** | 4. |
| **Ride quality** | 4. |
| **Exterior design and appearance (overall impression)** | 5. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 5. |
| **Wheels, rims, and tires appearance and styling** | 5. |
| **Is there anything about your new vehicle you would like to see changed?** | Different transmission, Audio clarity was somewhat muddy but 'power' was very nice. I'm satisfied for what I paid for the package however. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Engine exhaust sound** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **Integration with phones** | 5. |
| **Vehicle storage and space usage** | 5. |
| **Head/leg/foot room** | 5. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 5. |
| **Location and usefulness of interior lighting** | 5. |

| Vehicle Satisfaction Ratings | |
|---|---|
| What are your favorite parts of your new vehicle? | exterior styling, interior design, add-on acessory rim, hood wrap package |
| How do you feel about the durability of your new vehicle? | 1. |
| Navigation system route accuracy | 2. |
| Rear view styling (rear fascia, bumper) | 3. |
| Climate control operation (function and ease of use) | 3. |
| Side/profile view styling (driver's side or passenger's side exterior area) | 4. |
| Headlight illumination/performance during night-time driving | 4. |
| Engine sound | 4. |
| Fuel economy and driving range | 4. |
| Steering and handling (responsiveness, stability) | 4. |
| Interior comfort, design and appearance of interior (overall impression) | 5. |
| Seat adjustment and comfort | 5. |

| About You | |
|---|---|
| Primary vehicle in your household: | 2013. |
| | ATS. |
| | Cadillac. |
| Primary vehicle you were considering: | 2014. |
| | Ford. |
| | Primary Considered Vehicle: New. |
| | Escape. |
| Price | 4. |
| Vehicle fuel economy | 4. |
| Vehicle performance | 5. |
| Please indicate your occupation status. | Employed. |
| Please indicate your gender | [redacted] |
| What is your current marital status? | [redacted] |
| Which, if any, influenced your purchase decision? (check all that apply): | On-Line blogs or forums. |
| | Automotive magazines. |
| Please tell us about the vehicle you replaced (if applicable) | Replaced Vehicle: Purchased Used. |
| | A6. |
| Secondary vehicle in your household: | Secondary Household Vehicle: Purchased Used. |
| | 2000. |
| | Audi. |
| Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle. | Off-road capability, styling |
| What is your total household income (before taxes)? | $100,000 - $124,999. |
| Trade-in allowance | 1. |
| Vehicle availability | 4. |
| Vehicle quality | 5. |
| Please indicate your ethnicity | [redacted] |
| Please indicate your occupation. | Professional Specialty. |
| When considering this vehicle | Research online. |
| | Interact wi h dealership by phone. |
| Which of the following best describes the area you live in? | Suburban. |
| How may children 17 or under live in your household? | 0. |
| Ability to test drive | 3. |
| Please indicate your highest education level | High school degree / GED. |
| What price did you pay for your vehicle? | ~38000 |

| Overview | |
|---|---|
| Printed User Guide format is easy to understand and use | 4 (agree). |
| Information in the Printed User Guide is easy to find and access | 4 (agree). |
| Information in the Smartphone Application is easy to find and access | 4 (agree). |
| Which automotive publications do you subscribe to? (check all that apply) | Road and Track. |
| | Auto Week. |
| | Car and Driver. |
| Did you review the Printed User Guide? | Yes. |
| 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 explain further about your choice to recommend your vehicle: | Persis iant and dangerous transmission problems seem to me to be design related rather han specific case-related. My experience given now, I would note have purchased vehicle. Knowing the same transmission will be used in o her vehicles makes me not recommend the brand. |
| Please provide feedback on how Chrysler can improve the Smartphone Application | Provide more vehicle-realted information. IE, GM's app lets me view gas level, tire pressure, OLM and ect. I didn't like the fact that I have to launch the application on my phone in order to use the apps un ulink. |

| Overview | |
|---|---|
| **Please rate your overall level of satisfaction with the Smartphone Application** | 3 (nei her satisfied nor dissatisfied). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Very 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. |
| **Which feature or section of the Smartphone Application did you find most helpful and why?** | none, the app is a 'middle man' only it seems |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **If our team has any additional questions about your responses, would you accept further contact?** | Yes, by phone or e-mail. |
| **Which feature or section of the Smartphone Application did you find least helpful and why?** | having to use the app in order to use the in-car apps. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Slips/will not engage gear properly/shifts erra ically. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 1,000-2,999. |

| Transmission Odors | |
|---|---|
| **Transmission Odors** | Abnormal odors coming from transmission. |

## Customer Complaint

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJMCS2FW[redacted] | **Model Year** | 2015 | **Body** | KLJM74 | JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR | |
| **Built Date** | 08/13/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Engine** | EHB | 3.2L V6 24V VVT ENGINE | | | **Serial#** | K219410394 | |
| **Transmission** | DFH | 9-SPD 948TE AUTO TRANS | | | **Serial#** | Z1984H0439 | |
| **Color** | PFS | SANDSTONE PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 279880104 | **Report Version** | 6 | **Open Date** | 12/06/2014 |
| **Close Date** | 12/06/2014 | **Narrative Date** | 12/12/2014 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### About You

| | |
|---|---|
| **What price did you pay for your vehicle?** | dont know off hand but was.in excess of28'000 |
| **Primary vehicle you were considering:** | Cherokee 4WD.<br>Jeep.<br>Primary Considered Vehicle: New. |
| **What is your primary language?** | English. |
| **Primary vehicle in your household:** | Ford.<br>Ranger Pickup.<br>Primary Household Vehicle: Purchased Used. |
| **Please tell us about the vehicle you replaced (if applicable)** | Jeep.<br>Replaced Vehicle: Purchased New.<br>2012.<br>Liberty. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Which of the following best describes the area you live in?** | Suburban. |
| **Vehicle availability** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle quality** | 1. |
| **Vehicle styling** | 1. |
| **Price** | 5. |
| **Please indicate your ethnicity** | [redacted] |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **What is your total household income (before taxes)?** | $60,000 - $79,999. |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 1. |
| **Vehicle performance** | 1. |
| **Vehicle fuel economy** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 16-18 mpg. |
| **Financing options** | 5. |
| **Please indicate your occupation status.** | Retired. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | Married. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Even though we really liked and wanted the car we 2 Although we really liked and.wanted.the trail hawk we could do the payments the salesman could not get the payments down to our budget |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership. |
| **Please indicate your highest education level** | 2 year college degree. |
| **Trade-in allowance** | 5. |
| **Please indicate the primary driver?s age.** | [redacted] |
| **Please indicate your occupation.** | [redacted] |
| **What year were you born?** | 1[redacted] |
| **Please describe any other factors (not listed above) that significantly influenced your decision not to purchase this other vehicle.** | only monthly payments were a factor. credit ratings were exelent |
| **Convenience of dealership location** | 1. |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **Is there anything about your new vehicle you would like to see changed?** | type of seat upholstery color to light no darker colors.were available for this car and |
| **Wheels, rims, and tires appearance and styling** | 1. |
| **Transmission gear change performance (smoothness)** | 2. |
| **Ride quality** | 2. |
| **Clarity of sound** | 3. |
| **Location and usefulness of interior lighting** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| Steering and handling (responsiveness, stability) | 4. |
| How do you feel about the durability of your new vehicle? | 4. |
| How do you feel about the VALUE of your new car? (i.e. | 2. |
| Engine exhaust sound | 3. |
| Operating controls while driving (gear selector, turn signals, horn, etc.) | 4. |
| Brake responsiveness/effort | 4. |
| What is your attitude overall towards your new car? | 4. |
| Interior noise level while driving | 3. |
| Seat adjustment and comfort | 4. |
| Steering wheel adjustment | 4. |
| What is your attitude overall towards the BRAND of your new car? | 4. |
| How was your purchasing experience (the dealer/dealership)? | 5. |
| Side/profile view styling (driver's side or passenger's side exterior area) | 2. |
| Engine sound | 3. |
| Engine performance during acceleration | 4. |
| Difficult driving conditions (adverse weather, off-road) | 4. |
| Safety and visibility while driving | 5. |
| Rear view styling (rear fascia, bumper) | 1. |
| Fuel economy and driving range | 1. |

| Detail on Low Rated Items | |
|---|---|
| You rated wheels, rims, and tires appearance and styling Low. Use this space to provide any specific comments you would like to share. | Wheel covers /rims look terrible to me. We really liked the wheels on the off road trailhead model but we're told we could.not get hem on our car. We would really like.them we trained in a 2012 liberty with less.than 25'000 miles it looked sharper than our Cherokee. |
| You rated rear view styling (rear fascia, bumper) Low. Use this space to provide any specific comments you would like to share. | Miss labeled rating. Give rear stifling a 4 |
| You rated fuel economy and driving range Low. Use this space to provide any specific comments you would like to share. | Gets better mileage han liberty but think it could bebetter |

| Welcome | |
|---|---|
| Please tell us how many miles are currently on your vehicle: | 0-999. |
| Are you the primary driver of this vehicle? | No. |

| Shift between gears is rough/harsh under normal driving conditions | |
|---|---|
| To the best of your recollection, the trouble was first noticed: | 1 to 3 months after delivery. |
| Please indicate driving condition where the shifting trouble is noticeable (check all that apply): | Normal acceleration.<br>While driving on level roads.<br>Going up an incline. |
| How often does this trouble occur? | Trouble occurs regularly. |
| Please indicate approximate operating temperature when shifting trouble occurs (check all that apply): | Not sure. |
| Going into which gear/gears does the trouble occur? (check all that apply) | Not sure. |
| Approximate mileage when trouble was first noticed was: | 0 - 1499 miles. |

| Transmission fluid leaks | |
|---|---|
| To the best of your recollection, the trouble was first noticed: | 1 to 3 months after delivery. |
| Approximate mileage when trouble was first noticed was: | 0 - 1499 miles. |
| Transmission fluid leaks | Transmission fluid leaks. |

| Abnormal odors coming from transmission | |
|---|---|
| How often does this trouble occur? | Trouble occurs regularly. |
| To the best of your recollection, the trouble was first noticed: | 1 to 3 months after delivery. |
| Transmission odor occurs while vehicle is (check all that apply): | Long after vehicle start-up. |
| Approximate mileage when trouble was first noticed was: | 0 - 1499 miles. |

| Overview | |
|---|---|
| Have you taken the vehicle to a dealer to have your trouble corrected? | Yes. |
| Please rate your overall level of satisfaction with the DVD | 4 (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. |
| 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 only. |
| Information in the Printed User Guide is easy to find and access | 4 (agree). |

| 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.). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Was the trouble resolved to your satisfaction?** | Yes. |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Currently at dealer awaiting transmission fluid line |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **DVD format is easy to understand and use** | 4 (agree). |
| **Information on the DVD is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Printed User Guide format is easy to understand and use** | 5 (strongly agree). |

| Detail on High Rated Items | |
|---|---|
| **You rated safety and visibility while driving High. Use this space to provide any specific comments you would like to share.** | Visit very good |
| **You rated your purchasing experience (at the dealer/dealership) High. Use this space to provide any specific comments you would like to share.** | Salesman Fred? Was outstanding |

| Transmission Odors | |
|---|---|
| **Transmission Odors** | Abnormal odors coming from transmission. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Transmission and Drivetrain. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| *VIN* | 1C4PJMCSXFW[redacted] | *Model Year* | 2015 | *Body* | KLJM74 | JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR | |
| *Built Date* | 10/01/2014 | *Market* | U | US | *Plant* | W | TOLEDO NORTH ASSEMBLY PLANT |
| *Engine* | EHB | 3.2L V6 24V VVT ENGINE | | | *Serial#* | K265410464 | |
| *Transmission* | DFH | 9-SPD 948TE AUTO TRANS | | | *Serial#* | J261411071 | |
| *Color* | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| *Report Number* | [redacted] | *System Key* | 281653864 | *Report Version* | 5 | *Open Date* | 12/19/2014 |
| *Close Date* | 12/19/2014 | *Narrative Date* | 12/26/2014 | *Category* | | *Mileage* | 0 |

| | | | | | |
|---|---|---|---|---|---|
| *Dealer* | 19028 | CHRYSLER CORPORATION | | *Phone* | |
| *Dealer City* | AUBURN HILLS | *State* | MI | *ZIP* | 48326 -275 |
| *Dealer Zone* | ZZ | | | | |

### About You

| | |
|---|---|
| **Vehicle availability** | 1. |
| **Dealership treatment** | 1. |
| **Vehicle quality** | 1. |
| **Vehicle styling** | 1. |
| **Primary vehicle you were considering:** | 2014.<br>Jeep.<br>Grand Cherokee.<br>Primary Considered Vehicle: New. |
| **Price** | 5. |
| **Please indicate your occupation.** | [redacted]. |
| **Please indicate your ethnicity** | [redacted] |
| **Please tell us about the vehicle you replaced (if applicable)** | Chevrolet.<br>Cruze.<br>2012.<br>Replaced Vehicle: Purchased New. |
| **Primary vehicle in your household:** | Dodge. |
| **Which, if any, influenced your purchase decision? (check all that apply):** | Features/Capabilities.<br>Price/Purchase Terms/Financing.<br>Vehicle test drive.<br>Value for the money. |
| **Did you purchase or lease your vehicle?** | Purchase. |
| **Secondary vehicle in your household:** | Ram.<br>2014.<br>1500.<br>Secondary Household Vehicle: Purchased New. |
| **Which of the following best describes the area you live in?** | Rural. |
| **What is your total household income (before taxes)?** | $100,000 - $124,999. |
| **Financing options** | 1. |
| **Vehicle performance** | 3. |
| **When considering this vehicle** | Test drive the vehicle.<br>Visit the dealership. |
| **How may children 17 or under live in your household?** | 0. |
| **Ability to test drive** | 1. |
| **Vehicle fuel economy** | 1. |
| **What is your average miles per gallon (MPG) with your vehicle?** | 23-24 mpg. |
| **What year were you born?** | [redacted] |
| **Convenience of dealership location** | 1. |
| **Please indicate the primary driver?s age.** | [redacted] |
| **Trade-in allowance** | 5. |
| **Please indicate your occupation status.** | Employed. |
| **What is your primary language?** | English. |
| **Secondary vehicle you were considering:** | Jaguar. |
| **Please indicate your gender** | [redacted] |
| **What is your current marital status?** | Married. |
| **Is this your first new vehicle ever purchased / leased?** | No. |
| **Please indicate your highest education level** | Some college, no degreee |

### Vehicle Satisfaction Ratings

| | |
|---|---|
| **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.** | 3. |
| **Ease of using system displays while driving** | 4. |
| **Support for popular music/video formats** | 4. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Appearance of exterior paint** | 4. |
| **Ease of getting into and out of vehicle** | 4. |
| **Interior noise level while driving** | 4. |
| **Safety and visibility while driving** | 4. |
| **Transmission gear change performance (smoothness)** | 4. |
| **Ride quality** | 4. |
| **Fuel economy and driving range** | 5. |
| **Navigation system route accuracy** | 3. |
| **Difficult driving conditions (adverse weather, off-road)** | 3. |
| **Clarity of sound** | 4. |
| **Front view styling (front fascia, hood, grille, headlight area)** | 4. |
| **Wheels, rims, and tires appearance and styling** | 4. |
| **Steering wheel adjustment** | 4. |
| **Climate control operation (function and ease of use)** | 4. |
| **How was your purchasing experience (the dealer/dealership)?** | 4. |
| **What is your attitude overall towards your new car?** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |
| **Integration with phones** | 4. |
| **Rear view styling (rear fascia, bumper)** | 4. |
| **Vehicle storage and space usage** | 4. |
| **Head/leg/foot room** | 4. |
| **Operating controls while driving (gear selector, turn signals, horn, etc.)** | 4. |
| **Location and usefulness of interior lighting** | 4. |
| **Engine sound** | 4. |
| **Brake responsiveness/effort** | 4. |
| **Steering and handling (responsiveness, stability)** | 4. |
| **Integration with media players** | 3. |
| **Exterior design and appearance (overall impression)** | 4. |
| **Side/profile view styling (driver's side or passenger's side exterior area)** | 4. |
| **Headlight illumination/performance during night-time driving** | 4. |
| **Interior comfort, design and appearance of interior (overall impression)** | 4. |
| **Seat adjustment and comfort** | 4. |
| **Engine performance during acceleration** | 4. |
| **Engine exhaust sound** | 4. |
| **What is your attitude overall towards the BRAND of your new car?** | 4. |

| Overview | |
|---|---|
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **If our team has any additional questions about your responses, would you accept further contact?** | 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. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Dissa isfied. |
| **Was the trouble resolved to your satisfaction?** | No. |
| **Did you review the Owner's Information DVD?** | No. |
| **Which automotive publications do you subscribe to? (check all that apply)** | None |
| **Would you recommend this vehicle to family or friends?** | Yes. |
| **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.). |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Took to the dealer I purchased my vehicle from. |
| **Please explain further about your choice to recommend your vehicle:** | I'm hoping he engine leak is a fluke. Otherwise it's a good vehicle. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Did you review the Printed User Guide?** | Yes. |

| Engine fluid leaks | |
|---|---|
| **Where does fluid appear to be leaking from?** | Not sure. |
| **Which fluid is leaking?** | Engine oil. |
| **How often does this trouble occur?** | Trouble occurs regularly. |

| Engine fluid leaks | |
|---|---|
| **To the best of your recollection, the trouble was first noticed:** | Wi hin the 1st month after delivery. |
| **Please describe conditions when this trouble occurs:** | All the time |
| **Additional Comments:** | The vehicle has been in the service for about a month. The engine is getting replaced. |
| **Approximate mileage when trouble was first noticed was:** | 0 - 1499 miles. |

| Welcome | |
|---|---|
| **Please tell us how many miles are currently on your vehicle:** | 0-999. |
| **Are you the primary driver of this vehicle?** | Yes. |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Engine. |

| 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.** | I trust he engine leak was a one-time thing. |

| What Can We Do Better? | |
|---|---|
| **What has Chrysler done right?** | Jeep made a Gladiator concept truck, that was nearly perfect in every way. |
| **Feedback/Concerns:** | Build he Jeep Gladiator!!!! I'll take mine with a high torque Eco-diesel and a 6 speed manual transmission! I'll be he first one on the lot to trade in my Ram 1500. |

| Detail on High Rated Items | |
|---|---|
| **You rated fuel economy and driving range High. Use this space to provide any specific comments you would like to share.** | For an SUV, I'm very satisfied with the mpg. |

| Engine Fluids (leaks, excessive oil consumption) | |
|---|---|
| **Engine Fluids (leaks, excessive oil consumption)** | Engine fluid leaks. |

| Contact Me | |
|---|---|
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | No. |

## Customer Complaint

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJMBS3FW[redacted] | **Model Year** | 2015 | **Body** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | |
| **Built Date** | 09/15/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Engine** | EHB | 3.2L V6 24V VVT ENGINE | | | **Serial#** | K247410517 | |
| **Transmission** | DFJ | 9-SPD 948TE 4WD AUTO TRANS (MAKE | | | **Serial#** | J237410168 | |
| **Color** | PVG | MANGO TANGO PEARL COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 284735111 | **Report Version** | 5 | **Open Date** | 01/21/2015 |
| **Close Date** | 01/21/2015 | **Narrative Date** | 01/28/2015 | **Category** | | **Mileage** | 0 |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 19028 | CHRYSLER CORPORATION | | **Phone** | |
| **Dealer City** | AUBURN HILLS | **State** | MI | **ZIP** | 48326 -275 |
| **Dealer Zone** | ZZ | | | | |

### What Can We Do Better?

| | |
|---|---|
| **What has Chrysler done right?** | i really like the Cherokee over all but he transmission unless fixed problems will turn me away from he jeep |
| **Feedback/Concerns:** | Not dependable with transmission issues |

### Shift between gears is rough/harsh under normal driving conditions

| | |
|---|---|
| **Additional Comments:** | I'm without my jeep transmission went out fluid all over bottom of car from front to back metal in transmission oil, grinds and locks up both directions. At dealer had to be picked up on flat bed. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Mos ly taking off highway seems fine |
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Seams to run cool |
| **Approximate mileage when trouble was first noticed was:** | 1500 - 3999 miles. |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Shifts hard all gears at different times. |
| **To the best of your recollection, the trouble was first noticed:** | Wi hin the 1st month after delivery. |

### Overview

| | |
|---|---|
| **Please explain further about your choice to recommend your vehicle:** | Not unless you fix transmission issues |
| **Printed User Guide covers the necessary features** | 4 (agree). |
| **The Smartphone Application format is easy to understand and use** | 4 (agree). |
| **Please rate your overall level of satisfaction with the Printed User Guide** | 4 (satisfied). |
| **Would you recommend this vehicle to family or friends?** | 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. |
| **Have you taken the vehicle to a dealer to have your trouble corrected?** | Yes. |
| **Information in the Printed User Guide is easy to find and access** | 4 (agree). |
| **Smartphone Application covers the necessary features** | 4 (agree). |
| **What have you used to view your DVD? (check all that apply)** | Home DVD Player. |
| **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. |
| **Printed User Guide format is easy to understand and use** | 4 (agree). |
| **Information in the Smartphone Application is easy to find and access** | 4 (agree). |
| **Which automotive publications do you subscribe to? (check all that apply)** | None or other (if other, please describe). |
| **Overall, how satisfied are you with the quality of your new vehicle?** | Satisfied. |
| **Where did you take your vehicle to have your trouble checked out? (check all that apply)** | Still have it |
| **Did you review the Printed User Guide?** | Yes. |
| **Did you review the Owner's Information DVD?** | Yes. |
| **Please rate your overall level of satisfaction with the DVD** | 4 (satisfied). |
| **Please rate your overall level of satisfaction with the Smartphone Application** | 4 (satisfied). |
| **DVD format is easy to understand and use** | 5 (strongly agree). |
| **Information on the DVD is easy to find and access** | 5 (strongly 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. |

### Hesitation or delay when shifting between gears

| | |
|---|---|
| **Additional Comments:** | Transmission went out 4471miles fluid all over bottom of car front to back metal in oil dripping lockes up forward and reverse flatbed picked up took to dealer. |

| Hesitation or delay when shifting between gears | |
|---|---|
| **Please indicate approximate operating temperature when shifting trouble occurs (check all that apply):** | Never been driven hot |
| **Please describe conditions when this trouble occurs:** | eratic |
| **To the best of your recollection, the trouble was first noticed:** | Wi hin the 1st month after delivery. |
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Please indicate driving condition where the shifting trouble is noticeable (check all that apply):** | Run fine on highway |
| **Going into which gear/gears does the trouble occur? (check all that apply)** | Shifts good at times and hard other times all gears down shifting smooth |

| Transmission fluid leaks | |
|---|---|
| **Approximate mileage when trouble was first noticed was:** | 4000 - 7999 miles. |
| **Transmission fluid leaks** | Transmission fluid leaks. |
| **To the best of your recollection, the trouble was first noticed:** | Wi hin the 1st month after delivery. |
| **Additional Comments:** | 9 speed transmission is not dependable |
| **How often does this trouble occur?** | Trouble occurs intermittently. |

| Automatic Transmission | |
|---|---|
| **Automatic Transmission** | Shift between gears is rough/harsh under normal driving conditions.<br>Hesitation or delay when shifting between gears. |

| Welcome | |
|---|---|
| **Are you the primary driver of this vehicle?** | Yes. |
| **Please tell us how many miles are currently on your vehicle:** | 3,000-4,999. |

| 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.** | [redacted] |
| **Based on the feedback you provided, would you like someone from Chrysler LLC to contact you about your Chrysler vehicle?** | Yes. |

| Vehicle Satisfaction Ratings | |
|---|---|
| **Headlight illumination/performance during night-time driving** | 3. |
| **Overall audio, entertainment, and navigation system impression** | 4. |

| Other | |
|---|---|
| **Please describe the other trouble you experienced:** | Do not like he stop start feature should have feature were its off until you want to use it |

| Vehicle Issues/Things Gone Wrong | |
|---|---|
| **Continuous Quality Insight** | Other.<br>Transmission and Drivetrain. |

# PE15-003

# FLAT CHRYSLER

# 3-18-2015

# ENCLOSURE 4

# Field Report

## Field Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJMCB6FW[redacted] | **Model Year** | 2015 | **Body** | KLJM74 | JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR | |
| **Built Date** | 07/11/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Engine** | ED6 | 2.4L I4 MULTIAIR ENGINE | | | **Serial#** | 6162430151 | |
| **Transmission** | DFH | 9-SPD 948TE AUTO TRANS | | | **Serial#** | J189411139 | |
| **Color** | PSC | BILLET SILVER METALLIC CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 9113617 | **Report Version** | 1 | **Open Date** | 10/22/2014 |
| **Close Date** | 10/23/2014 | **Narrative Date** | 10/23/2014 | **Category** | Reliability | **Mileage** | 185 |
| **TSB Group** | | | | **TID** | S52904B | JEFFERY FREESE | |

| | | | | | |
|---|---|---|---|---|---|
| **Dealer** | 60334 | CHAMPION CHRYSLER JEEP DODGE | | **Phone** | (517) 703-2300 |
| **Dealer City** | LANSING | **State** | MI | **Zip** | 48917 1109 |
| **Dealer Zone** | 42 | Great Lakes - Detroit | | **Advisor** | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Customer Invoice** | $0.00 | **Warrant Invoice** | $0.00 | **Other Invoice** | $0 00 | **Supplier RP** | |
| **Part Number** | 68248850AA | **Part Description** | ENGINE -LONG BLOCK | **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:** ENGINE OIL LEAK FROM CYLINDER HEAD CROSS DRILL BOLT HOLE

**Cause:** REPLACE ENGINE PER STAR SEE ATTACHED. LOP 090170A1 11.4 LOP 09017060 1.2 PN 68248850-AA

**Correction:** Gas Engine

## Field Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***VIN*** | 1C4PJLCB9FW[redacted] | ***Model Year*** | 2015 | ***Body*** | KLTM74 | JEEP CHEROKEE LATITUDE FWD SPORT UTILITY 4-DOOR | |
| ***Built Date*** | 07/25/2014 | ***Market*** | U | US | ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT |
| ***Engine*** | ED8 | 2.4L I4 PZEV M-AIR ENGINE | | | ***Serial#*** | 6200430385 | |
| ***Transmission*** | DFH | 9-SPD 948TE AUTO TRANS | | | ***Serial#*** | J203411125 | |
| ***Color*** | PXR | BLACK | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Report Number*** | [redacted] | ***System Key*** | 9131454 | ***Report Version*** | 1 | ***Open Date*** | 11/24/2014 |
| ***Close Date*** | 11/24/2014 | ***Narrative Date*** | 11/26/2014 | ***Category*** | Pre-Delivery Quality | ***Mileage*** | 865 |
| ***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: 21 - TRANSMISSION/TRANSAXLE**

**Complaint:** The customer states he car is leaking oil.

**Cause:** Root cause: A transmission cooler O ring was damaged during installation.
P/N: 68165900AC
LOP: 21252001
Cost of repair: $212
Keywords: SupplierQuality, CostreductionServiceability.
CPA Audit level: S-50

**Correction:** Repair: The technician replaced the transmission cooler and hermostat assembly.
Detail: Once the technician traced he leak to the lower fitting of he transmission cooler, he removed the trans cooler from the vehicle leaving the thermostatic bypass valve in the car. He found the pieces of O ring cut from the O rings that were causing the leak. He searched in the parts department for the O ring part number but it was not sold separately. He had to replace the trans cooler and thermostatic bypass assembly as a unit to stop the leak. If the O ring was available separately the repair would have cost less. If the O ring was not damaged at all during assembly at the supplier the leak never would have needed to be fixed. The vehicle is working as intended now.

## Field Report

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **VIN** | 1C4PJMBB5FW[redacted] | **Model Year** | 2015 | **Body** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | |
| **Built Date** | 08/24/2014 | **Market** | U | US | **Plant** | W | TOLEDO NORTH ASSEMBLY PLANT |
| **Engine** | ED8 | 2.4L I4 PZEV M-AIR ENGINE | | | **Serial#** | 6226430385 | |
| **Transmission** | DFJ | 9-SPD 948TE 4WD AUTO TRANS (MAKE | | | **Serial#** | J232410643 | |
| **Color** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Report Number** | [redacted] | **System Key** | 9144531 | **Report Version** | 1 | **Open Date** | 12/18/2014 |
| **Close Date** | 12/18/2014 | **Narrative Date** | 12/19/2014 | **Category** | Pre-Delivery Qualilty | **Mileage** | 1,675 |
| **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** | RL277272AA | **Part Description** | TRANS KIT-WITH TORQUE CONVERTER | **Part Quantity** | 1 |
| **LOP** | N/A | N/A | | | |
| **Report Authorization** | McDonald,David | **CAG Report Type** | Field Engineer Analysis | | |

### Customer Concerns

**TSB Group: 21 - TRANSMISSION/TRANSAXLE**

**Complaint:** Customer states the vehicle is leaking oil.

**Cause:** The transmission cover is leaking.
P/N: RL277272AA
LOP: 21000621
Cost of repair: $6500.00
Keywords: PlantProcess, SupplierIssue.
CPA Audit level: S-50

**Correction:** Repair: The technician installed a new transmission.
Detail: The vehicle came into the shop dripping fluid. It was put on a hoist to locate the leak. The underside was wet but not dripping. The technician remembered the fluid pressure is highest in reverse so when he put it into reverse the fluid stared to flow. It was coming from the gasket surface of the transmission cover. He was never able to narrow it down any further. The cover could have a flaw, the gasket could be flawed or he transmission itself could have a porous cas ing. Star asked the tech to replace the transmission. The technician has installed a new transmission and the vehicle is back on the road.

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMBS5 | FW[redacted] | ***Built Date*** | 08/12/2014 | ***Mileage*** | 217 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| ***Transmission*** | DFJ | 9-SPD EP2 MD 4WD AUTO TRANS | | | | | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 09 - ENGINE |
| ***Customer Complaint*** | OL | OIL LEAK | |
| ***Created*** | 10/01/2014 18:27:23 | ***By*** | CHESTER KIERTANIS (T3083CK) |
| ***Updated*** | 10/13/2014 08:14:05 | ***By*** | CHESTER KIERTANIS (T3083CK) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## 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*** | Bradley Dahlstrom | | | | |
| ***STAR*** | CHESTER KIERTANIS | | | ***Phone*** | (866) 799-1695 X |

## CUSTOMER CONCERN

VEHICLE HAS AN OIL LEAK, LOOKS LIKE FRONT TIMING COVER AREA BACK SIDE OF MOTOR, HIGHER UP ON ENGINE.

*Updated: 10/01/2014 18:27:23 By CHESTER KIERTANIS (T3083CK)*

## RESOLUTION

Bradley, please try this process for checking for oil leaks. Pressurize the crankcase through the dip stick tube with 4 or 5 psi of regulated shop air, spray kiddie bubbles or a soap and water solution on the suspect area. If none found remove the oil pressure sending unit and pressurize the high pressure oil system with 20 psi of regulated air and retest the area. Please keep us posted. Thanks, Chester.

*Updated: 10/01/2014 18:27:23 By CHESTER KIERTANIS (T3083CK)*

10-08-2014) STAR Called Bradley. The technician is waiting for the customer to return to perform the pressurized oil leak testing. Thanks, Chester.

*Updated: 10/08/2014 11:33:59 By CHESTER KIERTANIS (T3083CK)*

SEAL MISSING ON RIGHT BANK INTAKE CAM PHASER ACTUATOR

*Updated: 10/13/2014 08:14:05 By CHESTER KIERTANIS (T3083CK)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLTP74 | JEEP CHEROKEE LIMITED FWD SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJLDB7 | FW[redacted] | ***Built Date*** | 07/29/2014 | ***Mileage*** | 338 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | ED6 | 2.4L I4 MULTIAIR ENGINE | | | | | |
| ***Transmission*** | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 09 - ENGINE |
| ***Customer Complaint*** | OL | OIL LEAK | |
| ***Created*** | 10/16/2014 13:56:32 | ***By*** | CHESTER KIERTANIS (T3083CK) |
| ***Updated*** | 10/23/2014 10:06:13 | ***By*** | CHESTER KIERTANIS (T3083CK) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 45273 | RUNDE AUTO GROUP OF MANCHESTER | | ***Phone*** | (563) 927-2630 |
| ***Address*** | 1221 W MAIN ST | | | | |
| ***City*** | MANCHESTER | ***State*** | IA | ***ZIP*** | 52057 2309 |
| ***Dealer Zone*** | 51 | ***County*** | DELAWARE | ***Country*** | USA |
| ***Tech*** | Dan Taylor | | | | |
| ***STAR*** | CHESTER KIERTANIS | | | ***Phone*** | (866) 799-1695 X |

## CUSTOMER CONCERN

engine oil leak

*Updated: 10/16/2014 13:56:32 By CHESTER KIERTANIS (T3083CK)*

## RESOLUTION

Dan, please try this process for checking for oil leaks. Pressurize the crankcase through the dip stick tube with 4 or 5 psi of regulated shop air, spray kiddie bubbles or a soap and water solution on the suspect area. If none found remove the oil pressure sending unit and pressurize the high pressure oil system with 20 psi of regulated air and retest the area. Please keep us posted. Thanks, Chester

*Updated: 10/16/2014 13:56:32 By CHESTER KIERTANIS (T3083CK)*

Dan, do we have any updates or a resolution on this vehicle? Thanks, Chester.

*Updated: 10/22/2014 09:47:11 By CHESTER KIERTANIS (T3083CK)*

rear crank seal

*Updated: 10/23/2014 10:06:13 By CHESTER KIERTANIS (T3083CK)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJM74 | JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMCSX | FW[redacted] | ***Built Date*** | 07/31/2014 | | ***Mileage*** | 43 |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | | US | |
| ***Engine*** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| ***Transmission*** | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |
| ***Color*** | PXR | BLACK | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 25 - EMISSION CONTROL |
| ***Customer Complaint*** | BRR | SERVICE BULLETINS / RECALLS / RRT | |
| ***Created*** | 10/22/2014 11:21:51 | ***By*** | TODD RAGATZ (T3435RT) |
| ***Updated*** | 10/22/2014 11:21:51 | ***By*** | TODD RAGATZ (T3435RT) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 44618 | DRIVERS VILLAGE, INC | | ***Phone*** | (315) 699-3846 |
| ***Address*** | 5885 E CIRCLE DR | | | | |
| ***City*** | CICERO | ***State*** | NY | ***ZIP*** | 13039 8604 |
| ***Dealer Zone*** | 32 | ***County*** | ONONDAGA | ***Country*** | USA |
| ***Tech*** | JEFF LAPORTE | | | | |
| ***STAR*** | TODD RAGATZ | | | ***Phone*** | (866) 799-1695 X 4720288 |

## CUSTOMER CONCERN

oil leak

*Updated: 10/22/2014 11:21:51 By TODD RAGATZ (T3435RT)*

## RESOLUTION

PCV valve sucking oil into intake, oil seep out of intake. No assistance needed. Technician Closure Requested.

*Updated: 10/22/2014 11:21:51 By TODD RAGATZ (T3435RT)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMBSX | FW[redacted] | ***Built Date*** | 07/28/2014 | ***Mileage*** | 1,615 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| ***Transmission*** | DFJ | 9-SPD EP2 MD 4WD AUTO TRANS | | | | | |
| ***Color*** | PDS | ANVIL CLEAR COAT | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 21A - TRANSAXLE - AUTO |
| ***Customer Complaint*** | 65 | LEAKS | |
| ***Created*** | 10/24/2014 15:45:01 | ***By*** | MICHAEL WILSON (T4083MW) |
| ***Updated*** | 10/31/2014 08:18:35 | ***By*** | MICHAEL WILSON (T4083MW) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60415 | FORT COLLINS DODGE CHRYSLER JEEP | | ***Phone*** | (970) 226-5340 |
| ***Address*** | 3835 S COLLEGE AVE | | | | |
| ***City*** | FORT COLLINS | ***State*** | CO | ***ZIP*** | 80525 3013 |
| ***Dealer Zone*** | 74 | ***County*** | LARIMER | ***Country*** | USA |
| ***Tech*** | Jon Dunn | | | | |
| ***STAR*** | MICHAEL WILSON | | | ***Phone*** | (866) 799-1695 X 1252 |

## PART INFORMATION

| | | | |
|---|---|---|---|
| ***Part Number*** | RL225761AP | ***Part Qty.*** | 1 |

## CUSTOMER CONCERN

oil leak

*Updated: 10/24/2014 15:45:01 By MICHAEL WILSON (T4083MW)*

MY PARTS DEPARTMENT SAYS STAR MUST ORDER TRANS. PART NUMBER RL225761AP

*Updated: 10/28/2014 17:16:36 By MICHAEL WILSON (T4083MW)*

## RESOLUTION

Star recommends and authorizes trans replacement. Warranty Bulletin D-14-09.No digital Imaging or PSC required.Use RA code when submitting claim. Have parts dept order a new trans.Thanks-Mike-Star

*Updated: 10/24/2014 15:45:01 By MICHAEL WILSON (T4083MW)*

Jon if parts dept would of ordered it on the 10/24 there should have been no problem . But 10/27 they went on restriction. Star ordered trans RL225761AP ---Order#2215**

*Updated: 10/28/2014 17:16:36 By MICHAEL WILSON (T4083MW)*

Waiting on trans

*Updated: 10/31/2014 08:18:35 By MICHAEL WILSON (T4083MW)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJM74 | JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMCS4 | FW[redacted] | ***Built Date*** | 08/17/2014 | ***Mileage*** | 2,212 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| ***Transmission*** | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |
| ***Color*** | PXR | BLACK | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 21A - TRANSAXLE - AUTO |
| ***Customer Complaint*** | 65 | LEAKS | |
| ***Created*** | 11/07/2014 13:07:24 | ***By*** | SCOTTY CUNNINGHAM (T1545SC) |
| ***Updated*** | 11/11/2014 18:21:45 | ***By*** | SCOTTY CUNNINGHAM (T1545SC) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 23245 | NEWARK CHRYSLER JEEP DODGE | | ***Phone*** | (302) 731-0100 |
| ***Address*** | 244 EAST CLEVELAND AVE | | | | |
| ***City*** | NEWARK | ***State*** | DE | ***ZIP*** | 19711 3711 |
| ***Dealer Zone*** | 35 | ***County*** | NEW CASTLE | ***Country*** | USA |
| ***Tech*** | Rocco D'angelo | | | | |
| ***STAR*** | SCOTTY CUNNINGHAM | | | ***Phone*** | (866) 799-1695 X 4720238 |

## CUSTOMER CONCERN

CUSTOMER CAME IN FOR CHECK ENGINE LIGHT BEING ON AND FLASH UPDATES AND RECALL P56 TECH NOTICE TRANS HAS A SERVER TRANS LEAK CAN TRANS BE REPAIRED ARE DOES IT NEED TO BE REPLACED

*Updated: 11/07/2014 13:07:24 By SCOTTY CUNNINGHAM (T1545SC)*

ON BACK OF TRANS WHERE THE PLATE IS BY TRANSFER TUBE

*Updated: 11/07/2014 14:01:18 By SCOTTY CUNNINGHAM (T1545SC)*

OKAY THANKS

*Updated: 11/07/2014 16:40:38 By SCOTTY CUNNINGHAM (T1545SC)*

Found fault code p1037 cylinder one oil supply solenoid valve driver short to ground checked flow chart found n33 shorted to gether in harness by the bend where it comes off of the valve cover fixed wires okay now

*Updated: 11/11/2014 10:42:45 By SCOTTY CUNNINGHAM (T1545SC)*

sorry wrong case #

*Updated: 11/11/2014 10:42:45 By SCOTTY CUNNINGHAM (T1545SC)*

## RESOLUTION

Rocco, where is the trans leaking from?

*Updated: 11/07/2014 13:07:24 By SCOTTY CUNNINGHAM (T1545SC)*

Rocco, that inspection plate and gasket can be replace.

*Updated: 11/07/2014 14:01:18 By SCOTTY CUNNINGHAM (T1545SC)*

Rocco, you welcome.

*Updated: 11/07/2014 16:40:38 By SCOTTY CUNNINGHAM (T1545SC)*

Rocco, okay

*Updated: 11/11/2014 10:42:45 By SCOTTY CUNNINGHAM (T1545SC)*

ordered parts

*Updated: 11/11/2014 18:21:45 By SCOTTY CUNNINGHAM (T1545SC)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJP74 | JEEP CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMDS2 | FW[redacted] | ***Built Date*** | 09/03/2014 | ***Mileage*** | 2,140 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| ***Transmission*** | DFJ | 9-SPD EP2 MD 4WD AUTO TRANS | | | | | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 09 - ENGINE |
| ***Customer Complaint*** | OL | OIL LEAK | |
| ***Created*** | 11/10/2014 17:47:39 | ***By*** | NEIL PERSON (T1990NP) |
| ***Updated*** | 11/17/2014 09:35:25 | ***By*** | NEIL PERSON (T1990NP) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68689 | HEALEY CHRYSLER DODGE JEEP LLC | | ***Phone*** | (845) 831-1148 |
| ***Address*** | 557 ROUTE 52 | | | | |
| ***City*** | BEACON | ***State*** | NY | ***ZIP*** | 12508 1212 |
| ***Dealer Zone*** | 32 | ***County*** | DUTCHESS | ***Country*** | USA |
| ***Tech*** | PATRICK O'LEARY | | | | |
| ***STAR*** | NEIL PERSON | | | ***Phone*** | (866) 799-1695 X 4720214 |

## CUSTOMER CONCERN

trans shifting concerns, severe oil leak noticed on check out

*Updated: 11/10/2014 17:47:39 By NEIL PERSON (T1990NP)*

## RESOLUTION

Patrick, there are no known issues for this concern. Please try this process for checking for oil leaks. Pressurize the crankcase through the dip stick tube with 4 or 5 psi of regulated shop air, spray kiddie bubbles or a soap and water solution on the suspect area. If none found remove the oil pressure sending unit and pressurize the high pressure oil system with 20 psi of regulated air and retest the area. Thank you, Neil

*Updated: 11/10/2014 17:47:39 By NEIL PERSON (T1990NP)*

rear main seal

*Updated: 11/17/2014 09:35:25 By NEIL PERSON (T1990NP)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJP74 | JEEP CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMDS0 | FW[redacted] | ***Built Date*** | 11/17/2014 | ***Mileage*** | 249 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| ***Transmission*** | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |
| ***Color*** | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 18 - VEHICLE PERFORMANCE |
| ***Customer Complaint*** | ML | MIL ON | |
| ***Created*** | 12/05/2014 19:27:31 | ***By*** | DOUG MURRAY (T5002D1) |
| ***Updated*** | 12/15/2014 09:14:38 | ***By*** | DOUG MURRAY (T5002D1) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 67031 | WALSER CHRYSLER JEEP DODGE | | ***Phone*** | (952) 935-2400 |
| ***Address*** | 314 MAIN STREET | | | | |
| ***City*** | HOPKINS | ***State*** | MN | ***ZIP*** | 55343 9231 |
| ***Dealer Zone*** | 74 | ***County*** | HENNEPIN | ***Country*** | USA |
| ***Tech*** | Churaman . Lawrence | | | | |
| ***STAR*** | DOUG MURRAY | | | ***Phone*** | (866) 799-1695 X 1234 |

## CUSTOMER CONCERN

customer state they saw smoke from under the hood and also got a burning smell. then the check engine light start to flash and vehicle start running poorly.

*Updated: 12/05/2014 19:27:31 By DOUG MURRAY (T5002D1)*

## RESOLUTION

Lawrence, there are no known issues for this concern. Due to the odor the customer mentioned, make sure to check all of the wiring harnesses for ground outs or touching the exhaust somewhere. Make sure that the oil is full. Also check the wiring for the cam phaser solenoid and the cam sensor, including all related terminals and repair as necessary. If all check ok, change the oil and perform the OCV cleaning procedure. Thanks, Doug.

*Updated: 12/05/2014 19:27:31 By DOUG MURRAY (T5002D1)*

CHANGE OIL AND PERFORM ocv CLEANING

*Updated: 12/15/2014 09:14:38 By DOUG MURRAY (T5002D1)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMBB5 | FW[redacted] | ***Built Date*** | 08/24/2014 | ***Mileage*** | 1,675 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | ED8 | 2.4L I4 PZEV M-AIR ENGINE | | | | | |
| ***Transmission*** | DFJ | 9-SPD EP2 MD 4WD AUTO TRANS | | | | | |
| ***Color*** | PW7 | BRIGHT WHITE CLEAR COAT | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 21A - TRANSAXLE - AUTO |
| ***Customer Complaint*** | ZR | WON'T MEET CUSTOMER REQUIREMENTS | |
| ***Created*** | 12/12/2014 16:51:34 | ***By*** | GRANT DOBRZELEWSKI (T2326G0) |
| ***Updated*** | 12/18/2014 15:42:47 | ***By*** | GRANT DOBRZELEWSKI (T2326G0) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## 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*** | BRIAN DUNLAVEY | | | | |
| ***STAR*** | GRANT DOBRZELEWSKI | | | ***Phone*** | (866) 799-1695 X 9999 |

## CUSTOMER CONCERN

TRANS IS LEAKING OIL. FROM SIDE COVER. POSSIBLE PSI PORT COVER? BOLTS ARE TIGHT. SHOULD I REPLACE COVER & GASKIT?

*Updated: 12/12/2014 16:51:34 By GRANT DOBRZELEWSKI (T2326G0)*

## RESOLUTION

Brian, the concern may be a possible pours case. You will need to replace the transmission assembly for the concern. Look at warranty bulletin D-14-09 or comdash Id 3064. This should have all the information that you need to replace. You can now order the transmission over the counter.

*Updated: 12/12/2014 16:51:34 By GRANT DOBRZELEWSKI (T2326G0)*

Brian, is the vehicle repaired?

*Updated: 12/17/2014 16:25:09 By GRANT DOBRZELEWSKI (T2326G0)*

Replaced transmission

*Updated: 12/18/2014 15:42:47 By GRANT DOBRZELEWSKI (T2326G0)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJH74 | JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMBS5 | FW[redacted] | ***Built Date*** | 09/09/2014 | ***Mileage*** | 2,806 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | EHB | 3.2L V6 VVT ENGINE | | | | | |
| ***Transmission*** | DFJ | 9-SPD EP2 MD 4WD AUTO TRANS | | | | | |
| ***Color*** | PAU | GRANITO LUCENTE (GRANITE CRYSTAL) | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 07 - COOLING |
| ***Customer Complaint*** | 65 | LEAKS | |
| ***Created*** | 12/19/2014 18:59:20 | ***By*** | KENNETH KLOCKZIEM (T4717KK) |
| ***Updated*** | 12/22/2014 15:51:22 | ***By*** | STACIA STRANGE (T4583SS) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60403 | TOWN CHRYSLER JEEP DODGE RAM | | ***Phone*** | (509) 888-9595 |
| ***Address*** | 1001 N MILLER ST | | | | |
| ***City*** | WENATCHEE | ***State*** | WA | ***ZIP*** | 98801 1511 |
| ***Dealer Zone*** | 70 | ***County*** | CHELAN | ***Country*** | USA |
| ***Tech*** | Justin Childress | | | | |
| ***STAR*** | KENNETH KLOCKZIEM | | | ***Phone*** | (866) 799-1695 X 1226 |

## CUSTOMER CONCERN

customer states he has a leak from the engine area.

*Updated: 12/19/2014 18:59:20 By KENNETH KLOCKZIEM (T4717KK)*

## RESOLUTION

Justin. Please pull the oil cooler and inspect the cooler and the mounting surface to determine where the leak is from. If the mounting surface is okay then replace the O-rings or cooler as necessary. Ken K.

*Updated: 12/19/2014 18:59:20 By KENNETH KLOCKZIEM (T4717KK)*

Replaced oil cooler assembly

*Updated: 12/22/2014 15:51:22 By STACIA STRANGE (T4583SS)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLJM74 | JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJMCB8 | FW[redacted] | ***Built Date*** | 07/21/2014 | ***Mileage*** | 3,131 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | ED6 | 2.4L I4 MULTIAIR ENGINE | | | | | |
| ***Transmission*** | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |
| ***Color*** | PXR | BLACK | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 21A - TRANSAXLE - AUTO |
| ***Customer Complaint*** | 65 | LEAKS | |
| ***Created*** | 12/23/2014 15:26:08 | ***By*** | MICHAEL BELL (T8085MB) |
| ***Updated*** | 12/23/2014 18:06:22 | ***By*** | RYAN THOMAS (T8448RT) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 68250 | AUTONATION CHRYSLER JEEP BROADWAY | | ***Phone*** | (303) 761-1720 |
| ***Address*** | 5445 SOUTH BROADWAY | | | | |
| ***City*** | LITTLETON | ***State*** | CO | ***ZIP*** | 80121 8002 |
| ***Dealer Zone*** | 74 | ***County*** | ARAPAHOE | ***Country*** | USA |
| ***Tech*** | David Berns | | | | |
| ***STAR*** | RYAN THOMAS | | | ***Phone*** | (866) 799-1695 X 9999 |

## CUSTOMER CONCERN

oil leak

*Updated: 12/23/2014 15:26:08 By MICHAEL BELL (T8085MB)*

## RESOLUTION

David you do not need us to order this transmission you can order one through your parts dept. They are no longer on restriction and we are not Fast tracking them back.

*Updated: 12/23/2014 15:26:08 By MICHAEL BELL (T8085MB)*

ordered part thanks. Technician Closure Requested

*Updated: 12/23/2014 18:06:22 By RYAN THOMAS (T8448RT)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| ***Model Year*** | 2015 | ***Body*** | KLTL74 | JEEP CHEROKEE SPORT FWD SPORT UTILITY 4-DOOR | | | |
| ***VIN*** | 1C4PJLAB6 | FW[redacted] | ***Built Date*** | 10/06/2014 | ***Mileage*** | 334 | |
| ***Plant*** | W | TOLEDO NORTH ASSEMBLY PLANT | ***Market*** | U | US | | |
| ***Engine*** | ED8 | 2.4L I4 PZEV M-AIR ENGINE | | | | | |
| ***Transmission*** | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |
| ***Color*** | PBU | TRUE BLUE PEARL COAT | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| ***Case Ref*** | [redacted] | ***Component Group*** | 09 - ENGINE |
| ***Customer Complaint*** | OL | OIL LEAK | |
| ***Created*** | 12/29/2014 12:09:50 | ***By*** | CHESTER KIERTANIS (T3083CK) |
| ***Updated*** | 01/02/2015 14:59:37 | ***By*** | RYAN THOMAS (T8448RT) |

## DIAGNOSTIC TROUBLE CODE(DTC)

No DTC

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| ***Dealer*** | 60313 | CRYSTAL CHRYSLER, JEEP, DODGE | | ***Phone*** | (760) 324-4557 |
| ***Address*** | 36-444 AUTO PARK DRIVE | | | | |
| ***City*** | CATHEDRAL CITY | ***State*** | CA | ***ZIP*** | 92234 6500 |
| ***Dealer Zone*** | 71 | ***County*** | RIVERSIDE | ***Country*** | USA |
| ***Tech*** | STEVE GEIST | | | | |
| ***STAR*** | RYAN THOMAS | | | ***Phone*** | (866) 799-1695 X 9999 |

## CUSTOMER CONCERN

coolant leak

*Updated: 12/29/2014 12:09:50 By CHESTER KIERTANIS (T3083CK)*

so no known problems to pressure rise to see would need to pull exhaust and asssorys from engine

*Updated: 12/29/2014 13:48:30 By CHESTER KIERTANIS (T3083CK)*

is there any know oil leaks

*Updated: 12/29/2014 14:54:11 By CHESTER KIERTANIS (T3083CK)*

## RESOLUTION

pressurize the crankcase through the dip stick tube with 4 or 5 psi of regulated shop air, spray a soap and water solution or kiddie bubbles onto the areas where the leaks are suspected. If none found remove the oil pressure sending unit and pressurize the high pressure oil system with 20 psi of regulated air and retest the area. Please keep us posted. Thanks, Chester.

*Updated: 12/29/2014 12:09:50 By CHESTER KIERTANIS (T3083CK)*

Steve, as long as those pressures are not exceeded there should not be any problems. Thanks, Chester.

*Updated: 12/29/2014 13:48:30 By CHESTER KIERTANIS (T3083CK)*

Steve, nothing unusual or consistent, Thanks, Chester.

*Updated: 12/29/2014 14:54:11 By CHESTER KIERTANIS (T3083CK)*

repaired iol leak Technician Closure Requested

*Updated: 01/02/2015 14:59:37 By RYAN THOMAS (T8448RT)*

# Field Report

## VEHICLE

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| *Model Year* | 2015 | *Body* | KLTL74 | JEEP CHEROKEE SPORT FWD SPORT UTILITY 4-DOOR | | | |
| *VIN* | 1C4PJLAB4 | FW[redacted] | *Built Date* | 08/30/2014 | | *Mileage* | 76 |
| *Plant* | W | TOLEDO NORTH ASSEMBLY PLANT | *Market* | U | | US | |
| *Engine* | ED8 | 2.4L I4 PZEV M-AIR ENGINE | | | | | |
| *Transmission* | DFH | 9-SPD EP2 MD FWD/AWD AUTO TRANS | | | | | |
| *Color* | PFS | SANDSTONE PEARL COAT | | | | | |

## GENERAL

| | | | |
|---|---|---|---|
| *Case Ref* | [redacted] | *Component Group* | 18 - VEHICLE PERFORMANCE |
| *Customer Complaint* | ML | MIL ON | |
| *Created* | 01/05/2015 16:33:38 | *By* | NEIL PERSON (T1990NP) |
| *Updated* | 01/14/2015 17:56:10 | *By* | NEIL PERSON (T1990NP) |

## DIAGNOSTIC TROUBLE CODE(DTC)

| Code | Description | TID | First Name | Last Name | Date/Time |
|---|---|---|---|---|---|
| U0002 | CAN C Bus Off Performance | T3076SB | SHREESH | BHASWAR | 04/14/2013 01:25:00 |
| U0140 | Lost Communication With Body Control Module | T3076SB | SHREESH | BHASWAR | 04/14/2013 01:25:00 |
| U0151 | Lost Communication with Occupant Restraint Controller (ORC) | T3076SB | SHREESH | BHASWAR | 04/14/2013 01:25:00 |
| U0420 | Invalid Data Received From Power Steering Control Module | T3076SB | SHREESH | BHASWAR | 04/14/2013 01:25:00 |
| P1061 | CYLINDER 1 SOLENOID VALVE STUCK | T1870AT | AL | TENORIO | 04/14/2013 01:25:46 |

## CONTACT

| | | | | | |
|---|---|---|---|---|---|
| *Dealer* | 26887 | PREMIER CHRYSLER JEEP OF PLACENTIA | | *Phone* | (714) 528-5337 |
| *Address* | 777 WEST ORANGETHORPE AVE | | | | |
| *City* | PLACENTIA | *State* | CA | *ZIP* | 92870 6824 |
| *Dealer Zone* | 71 | *County* | ORANGE | *Country* | USA |
| *Tech* | Francisco Ramirez | | | | |
| *STAR* | NEIL PERSON | | | *Phone* | (866) 799-1695 X 4720214 |

## CUSTOMER CONCERN

Cust.states check engine light on, vehic./ was shaking and blue smoke came out of right fender area, engine seemd hot, brakes very stiff

*Updated: 01/05/2015 16:33:38 By NEIL PERSON (T1990NP)*

DID YOU GET THE RECORDINGS YET. WERE THEY OF ANY HELP?

*Updated: 01/06/2015 10:05:10 By NEIL PERSON (T1990NP)*

## RESOLUTION

Francisco, is oil low? If not, are all mods up to date? If so, are there any aftermarket accys.(including alarm, remote start, speed pass, gym pass, toll pass, etc) or MOPAR add ons in/installed on vehicle or key ring (or maybe on customers K/ring that you don't have now) that could cause EMI/RFI/electrical interference? If not, the stuck solenoid valves require a Variable Valve Actuator "VVA" (brick) to correct. Do you have access to the tool to compress the follower springs on the actuator? If not - do not attempt to replace the actuator. The reports recordings are not here

yet. Sometimes it takes several hrs. to get through firewalls. However, they are only useful for showing conditions that set them, or verifying repair. Thank you, Neil

*Updated: 01/05/2015 16:33:38 By NEIL PERSON (T1990NP)*

Francisco, the reports are still not here; but like i replied yesterday, they are not useful for diagnosing, only for giving you the conditions that the DTCs set under duplicating concern/verifying repair. If you have the special spring tool, replace the brick as I recommended yesterday, then drive under F/F conditions to verify repair. Then you can close the case. Thank you, Neil

*Updated: 01/06/2015 10:05:10 By NEIL PERSON (T1990NP)*

Called Francisco to get vehicle repair status. N/A Francisco, please close the case on your end, w/repair details. You can always re-open it if you need more assistance if/when vehicle returns. Thank you, Neil

*Updated: 01/14/2015 17:44:09 By NEIL PERSON (T1990NP)*

v.v.t.s. (VARIAVLE VALVE TIMING SOLENOID BRICK)

*Updated: 01/14/2015 17:56:10 By NEIL PERSON (T1990NP)*

# PE15-003

# FLAT CHRYSLER

# 3-18-2015

# ENCLOSURE 4

[redacted] Summary

| | |
|---|---|
| **MATTER #** | [redacted] |
| **FILE TYPE** | Case |
| **FILE NAME** | [redacted] |
| **CAIR #** | [redacted] |
| **DATE OF INCIDENT** | 01/04/2015 |
| **DATE OF NOTICE** | 01/05/2015 |
| **MODEL/MODEL YEAR** | 2015 Jeep Cherokee Sport Fwd |
| **VIN** | 1C4PJLAB1FW[redacted] |
| **MILEAGE** | 50 |
| **OWNER** | [redacted]<br>[redacted]<br>La Jolla, CA [redacted] |
| **COURT** | Superior Court |
| **DOCKET #** | [redacted] |
| **ALLEGED DEFECT** | Fire |
| **DESCRIPTION** | Customer alleged she parked vehicle on street and turned it off, went into the house, came back out to the vehicle, and the vehicle was on fire. |
| **INJURIES** | 1 |
| **FATALITIES** | 0 |
| **ANALYSIS** | The damage was within the engine compartment and underbody of the vehicle. Vehicle inspection[1] could not determine the cause of the fire. The analysis of the engine compartment fire pattern and damage appears to indicate that the fire was the result of burning fluid, originating in the area of the exhaust manifold and catalytic converter. |

[1] The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege. The available inspection photos are being produced in this submission, which are labelled in a folder by the CAIR number.

MLG AUTOMOTIVE LAW
A Professional Law Corporation
Jonathan A. Michaels, Esq. – State Bar No. 180455
M. Todd Ratay. – State Bar No. 241299
Noel Rayo, Esq. – State Bar No. 293614
2801 W. Coast Highway, Suite 370
Newport Beach, CA 92663
Telephone: (949) 581-6900
Facsimile: (949) 581-6908
(jmichaels@mlgautomotivelaw.com)
(tratay@mlgautomotivelaw.com)
(nrayo@mlgautomotivelaw.com)

Attorneys for Plaintiffs,
[redacted]

**ELECTRONICALLY FILED**
Superior Court of California,
County of Orange
**02/02/2015** at 02:08:21 PM
Clerk of the Superior Court
By Enrique Veloz,Deputy Clerk

**SUPERIOR COURT OF THE STATE OF CALIFORNIA**

**FOR THE COUNTY OF ORANGE**

[redacted], an individual, and [redacted] an individual,

Plaintiffs,

vs.

CHRYSLER GROUP LLC, a Delaware limited liability company; and DOES 1 to 25, inclusive,

Defendants.

Case No. [redacted]

Assigned for All Purposes To:
Judge Linda Marks

**COMPLAINT FOR:**

1. **PRODUCTS LIABILITY – NEGLIGENCE;**
2. **PRODUCTS LIABILITY – NEGLIGENT DESIGN;**
3. **PRODUCTS LIABILITY – FAILURE TO WARN;**
4. **PRODUCTS LIABILITY – FAILURE TO RECALL;**
5. **BREACH OF EXPRESS WARRANTY;**
6. **BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY;**
7. **FRAUDULENT CONCEALMENT**
8. **VIOLATION OF THE CONSUMER LEGAL REMEDIES ACT**

UNLIMITED CIVIL ACTION

**- JURY TRIAL DEMANDED-**

## PARTIES

1. At all times mentioned in this Complaint, Plaintiff [redacted] was an individual residing in the County of Los Angeles, State of California.

2. At all times mentioned in this Complaint, Plaintiff [redacted] was an individual residing in the County of San Diego, State of California.

3. Plaintiffs are informed and understand that at all times mentioned in this Complaint, Defendant Chrysler Group LLC, was a Delaware limited liability company, with its principal place of business in Auburn Hills, Michigan.

4. Plaintiffs are unaware of the true names of Does 1 through 10 and therefore sues them by such fictitious names. Plaintiffs will ask for leave of Court to insert their names when such have been ascertained.

5. Plaintiffs are informed and understand that at all times mentioned in this Complaint, each of the Defendants herein was the agent of each of the remaining Defendants, and in doing the things hereinafter alleged, was acting within the course and scope of such agency and with the permission of his/her/its co-Defendants.

## JURISDICTION AND VENUE

**A. Personal Jurisdiction.**

6. This Court has personal jurisdiction over the Plaintiffs because Plaintiffs consents to such jurisdiction.

7. This Court has personal jurisdiction over Defendant Chrysler Group LLC, because it engages in significant business throughout the State of California, thus providing the State of California with general jurisdiction.

**B. Venue.**

8. Venue in Orange County is proper under Code of Civil Procedure § 395(a) because Defendant Chrysler Group LLC, as a limited liability company, is deemed to reside in any district in which it is subject to personal jurisdiction.

9. Additionally, because Defendant has failed to identify a California principal place of business in their Statement of Information filed with the California Secretary of State as required by California Corporations Code § 2105, venue is proper in this County and judicial district.

10. This Court has subject matter jurisdiction over this action because the amount of damages claimed, exclusive of interest, costs and attorney's fees, is more than $25,000.

## STATEMENT OF OPERATIVE FACTS

11. Plaintiffs [redacted] purchased a new 2015 Jeep Cherokee Sport FWD Sport Utility Vehicle, VIN: 1C4PJLAB1FW[redacted] from Perry Chrysler/Jeep in National City, CA, on the evening of January 2, 2015. Plaintiff [redacted] and Plaintiff [redacted] were co-buyers of the vehicle. The vehicle was purchased for [redacted] On the evening of January 2, 2015, Plaintiff [redacted] drove her new Jeep home to her parents' house in La Jolla, eighteen miles away, where she was staying for the weekend.

12. On Saturday, January 3, 2015, [redacted] drove her younger brother eight miles to Del Mar where they went for a hike. Later that day, she drove her mother, sister, and six week-old nephew to Balboa Park for the afternoon, thirteen miles away, then back to her parents' home.

13. On the morning of January 4, 2015, [redacted] drove her new Jeep SUV from her parents' house to Sports Arena Blvd. to go shopping, and then returned to her parents' house.

14. Ms. [redacted] parked her car outside her parents' house and went inside. Moments later, her brother looked outside the window and saw smoke coming from the Jeep. Within a couple of minutes the engine compartment caught fire.

15. [redacted] called 911, while [redacted] brother ran outside and grabbed a garden hose in an attempt to douse the plants to prevent the fire from spreading to the surrounding flora.

16. According to the San Diego Fire Department Report, it took the responding truck six minutes to get to the house. In that time, [redacted] had called 911 a second time because the family was so fearful the family home would catch fire in drought conditions.

17. By the time the fire department arrived at the scene, the Jeep was completely engulfed by flames, the tires had burst in violent, loud explosions and the windows had shattered. The fire had also spread to two palm trees on her parents' property, and traveled down the gutter and burned some of their neighbor's plants. It took approximately six minutes to extinguish the fire.

18. Initially, there was no explanation for the vehicle fire. No one was smoking in or around the vehicle at any time. There was no evidence the fire was started externally and migrated to the vehicle. There was no odor of fuel.

19. Because vehicles do not spontaneously combust, Defendant Chrysler Group LLC dispatched someone from Michigan to inspect the vehicle, but no explanation has been forthcoming for the fire.

20. The 2015 Jeep Cherokee Sport FWD Sport Utility Vehicle, VIN: 1C4PJLAB1FW[redacted] purchased by [redacted] on the evening of January 2, 2015 from Perry Chrysler/Jeep in National City, CA, was designed, engineered, manufactured, assembled, inspected, tested, marketed, advertised and maintained by Chrysler Group, LLC.

21. The [redacted] operated and maintained the vehicle in conformance with the manufacturer's recommendations.

22. Prior to purchasing the vehicle, the [redacted] saw and relied upon advertising campaigns from Chrysler Group LLC for the Jeep Cherokee Sport, including advertising brochures prepared by Chrysler and disseminated by its dealer network, discussing the vehicle's reliability and safety features. The [redacted] primary motivation for purchasing the vehicle was to obtain a safely designed and manufactured, reliable vehicle for [redacted] paid a premium for the vehicle because they believed it was safely designed, engineered, manufactured, assembled, inspected and tested.

23. Because Chrysler Group LLC designed, engineered, manufactured, assembled, inspected, tested, marketed, advertised and maintained the 2015 Jeep Cherokee Sport FWD sport utility vehicle which caught fire less than 48 hours after the vehicle was

purchased by [redacted] Chrysler Group LLC is liable for both its acts and omissions alleged in this complaint.

24. Plaintiffs through the use of reasonable diligence could not have discovered the defect in the 2015 Jeep Cherokee Sport FWD sport utility vehicle they purchased prior to the fire which destroyed the vehicle. Had the Plaintiffs known about the defect, they would not have purchased the vehicle, would not have paid a premium price for the vehicle, and would not have retained and continued to drive the vehicle at a substantial risk to themselves and their family.

25. As a result of seeing her new Jeep sport utility vehicle destroyed by fire after bursting into flames for seemingly no reason just moments after exiting the vehicle, [redacted] has experienced extreme emotional distress, including increased anxiety and difficulty sleeping.

**COUNT ONE**

**CLAIM FOR PRODUCTS LIABILITY – NEGLIGENCE**

(All Plaintiffs against All Defendants)

26. Plaintiffs repeat every allegation contained in the paragraphs above and incorporate such allegations herein by reference.

27. Defendant designed, engineered, manufactured, tested, assembled, marketed, advertised, sold and/or distributed 2015 Jeep Cherokee Sport FWD Sport Utility Vehicle, VIN: 1C4PJLAB1FW[redacted], purchased by Plaintiffs.

28. Defendant owed a duty to use reasonable care in the design, engineering, testing, assembly, marketing, advertisement, inspection, maintenance, warning, sale and/or

distribution of the subject vehicle, to avoid exposing the public and ultimate users like the Plaintiffs to a foreseeable risk of harm.

29. Defendant breached said duty and is liable to the Plaintiffs for one or more of the following negligent acts and/or omissions:

a. Failing to use due care in the design, engineering, testing, assembly, marketing, advertising, inspection, maintenance, sale and/or distribution of the subject vehicle, and/or to utilize and/or implement reasonably safe designs in the manufacture of 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs;

b. Placing the subject vehicle into the stream of commerce when it had a propensity to suddenly and unexpectedly burst into flames while being used in a reasonably foreseeable manner, rendering it hazardous and dangerous for its contemplated and intended use, and thereby presenting an unreasonable risk of serious injury or death;

c. Failing to provide adequate and proper warnings of the subject vehicle's propensity to suddenly and unexpectedly burst into flames while being used in the manner for which it was intended;

d. Failing to incorporate or retrofit the 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs with existing, reasonable safeguards and protections against engine compartment fires and the consequences flowing therefrom, when used in the manner for which it was intended;

e. Failing to adequately prevent, identify, mitigate and fix defective designs and hazards associated with engine compartment fires in accordance with good engineering practices;

f. Failing to notify and warn [redacted] of reported engine compartment fires thus misrepresenting the safety of the 2015 Jeep Cherokee Sport FWD sport utility vehicle, VIN: 1C4PJLAB1FW[redacted] and the model subject vehicle generally;

g. Failing to make adequate and timely corrections to the manufacture and design of the 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs, and to the model vehicle generally so as to prevent and/or minimize the effects and incidents of engine compartment fires; and,

h. Otherwise being careless and negligent.

30. As a direct and proximate result of Defendant's actions as alleged herein, Plaintiffs suffered damages on January 4, 2015, when the subject vehicle burst into flames, destroying the vehicle and surrounding flora.

31. Defendant's actions as alleged herein were a substantial factor in causing Plaintiffs' damages.

32. As a direct and proximate result of Defendant's actions, the Plaintiffs are entitled to damages in an amount to be proven at trial.

33. As a direct and proximate result of Defendant's actions, inactions, and negligent and grossly negligent breaches of the standard of care, Plaintiffs have suffered damages, including medical expenses, in an amount to be proven at trial.

34. As a direct and proximate result of Defendant's actions, Plaintiff [redacted]has suffered emotional distress, including anxiety, mental anguish, fear of driving, and loss of sleep, in an amount to be proven at trial.

## COUNT TWO

## CLAIM FOR STRICT PRODUCTS LIABILITY – NEGLIGENT DESIGN

(All Plaintiffs against All Defendants)

35. Plaintiffs repeat every allegation contained in the paragraphs above and incorporate such allegations herein by reference.

36. Defendant designed, engineered, manufactured, tested, assembled, marketed, advertised, sold and/or distributed the 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs.

37. Defendant was under a duty to exercise ordinary care to design a product that was reasonably safe for the purpose for which it was intended.

38. Defendant failed to perform such duty.

39. Defendant's negligence in failing to design a reasonably safe product was the direct and proximate cause of Plaintiffs' damages.

40. Plaintiffs are therefore entitled to damages in an amount to be proven at the time of trial.

41. As a direct and proximate result of Defendant's actions, inactions, and negligent and grossly negligent breaches of the standard of care, Plaintiffs have suffered damages in an amount to be proven at trial.

42. As a direct and proximate result of Defendant's actions, Plaintiffs have suffered emotional distress, including anxiety, mental anguish, fear of driving, and loss of sleep, in an amount to be proven at trial.

**COUNT THREE**

**CLAIM FOR PRODUCTS LIABILITY – FAILURE TO WARN**

(All Plaintiffs against All Defendants)

43. Plaintiffs repeat every allegation contained in the paragraphs above and incorporate such allegations herein by reference.

44. Defendant designed, engineered, manufactured, tested, assembled, marketed, advertised, sold and/or distributed the 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs.

45. Defendant knew or had reason to know that the 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs was or was likely to be dangerous for the use for which it was supplied.

46. Defendant had no reason to believe those for whose use the product was supplied would realize its dangerous condition.

47. Defendant failed to exercise reasonable care to inform unsuspecting consumers, including Plaintiffs, of the dangerous condition, or of facts which made the vehicle likely to be dangerous.

48. As a direct and proximate result of Defendant's actions as alleged herein, Plaintiffs suffered damages on January 4, 2015, when a fire from the vehicle's engine compartment destroyed the SUV and surrounding flora.

49. Defendant's negligent failure to warn was the direct and proximate cause of the Plaintiffs' injuries.

50. As a direct and proximate result of Defendant's actions, inactions, and breach of the standard of care, the Plaintiffs' are therefore entitled to damages in an amount to be proven at the time of trial.

51. As a direct and proximate result of Defendant's actions, Plaintiffs suffered emotional distress, including anxiety, mental anguish, fear of driving, and loss of sleep, in an amount to be proven at trial.

52. Plaintiffs therefore are entitled to damages in an amount to be proven at the time of trial.

**COUNT FOUR**

**CLAIM FOR PRODUCTS LIABILITY – FAILURE TO RECALL**

(All Plaintiffs against All Defendants)

53. Plaintiffs repeat every allegation contained in the paragraphs above and incorporate such allegations herein by reference.

54. Defendant designed, engineered, manufactured, tested, assembled, marketed, advertised, sold and/or distributed the 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs.

55. Defendant owed a continuing duty to use due care to remedy known defects affecting the safety of its vehicles.

56. Upon information and belief, Defendant breached that duty by failing to conduct an adequate recall/retrofit campaign upon learning of the defects associated with the 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs.

57. As a direct and proximate result of Defendant's actions as alleged herein, Plaintiffs suffered damages on January 4, 2015, when a fire from the vehicle's engine compartment destroyed the SUV and surrounding flora.

58. Upon information and belief, Defendant's failure to recall and retrofit the 2015 Jeep Cherokee Sport FWD sport utility vehicle purchased by Plaintiffs was the direct and proximate cause of the Plaintiffs' injuries.

59. As a direct and proximate result of Defendant's actions, inactions, and breach of the standard of care, Plaintiffs suffered damages in an amount to be proven at the time of trial.

60. As a direct and proximate result of Defendant's actions, Plaintiffs suffered emotional distress, including anxiety, mental anguish, fear of driving, and loss of sleep, in an amount to be proven at trial.

61. Plaintiffs therefore are entitled to damages in an amount to be proven at the time of trial.

**COUNT FIVE**

**CLAIM FOR BREACH OF EXPRESS WARRANTY**

(All Plaintiffs against All Defendants)

62. Plaintiffs repeat every allegation contained in the paragraphs above and incorporate such allegations herein by reference.

63. The subject vehicle was sold and supplied to [redacted] and [redacted] by Defendant.

64. Defendant expressly warranted to the public, and to Plaintiffs, that the subject vehicle could be used safely, for the purpose normally incident to its use, namely transportation.

65. Plaintiffs relied on such warranties in purchasing and driving the subject vehicle.

66. The vehicle sold to and supplied to Margareta Knoos and Stellan Knoos was not as warranted. Such breach of warranty included, but was not limited to the engine compartment was prone to catching fire and did catch fire during normal operations endangering the lives of anyone in or around the vehicle.

67. Defendant knew or should have known that the subject vehicle did not operate as warranted.

68. As a result of the failure of the vehicle to operate as warranted, Plaintiffs suffered damages.

69. The failure of the subject vehicle to be as represented was a substantial factor in causing Plaintiffs' damages.

70. Plaintiffs therefore are entitled to damages in an amount to be proven at the time of trial.

**COUNT SIX**

**CLAIM FOR BREACH OF IMPLIED WARRANTY OF MERCHANTABILITY**

(All Plaintiffs against All Defendants)

71. Plaintiffs repeat every allegation contained in the paragraphs above and incorporate such allegations herein by reference.

72. Defendant designed, engineered, manufactured, tested, assembled, marketed, advertised, sold and/or distributed the subject vehicle.

73. The subject vehicle was sold and supplied to Plaintiffs by and through Defendant.

74. Pursuant to the Uniform Commercial Code, Defendant implied a warranty of merchantability concerning the subject vehicle that it was fit for the ordinary purposes for which such goods are used.

75. The product sold by Defendant and supplied to [redacted] and [redacted] was not of merchantable quality in that:

a. The product was unreasonably dangerous; and,

b. The unreasonably dangerous condition existed when the goods left Defendant's hands.

76. As a result of the failure of the subject vehicle to have the expected quality, the vehicle engine compartment caught fire and engulfed the vehicle in flames, destroying the SUV and surrounding flora.

77. The failure of the subject vehicle to have the expected quality was a substantial factor in causing harm to Plaintiffs.

78. Plaintiffs are therefore entitled to damages in an amount to be proven at the time of trial.

## COUNT SEVEN

**VIOLATION OF THE CONSUMER LEGAL RIGHTS ACT (Cal. Civ. Code §1750 et seq.)**

(All Plaintiffs against All Defendants)

79. Plaintiffs repeat every allegation contained in the paragraphs above and incorporate such allegations herein by reference.

80. This cause of action is brought pursuant to the California Consumers Legal Remedies Act, Cal. Civ. Code § 1750, *et seq.* (the "CLRA"). This cause of action does not seek monetary damages at this point, but is limited solely to injunctive relief.

81. At all times herein mentioned, Plaintiffs are and were "consumers" within the meaning of Cal. Civ. Code § 1761(d).

82. Defendant Chrysler Group LLC is a "person," as defined by California Civil Code § 1761(c).

83. Defendant violated California Civil Code § 1770(a) (7) , (9), and (13) by selling a defective product to Plaintiffs, negligently designing a product sold to Plaintiffs, failing to warn Plaintiffs of the defect in such product, failing to recall such product, failing to remedy the defect in such product, failing to disclose the defect in such product as required by federal law, and breaching the express and implied warranties for such product and fraudulently concealing the defect in such product. These acts and practices constitute a continuing and ongoing unfair and/or deceptive business activity, and justify the issuance of an injunctive relief pursuant to Cal. Civ. Code § 1782(d).

84. As a direct and proximate result of Defendant's unlawful, unfair, and deceptive business practices in violation of California Civil Code Cal. Civ. Code § 1750 *et seq.*, Plaintiffs have suffered and continue to suffer harm by Defendant's conduct. Defendant's conduct presents a continuing threat of harm to the public in that, among other things, Defendant will continue to mislead consumers by selling vehicles that are not of the particular standard, quality, grade, style, and/or model represented by Defendant to consumers. Furthermore, Defendant's conduct presents a continuing threat of harm to the public in that Defendant will continue to make false representations to consumers that Defendant has sold the vehicle in accordance to Defendant's prior representations to such consumers, when in fact Defendant has not actually done so.

85. Accordingly, Plaintiffs seek injunctive relief and attorneys' fees pursuant to the California Consumers Legal Remedies Act, Civ. Code § 1750 *et seq.*

**WHEREFORE,** Plaintiffs pray that the Court award them:

Count One

1. Compensatory damages;
2. General damages;
3. Pre-judgment interest as allowed by statute.

Count Two

1. Compensatory damages;
2. General damages;
3. Pre-judgment interest as allowed by statute.

Count Three

1. Compensatory damages;
2. General damages;
3. Pre-judgment interest as allowed by statute;

Count Four

1. Compensatory damages;
2. General Damages;
3. Pre-judgment interest as allowed by statute;

Count Five

1. Compensatory damages.

Count Six

1. Compensatory damages;
2. Attorneys' fees and costs;

3. Statutory penalties as allowed by Cal. Civ. Code §1794(c).

Count Seven

1. Injunctive relief;
2. Attorneys' fees and costs.

All Causes of Action

1. Costs of suit.
2. All other relief the Court deems necessary and proper.

**MLG AUTOMOTIVE LAW, APLC**

Dated: February 2, 2015

By: _____

Jonathan A. Michaels, Esq.
M. Todd Ratay, Esq.
Noel Rayo, Esq.
Attorneys for Plaintiffs,
Margareta Knoos and Stellan Knoos

# PE15-003

# FLAT CHRYSLER

# 3-18-2015

# ENCLOSURE 4



| | |
|---|---|
| **MATTER #** | [redacted] |
| **FILE TYPE** | Legal Claim |
| **FILE NAME** | [redacted] |
| **CAIR #** | [redacted] |
| **DATE OF INCIDENT** | 12/24/2014 |
| **DATE OF NOTICE** | 12/26/2014 |
| **MODEL/MODEL YEAR** | 2015 Jeep Cherokee Latitude 4x4 |
| **VIN** | 1C4PJMCB6FW5[redacted] |
| **MILEAGE** | 1,200 |
| **OWNER** | [redacted]<br>[redacted]<br>Ferndale, MI [redacted] |
| **COURT** | NA |
| **DOCKET #** | NA |
| **ALLEGED DEFECT** | Fire |
| **DESCRIPTION** | Vehicle was being operating on a freeway when the dash lights illuminated and smoke came from the front passenger side. The vehicle was pulled over to the side of the road, occupants exited the vehicle, and noticed flames from the right side wheel well. |
| **INJURIES** | 0 |
| **FATALITIES** | 0 |
| **ANALYSIS** | Vehicle inspection[1] could not determine the cause of the fire, but determined that the damage was more severe on the right side of the vehicle. The analysis of the engine compartment fire pattern and damage appears to indicate that the fire was the result of burning fluid, originating in the area of the exhaust manifold and catalytic converter. |

[1] The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege. The available inspection photos are being produced in this submission, which are labelled in a folder by the CAIR number.