

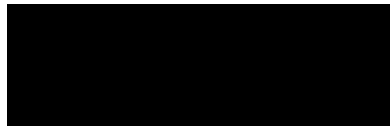
PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2015-05-05 19:17:11.974751**

**Files Not Recieved: 0**



# CHRYSLER

04/24/2015

VIA E-MAIL ONLY

[REDACTED]

**RE: 2014/Jeep/Grand Cherokee  
1C4RJFCT6EC [REDACTED]**

Dear [REDACTED]

This is in response to our recent communications regarding the above Subject Vehicle.

After a careful review of the documents currently in the file we are unable to conclude that Chrysler Group LLC has the responsibility to accommodate your request for repurchase of the Subject Vehicle.

Chrysler understands your concerns and frustrations, and in the interest of customer satisfaction is willing to offer to settle your claim for the following:

- Chrysler will reimburse you \$1,500.00. In exchange, you will retain the vehicle and its loan obligation and release Chrysler Group LLC and its dealers from any additional claims in this matter.

Our motivation in making this offer is to satisfy you, our customer, and fulfill Chrysler's obligations, if any, under applicable State and Federal laws. That we are making this offer should not be construed as an admission of liability on the part of Chrysler Group LLC.

Please review our offer and advise Oscar Cantu at 1-888-542-7239 ext. 2146 of your decision as soon as possible, as this offer will remain valid for ten (10) days, after which we will assume you have rejected our offer and our file will be closed.

Sincerely,

Mike McDowell  
Customer Relations/Warranty Manager  
California Business Center

Chrysler Group LLC  
7700 Irvine Center Drive, 4th Floor  
Irvine, CA USA 92618-2924

## RELEASE AGREEMENT

In sole consideration of the tender of good and negotiable funds in the amount of one thousand, five hundred dollars (\$1,500.00) made by Chrysler Group LLC pursuant to Paragraph 19 of the June 1, 2009 Order (I) Authorizing the Sale of Substantially all of the Debtors' Assets Free and Clear of all Liens, Claims, Interests and Encumbrances . . . (In re Old Carco LLC, f/k/a Chrysler LLC, et al., Bankr. SDNY, No. 09-50002) I, [REDACTED] release and discharge Chrysler Group LLC, Old Carco LLC, and Chrysler LLC, and any other named Chrysler debtor, their representatives, employees, agents, directors, members, shareholders, stakeholders, attorneys, assigns, assignees, acquiring entities, predecessors, successors, direct and indirect parent entities and subsidiaries, and affiliated entities as well as Autowest Chrysler Jeep Dodge and authorized Chrysler Group LLC dealerships from all known and unknown claims, damages, costs, attorneys' fees, expenses, loss of services, personal injuries and property damage related to the 2014 Jeep Grand Cherokee, VIN: 1C4RJFCT6EC [REDACTED] ("Subject Vehicle") through and including the execution date of this release. This Release shall not limit or modify the terms of any warranty or service contract applicable to the Subject Vehicle.

I, [REDACTED] agree that the 2014 Jeep Grand Cherokee, bearing VIN: 1C4RJFCT6EC [REDACTED] is not a "lemon" and does not qualify as a "lemon" under the Song-Beverly Consumer Warranty Act or the Magnuson-Moss Warranty Act, and I will maintain possession of and any financial obligation for the Subject Vehicle.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim or the Subject Vehicle. I expressly agree that the only consideration I will receive is that listed above and that Chrysler Group LLC has made no other promises to me. I accept the consideration listed above as full satisfaction of any and all claims as set forth herein.

I further agree that the amounts of any payments made pursuant to this agreement shall remain confidential and shall not be disclosed by myself,, my agents,, my representatives, or anyone acting on my behalf to anyone for any purpose with the exception of such disclosure as necessary or required by law. This agreement shall not prevent, preclude or in any way limit me, from disclosing the problem(s) I experienced with the vehicle pursuant to California Civil Code Section 1793.26.

This is a full and final release applying to all unknown and unanticipated damages arising out of any act, omission or occurrence up to and including the execution date of this release, whether known or unknown, and I, the undersigned, waive all right or benefits which the undersigned now have or in the future may have under the terms of 1542 of the Civil Code of California which said section reads as follows:

"A general release does not extend to the claims which the creditor does not know or suspect to exist in his favor at the time of executing the release, which if known by him must have materially affected his settlement with the debtor."

This release reflects the final agreement between the parties and is intended to replace any prior Release relating to claims described herein. Any prior agreement and/or release relating to the claims described herein is/are voided and unenforceable.

I fully understand and freely sign this release.

DATE: 29 Apr 2015, 2015

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



CAIR #: ~~0000000000~~  
11/7/15

[REDACTED]  
New Smyrna Beach, FL [REDACTED]  
December 24, 2014

Mr. Richard Thorton, Head of Operations  
Chrysler Group LLC  
CIMS 423-04-02  
800 Chrysler Drive  
Auburn Hills, MI 48326

Dear Mr. [REDACTED]

I am writing you to express my concern with the Forward Collision Mitigation warning system on my recently purchased 2014 Jeep Grand Cherokee (VIN 1C4RJFCG4EC4[REDACTED]). I had a near collision with the vehicle on 11/18/2014 with no warning from the system. Furthermore, there have been other situations with no warning; for example, when I have been abruptly cut-off by another vehicle and had to slam on my breaks at the last second to avoid a front-end collision. I have the U-Connect "Safety and Driving Assistance" screen set to "far".

I have taken the vehicle back to my dealer's service department (New Smyrna Chrysler, Jeep, Dodge: 1300 N Dixie Freeway, New Smyrna Beach, FL 32168) who claimed the system was working but never actually physically tested it.

I have also contacted the Jeep LLC Customer Service Center three times (Case [REDACTED]) with their only response being "the dealer said it was working". I was also told to send a written complaint to the NHTSA if I was not satisfied. But before I do that, I wanted to express my concern to you.

The Jeep's safety features were one of the primary reasons I purchased the vehicle and now feel less safe without that warning capability.

I am requesting that you have this situation investigated further and have the system brought into a fully operational condition.

Sincerely,  
[REDACTED]

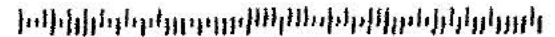
New Smyrna, FL 32168

26 DEC 2014 PM 4:1



Mr. Richard Thornton, Head of Operations  
Chrysler Group LLC  
CIMS 423-04-02  
800 Chrysler Drive  
Auburn Hills MI 48326

48326278199



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2015-01-09 11:43:51.829672**

**Files Not Recieved: 0**



**COMMONWEALTH of VIRGINIA**  
*Office of the Attorney General*

Mark R. Herring  
Attorney General

900 East Main Street  
Richmond, Virginia 23219  
804-786-2071  
FAX 804-225-4378

December 16, 2014

Office of the President  
Chrysler, LLC \*  
Customer Relations Support  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

Re: [REDACTED] Mr. [REDACTED] VS Chrysler, LLC \*

Dear Sir or Madam:

Enclosed is a copy of a complaint that has been filed with the Virginia Attorney General's Office regarding your company. This matter has been referred to the Dispute Resolution and Investigations Unit. Our unit utilizes neutral dispute resolution services such as facilitation, conciliation, mediation and/or arbitration at no cost to the participants. Through our services, consumer disputes can be resolved quickly and amicably without the time and expense of litigation. Participation in this process is voluntary and has resulted in the satisfactory resolution of approximately 80% of referred complaints.

Please review this complaint carefully and, if you would like to respond, please do so *in writing* within ten (10) business days from the date of this letter. All responses are shared with the consumer. I am available to answer any questions you may have about the process.

This Office will retain the complaint form and copies of all official correspondence regarding the complaint in accordance with the applicable state retention schedule. Under the Virginia Freedom of Information Act, please be advised that these materials will be available to the public for review, upon request.

I may be contacted at (804) 786-1244 or (800) 552-9963, extension 61244 within Virginia. My email address is ebishop@oag.state.va.us. The fax number is (804) 225-4378.

Sincerely,

*Erin B. Bishop*

Erin B. Bishop  
Dispute Resolution Specialist  
Dispute Resolution and Investigations Unit

Enclosure

cc: Mr. [REDACTED]

RECEIVED

JAN 05 2015

Office of the General Counsel

DEC 23 2014

VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES - OFFICE OF CONSUMER AFFAIRS  
OFFICIAL CONSUMER COMPLAINT FORM

EBB  
12-12-14  
RECEIVED  
DEC 10 2014  
CONSUMER PROTECTION SECTION  
Sm

SECTION 1 - Your Information

Mr./Mrs. Ms.	Last name	First name	Mid. Initial
Mailing address			Apt. or suite number
City	State	Zip code	Country, if not U.S.
Alexandria	VA		
Home number, including area code	Work number, including area code	Fax number, including area code	
		( )	
City or county of residence	Your e-mail address		
Fairfax County			
Do you prefer to be contacted at home, work or by e-mail?		Best time to reach you between 8AM and 5PM?	
		After 2 PM	

SECTION 2 - Name of Company Against Which You Are Complaining

Full name of company			
Chrysler Group LLC			
Mailing address			Office or suite number
P.O. Box 21-8001			
City	State	Zip code	Country, if not U.S.
Anbourn Hills	MI	48321	
Company's Internet address (URL)			
www.chryslergroupllc.com			
Telephone number, incl. area code	Fax number, including area code	Other contact number, including area code	
(800) 334-9200	( )	( )	

SECTION 3 - Complaint Information

Type of product, item, or service involved (For motor vehicles, please specify if automobile, boat, motorcycle, etc.)		
Automobile		
Manufacturer, make or brand	Model	Year
Jeep	Grand Cherokee	2014
Serial number, Vehicle Identification Number (VIN)		
1C4RJFCT4EC [redacted]		
Date of purchase or lease	Was this a new or used item?	
June 16, 2013	New	
Did you sign a contract or a lease? Yes [ ] or No [ ]	If yes, please indicate the following	Starting date: Expiration date:
Total amount paid	Total amount in dispute	How was payment made? (cash, credit card, check)
\$47,621.20	\$47,621.20	Check
Did you buy an extended service contract? Yes [ ] or No [X]	If yes, name of company responsible for extended service contract or extended warranty	
For automobile complaints, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.)		
Engine replaced, leak fixed, adaptive cruise control radar module attempted to fix many times but failed		
Before any work was performed, did you ask for and receive a written copy of the cost estimate? Yes [ ] or No [X]		
Did you authorize any changes to the original estimate? Yes [ ] or No [X] If yes, provide details on the next page		
Were the completed repairs different from what you had authorized? Yes [ ] or No [X] If yes, provide details on the next page		

SECTION 4 - Resolution Attempts You Have Made

Have you contacted the company? Yes [X] or No [ ]	If yes, name of person most recently contacted	Their phone number, incl. area code
	Melba (no last name given)	(800) 763-6472 (ext. 40640)
What resolution are you seeking?		
I would like to get my money back.		
List any other organizations you have contacted (i.e., other consumer protection offices, Better Business Bureau, etc.)		
Do you have an attorney in this case? Yes [ ] or No [X]	If yes, name of your attorney	Attorney's number, incl. area code
		( )
Has your complaint been heard or is it scheduled to be heard in court? Yes [ ] or No [X] If yes, where and when?		

RECEIVED  
DEC - 3 2014  
VDACS, Office of Charitable & Regulatory Programs

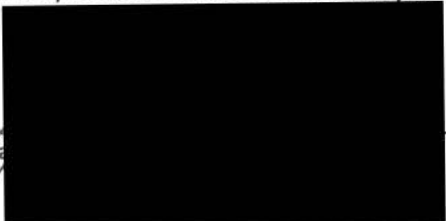
➤ SECTION 5 – Full Description of Complaint - Use additional sheets if necessary

The first problem I encountered was water in the battery box below the passenger seat. This issue took about a week to fix, although it is still unknown whether the water leaked into other parts of the vehicle. Next, the engine failed and needed to be entirely replaced just after crossing 3,000 miles. It took about two weeks to get a replacement engine installed. Next, the adaptive cruise control started sending error messages and would not work. Worse, the forward collision warning, a feature that is supposed to sense if you are in danger of rear-ending a vehicle by giving warning messages to "BRAKE!" and even applying the brakes for the driver, started activating when there is no vehicle in front of me at all. I have video of this issue repeatedly occurring, even after the most recent repair attempt. I have brought it in 4-6 times (I will obtain a full report of service records from the dealer soon) for this issue and notified <sup>by email</sup> the manufacturer of the repeated failed attempts at fixing it, as I need to do for the vehicle to be eligible for the lemon law. The manufacturer responded by putting my vehicle in its enhanced customer care program. ( Use additional sheets if necessary ) cont. on next page →

➤ SECTION 7 – Disclaimers and Affidavits

- The information requested on this form and on any subsequent requests for additional information is subject to the Virginia Government Data Collection and Dissemination Practices Act, Va. Code Section 2.2-3800 et seq.
- All information provided to this Office is available for public inspection under the Virginia Freedom of Information Act, Va. Code Section 2.2-3700 et seq., except in the case of ongoing investigations. Closed complaints will be retained for three years after closure and then destroyed.
- By signing this form, you authorize the Office of Consumer Affairs and any other local, state or federal agencies to which we may refer your case, to evaluate your complaint, to contact you and to take whatever lawful actions are deemed appropriate in your case.
- By signing this form, you certify that the statements made herein or on any attached documentation are true and complete to the best of your knowledge, information and belief.

Signature



Date

December 1, 2014

(Revised JUN 2011)

➤ SECTION 5 – Full Description of Complaint - Use additional sheets if necessary

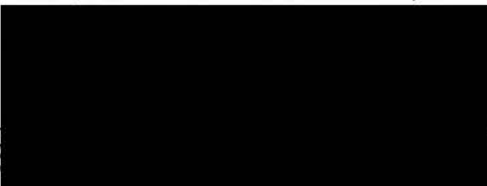
where corporate engineers work with the dealer to help resolve the issue. After multiple attempts at repair under this program failed, I am now moving to get my money back, as it is clear that I have received a defective vehicle. It is also worth noting that I have also experienced numerous smaller software glitches as well (e.g., backup camera video feed shabby/glitchy, bluetooth not working, etc.), some of which have been resolved, and some which still persist. I also have had all repairs & repair attempts done at Koons Chrysler in Vienna, VA, other than the engine replacement, which was done at Chrysler of Culpeper in Culpeper, VA. As I mentioned earlier, I will also obtain a full transcript of all work done on the Jeep, and will be able to provide it to you at your request, although Jeep/Chrysler should be able to provide you with it, as well I can also provide proof that the issue of the adaptive cruise control/forward collision warning still exists.

( Use additional sheets if necessary )

➤ SECTION 7 – Disclaimers and Affidavits

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Signature



Date

December 1, 2014

(Revised JUN 2011)

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]m  
To: customerassist@chrysler.com  
Date: Sat Jan 17 13:05:19 EST 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Forward Collision Alert

Comments:  
-----

Can anyone give me a thorough definitive step by step understanding on the exact way this feature was designed to operate. We have been given several different explanations mostly wrong and have tried several different scenarios and still don't fully understand it. It only seems to work with adaptive speed control on. We called the dealer service manager and he never returned our call.

It's not like I'm illiterate, I have a very high IQ and have had this feature on a new Subaru and It worked fantastic. If I understand this one, it is either not working or is worthless but I want to make sure which it is!

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: Reply\_By\_Link\_Only@chrysler.com

To: [REDACTED]

Date: Tue Jan 20 14:03:55 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

[REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

Below is a detailed description of the operation of the Forward Collision Warning (FCW) system in your vehicle per your request. For details on how to operate and maintain your vehicle, please refer to the vehicle owner's manual. You may view manuals online at:

<http://www.jeep.com/en/owners/manuals/>

The Forward Facing Camera (FFC) module is a stand-alone monocular camera that captures and processes video images. The camera will perform the following functions on this model:

?Automatic High Beam Control (AHBC) - Based on ambient situations, the AHBC feature will control the vehicle high-beam headlights automatically, relieving the driver of the manual operation of the high beam headlights. The AHBC feature automatically turns off the high beams when there is oncoming traffic, preceding traffic, presence of a village, high ambient lighting due to a town or twilight/dusk, when the vehicle driving speed too low, delay and fog.

?Object detection for supporting data fusion (ACC+) - The camera provides additional object, lane and environmental conditions for data fusion. The FFC will also perform redundancy checks with the ACC radar to verify accurate detection.

?Lane Departure Warning (LDW+) - LDW+ utilizes camera-based machine vision sensor to detect and measure vehicle position within lane boundaries (when enabled). The system can be turned on or off with a single hard button on the Auxiliary Switch Bank Module (ASBM). The driver can configure the torque feedback amount and warning zone start point through the personalization settings in the radio. Three settings for each are provided.

?Forward Collision Warning Plus (FCW+) - The FFC in conjunction with the radar sensor is used to detect whether the vehicle is approaching another vehicle or large obstacle in its path too rapidly and will warn/assist the driver in avoiding/mitigating the incident (when enabled). The driver has the ability to adjust the sensitivity and turn brake support on or off in the radio.

The Forward Facing Camera (FFC) module is powered by a fused battery feed from the Power Distribution Center (PDC) so that it is only active when ignition is set to the run position.

Adaptive Cruise Control Plus and Forward Collision Warning Plus (ACC+/FCW+) - The FFC reports to the Adaptive Cruise Control (ACC) module to create the enhanced ACC+ as well as the FCW+ operation. These components share a private CAN C bus where data from the FFC is sent to the ACC module for data fusion.

Lane Departure Warning Plus (LDW+) - The LDW+ feature uses the FFC module to identify visible lane markings and to track lane boundaries. The FFC module requests haptic responses from the Electric Power Steering (EPS) system when required.

#### ADAPTIVE SPEED CONTROL

?Utilizes Radar and camera sensors to identify vehicles in forward path and maintains a selectable distance between the vehicle and the one in front of it;

?ACC with stop and go has full functionality between 0 and 100 mph;

?After ACC with stop and go brings the vehicle to a stop, the driver must indicate the intention to resume by either pressing the resume button or tapping the accelerator pedal;

?Driver can select one of four following distances depending on driver preference.

The optional ACC Plus (ACC +) system (also known as ACC Stop and Go) has functionality beyond that of Normal Cruise Control and Adaptive Cruise Control. This system has the functionality of the cruise control system of maintaining a driver defined Set Speed without the driver needing to press the throttle. This system also has the functionality of the regular ACC system of increasing and decreasing the vehicle speed based on target vehicles moving slower than the ACC Set Speed. Beyond the functionality of the regular ACC system, this system offers a larger operational speed range, which constitutes of speeds from 0 mph to a configurable upper bound. If a target vehicle comes to a standstill, the ACC+ system will also bring the ACC+ host vehicle to a stop, and will keep the vehicle at a standstill for an undetermined period of time by first applying the brakes, and after the brakes time-out, cancelling the ACC+ system and applying the Electronic Park Brake (EPB). The ACC with stop and go system will also incorporate Forward Collision Warning-Plus (FCW). With grade braking, the transmission will automatically downshift to maintain selected vehicle speed and distance, preventing overheating of brakes.

The ACC sensor, the FFC, the ABM, the IC, the EVIC, the PCM and the SCCM each contain a microcontroller and programming that allow them to communicate with each other using the Controller Area Network (CAN) data bus. This method of communication is used by the ACC module to provide inputs to the ABS module, the EVIC and the PCM. This is also used by the ABS module to provide inputs to the PCM, by the SCCM to relay the status of the speed control switches to the PCM and by the PCM for control of the indicators in the IC and the indications in the EVIC.

The ACC with stop and go system used also incorporates grade braking and Forward Collision Warning-Plus (FCW). With grade braking, the transmission will automatically downshift to maintain selected vehicle speed and distance, preventing overheating of brakes.

The optional equipment ACC+ system includes the following major components, which are described in further detail elsewhere in this service information:

?Adaptive Speed Control Module - An Adaptive Cruise Control (ACC) module (also known as the Adaptive Cruise Control/ACC sensor or radar sensor or module) is located on a bracket secured near the center of the underside of the front bumper support member of the Front End Module (FEM) behind the front fascia.

?Antilock Brake System Module - An Antilock Brake System Module (ABS) is located on the antilock brake Hydraulic Control Unit (HCU) in the engine compartment.

?Brake Lamp Switch - The brake (also known as stop) lamp switch is located on the brake pedal support bracket under the driver side of the instrument panel.

?Instrument Cluster - A CRUISE indicator is located in the fixed segment display of the Instrument Cluster (IC) that provides an indication to the vehicle operator when the speed control system is turned ON.

?Electronic Vehicle Information Center - The Electronic Vehicle Information Center (EVIC) is located in the Instrument Cluster (IC) and provides an interface to the vehicle operator for setting

the adaptive speed control customer preferences as well as a display of the adaptive speed control and Forward Collision Warning (FCW) system status messages.

?Forward Facing Camera - The Forward Facing Camera (FFC) is located inside the Combined Rear View Mirror Module (CRVMM) housing assembly. The FFC provides input for data fusion purposes allowing the ACC sensor radar data to be redundancy checked.

?Powertrain Control Module - The Powertrain Control Module (PCM) located in the right front corner of the engine compartment contains the software and hardware that monitors all of the speed control system inputs and controls all of the speed control system outputs.

?Speed Control Switches - A speed control switch pod containing eight momentary switch push buttons (five standard cruise push buttons and three ACC push buttons) is located in the right horizontal spoke of the steering wheel.

?Steering Column Control Module - The Steering Column Control Module (SCCM) is located at the top of the steering column just below the steering wheel.

?Wheel Speed Sensors - A wheel speed sensor is located on the knuckle of each front and rear wheel.

The ACC module is a stand-alone forward facing radar module. It is mounted to the vehicle structure, outside the cabin, in a manner allowing for an unobstructed view. The ACC module can operate as a stand-alone Electronic Control Unit (ECU) or can also be used in conjunction with additional forward ranging and object detection sensors in order to provide many driver assistance systems features.

The ACC module is located on a bracket secured on the passenger right underside of the front bumper support behind the front fascia. The stamped steel ACC module mounting bracket is secured by two screws to a bracket on the bumper support member. The ACC Module consists of a radar sensor, a sensor-integrated ECU with CAN interface, and software for radar measurement, object tracking and longitudinal control.

The ACC module and radar sensor communicates with other vehicle ECUs via both public and private bus networks to provide the following features sets:

?Standard Cruise Control

?Adaptive Cruise Control (ACC)

?Enhanced Adaptive Cruise Control (ACC+)

?Adaptive Cruise Control with Stop and Go (ACC+)

?Forward Collision Warning (FCW)

?FCW with Collision Mitigation (FCW+)

?Full Speed Range Forward Collision Mitigation (FSRFCW+)

?Advanced Brake Assist (ABA)

The microcontroller within the Adaptive Cruise Control (ACC) module contains the logic circuits and controls many of the features of the adaptive speed control system. The ACC module receives battery voltage on a fused ignition switch output (run) circuit and is grounded at all times through a hard wired remote ground point. These connections allow the ACC module to operate only when the ignition switch is in the ON position. Likewise, the ACC module sleeps whenever the ignition switch is in any position except RUN.

The ACC module is also a Radio Detection And Ranging (RADAR) transceiver. The ACC module transmits electromagnetic signal bursts at an operating frequency of 77 gigahertz. Those signal bursts are scattered by any objects they strike within the 40 degree field of view of the transceiver, which changes the strength and frequency of the signal. The ACC module antenna receives and interprets the returned signals to detect any objects in the path of the vehicle as well as their speed and direction.

The ACC module receives electronic speed control switch status message inputs from the microcontroller integral to the Steering Column Control Module (SCCM) over the Controller Area Network (CAN) data bus. The module also monitors electronic message inputs from the Powertrain Control Module (PCM), the Antilock Brake System (ABS) Module and the Transmission Control Module (TCM).

The ACC module logic processes all of those inputs, then provides the appropriate electronic message outputs over the CAN data bus to the PCM, the TCM and the ABS to control and maintain the separation setting selected by the vehicle operator between the vehicle and any preceding vehicles. The ACC module also provides electronic message outputs to the Instrument Panel Cluster (IPC) and the Electronic Vehicle Information Center (EVIC) to invoke the Forward Collision Warning (FCW) features.

The module also contains an electronic ambient temperature module and a heating element. When appropriate ambient temperatures are sensed, the heating element is energized by the ACC module control circuitry to keep the module lens or radar dome clear of ice and snow accumulations that might otherwise blind the module to proper reception of returned signals. For those models equipped with the Forward Facing Camera (FFC), the camera provides additional object and environmental information to the radar to support its decision making. If the two readings between the FFC and the ACC radar are not completely identical, the system will become disabled. When the ACC system is paired with the FFC option, this is known as the ACC+ system.

Thanks again for your email.

Sincerely,

Tony

Customer Service Representative

FCA Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8979880V80635L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8979880V80635L0KM&)

Original Message Follows:

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US Customer Service - Jeep Brand Site

Brief Description:

Forward Collision Alert

Comments:

Can anyone give me a thorough definitive step by step understanding on the exact way this feature was designed to operate. We have been given several different explanations mostly wrong and have tried several different scenarios and still don't fully understand it. It only seems to work with adaptive speed control on. We called the dealer service manager and he never returned our call. It's not like I'm illiterate, I have a very high IQ and have had this feature on a new Subaru and It worked fantastic. If I understand this one, it is either not working or is worthless but I want to make sure which it is!

VIN:

FO [REDACTED]

Mileage:

800

Servicing Dealer:

Jim Click

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Marana

State:

AZ

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: b [REDACTED]  
To: customerassist@chrysler.com  
Date: Wed Feb 18 16:13:09 EST 2015  
Subject: Reply to Chrysler Group LLC (KMM8979880V80635L0KM)  
Reply Comments:

-----

Thanks very much for the info. I'm confused about several things, first it is almost impossible to get the forward collision alert to function even set to far. I have come within less than a car length of a large vehicle at speed and not gotten a warning, I have had the warning at slower speeds when the vehicle in front is stopped at a stop sign but never while moving in traffic. Second the lane departure warning has never functioned and I don't see a thing on the u-connect nor any button on the dash about setting it! The problem here is that the dealer sales and service manager don't have a clue how any of this works and gave us a lot of misinformation. we have had these functions on a Subaru Outback and are aware of how they should work and were not seeing it here.

From: Reply\_By\_Link\_Only@chrysler.com

To: [REDACTED]

Date: Thu Feb 19 07:48:37 EST 2015

Subject: Re: Reply to Chrysler Group LLC (KMM8979880V80635L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep® Customer Assistance Center.

I regret the problem you have experienced and appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle via email. If you have been unsatisfied with your servicing dealership, we recommend contacting a different authorized dealership to arrange an appointment for a second opinion.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should the dealer require technical assistance on the operation of the referenced items they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.

Finding another dealer is simple;

You can find a dealership by visiting our Jeep brand website at Jeep® - <http://www.jeep.com>

Thank you again for your email.

Sincerely,

Tony

Customer Service Representative

FCA US Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9025975V50117L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9025975V50117L0KM&)

Original Message Follows:

-----

Comments:

Thanks very much for the info. I'm confused about several things, first it is almost impossible to get the forward collision alert to function even set to far. I have come within less than a car length of a large vehicle at speed and not gotten a warning, I have had the warning at slower speeds when the vehicle in front is stopped at a stop sign but never while moving in traffic. Second the lane departure warning has never functioned and I don't see a thing on the u-connect nor any button on the dash about setting it! The problem here is that the dealer sales and service manager don't have a clue how any of this works and gave us a lot of misinformation. we have had these functions on a Subaru Outback and are aware of how they should work and were not seeing it here.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



[REDACTED]

**Susalla Jay (FCA)**

---

**From:** Tarnosky-Dietrich Tina (FCA)  
**Sent:** Friday, January 30, 2015 4:37 PM  
**To:** Susalla Jay (FCA)  
**Subject:** FW: New Case [REDACTED] 1-28-15

Please attach to CAIR [REDACTED] sending you the rest of the file via the scanner.

---

**From:** Tarnosky-Dietrich Tina (FCA)  
**Sent:** Friday, January 30, 2015 12:33 PM  
**To:** 'G [REDACTED]'  
**Subject:** RE: New Case, [REDACTED] 1-28-15

Ms. [REDACTED]

After a careful review of the documents currently in the file, including the inspection by our Technical Advisor 1/30, we are unable to conclude that FCA has the responsibility to accommodate Ms. [REDACTED] request for repurchase of the Subject Vehicle at this time.

Thank you for the opportunity to review this matter with you.

Sincerely,

Tina Dietrich  
CA Business Center  
Customer Relations Specialist  
949-450-5140 Phone  
949-450-5157 Fax

---

**From:** [REDACTED]  
**Sent:** Wednesday, January 28, 2015 9:55 AM  
**To:** Tarnosky-Dietrich Tina (FCA)  
**Subject:** New Case, [REDACTED] 1-28-15

[REDACTED]  
*Mediator/Analyst*  
*New Motor Vehicle Board*  
*1507 21st Street, Suite 330*  
*Sacramento, CA 95811*  
*email - [jgrassinger@nmvb.ca.gov](mailto:jgrassinger@nmvb.ca.gov)*  
*Phone 916-323-7205*  
*Fax - 916-323-1631*

IS PRIVILEGED AND CONFIDENTIAL. ANYONE WHO RECEIVES  
THIS E-MAIL IN ERROR, SHOULD NOTIFY THE SENDER BY  
TELEPHONE AND/OR REPLY MESSAGE IMMEDIATELY AND  
DESTROY THE ORIGINAL MESSAGE IN HIS OR HER POSSESSION.  
THANK-YOU.



Customer Number: 3

Invoice Number

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 983598552 ARD # AE166885

\*ACCOUNTING\*  
DUPLICATE 1

APPLE VALLEY, CA

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: [REDACTED]

SERVICE ADVISOR: 172 CARL MILLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXEC2		11637 11640	T365	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			16:00 06FEB14			CASH	06FEB14
R.O. OPENED	READY	OPTIONS: STK.14J219					
09:32 04FEB14	09:40 06FEB14						

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI. 992 CPJ 0.00 0.00 0 0 0.00 0.00									
B	...VERSION 1 (EMP# 992,06FEB14 09:24): 11640 TIRE PRESSURES 38 PSI X 4 CUSTOMER STATES: WHEN DRIVING ON SCREEN SAYS ALERT 911 PHONE NOT CONNECTED, TAKE TO DRALER 8-100 CHECK AND PERFORMED UPDATE RA4 992 WZ 0.00 0.00 0 0 0.00 0.00 0 0 TPARTS 0 0 TLABOR ...VERSION 1 (EMP# 992,06FEB14 09:24): 11640 SCREEN SAYS ALERT 911 ...FOUND RADIO UPDATE FOR THIS CONCERN, PERFORMED RA4 UPDATE AND ROAD ...TESTED									
C	CUSTOMER REQUEST 29.99 OIL AND FILTER CHANGE 2999 CUSTOMER REQUEST 29.99 OIL AND FILTER CHANGE 992 CPEJ 0.00 0.20 600 643 6.43 6.43 1 4884899AB FILTER-ENGINE OIL 490 585 0 8.15 5.85 5.85 7 68055890AA OIL 1610 1771 0 2.76 2.53 17.71 ...VERSION 1 (EMP# 992,06FEB14 09:25): 11640 L.O.F 0.30 PERFORMED ...L.O.F									
D	HAZARDOUS MATERIAL HANDLING CHARGE OF \$1.40 FOR OIL AND FILTER CHANGE. HAZ1 HAZARDOUS MATERIAL HANDLING CHARGE OF \$1.40 FOR OIL AND FILTER CHANGE. 992 CPJ 0.00 0.00 0 140 1.40 1.40									
E	ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS) RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS) 99 WZ 0.00 0.00 0 0 0.00 0.00 0 0 TPARTS 0 0 TLABOR									
F	CUSTOMER STATES IN OFF ROAD MODE HAS VERY HARD SUSPENSION 2-100 CHECK ALL SETTINGS NORMAL OK. 992 WZ 0.00 0.00 0 0 0.00 0.00 0 0 TPARTS 0 0 TLABOR ...VERSION 1 (EMP# 992,06FEB14 09:26): 11640 IN OFF ROAD MODE ...SUSPENSION IS STIFF ADVISED CUSTOMER THAT IS NORMAL OPERATION.									



## Warranty Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS

**NOTICE:**  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

 	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$	
FLAT RATE HOUR,	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND WARRANTY	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

Customer Number: [REDACTED]

Invoice No: [REDACTED]

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 983596552 ARD # AE166885

\*ACCOUNTING\*  
DUPLICATE 1

APPLE VALLEY, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: [REDACTED]

SERVICE ADVISOR: 172 CARL MILLS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXEC [REDACTED]		11637 11640	T365	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			16:00 06FEB14			CASH	06FEB14

R.O. OPENED	READY	OPTIONS: STK:14J219
09:32 04FEB14	09:40 06FEB14	

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
G**	FLASH ENGINE CONTROLLER NGC									
	FLASH FLASH ENGINE CONTROLLER NGC									
	992 WZ 0.00 0.20			600	2043				20.43	20.43
	1 4275086AD									
	LABEL-GENERAL INFORMATION			0	0	0	1.00	0.00	0.00	0.00
				0	0	TPARTS				
				600	2043	TLABOR				

...VERSION 1 (EMP# 992,06FEB14 09:25): 11640 PCM FLASH UPDATE  
...PERFORMED PCM FLASH UPDATE  
EST: 31.39 04FEB14 09:32 SA: 172  
CONTACT: HOME: 909-746-3366  
TEMP CONTACT: 90953 37777

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-06-14	09:26	09:26	0.00	W	992	F	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45000	783	600		45400	2043	600	
46000	2356	2100		46400	0	0	
32400	188	0		22501	3327	*****	
22200	2043	*****					

COST, SALE, & COMP TOTALS 3300 5182 0


## Warranty Copy

**NO VEHICLES RELEASED AFTER CLOSING HOURS**

**NOTICE:**  
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**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
<b>LABOR CHARGES ARE \$</b> <b>FLAT RATE HOUR.</b>	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
<b>CUSTOMER SIGNATURE</b> X	

DESCRIPTION	TOTALS
LABOR AMOUNT	7.83
PARTS AMOUNT	23.56
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	31.39
DISC./EXTEND WARRANTY	0.00
SALES TAX	1.88
<b>PLEASE PAY THIS AMOUNT</b>	<b>33.27</b>

Customer Number

Invoice No

\*ACCOUNTING\*

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 98358552 ARD # AE166885

APPLE VALLEY, CA

Home:

Bus:

Cell:

Email:

SERVICE ADVISOR: 763 JOSE ORTEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXEC		22646 22646	T4275	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
27SEP13			23:00 06JUN14			CASH	07JUN14

R.O. OPENED	READY	OPTIONS: SOLD-STK:14J219
11:18 05JUN14	15:33 07JUN14	

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	APPOINTMENT SCHEDULED BY CUSTOMER CONCIERGE TEAM, KENDERYAL EXT. 2732									
	BDCKG DEFAULT									
B	P14	99	CPJ	0.00	0.00	0	0		0.00	0.00
	30-102 NEC TO SPECIAL ORDER PART FOR THIS REPAIR									
C	13-071	99	WZ	0.00	0.00	0	0		0.00	0.00
	30-106 PLEASE SEE YOUR SERVICE ADVISOR TO SCHEDULE ANOTHER VISIT FOR A FUTURE DATE									
D	14-014	99	WZ	0.00	0.00	0	0		0.00	0.00
	30-102 NEC TO SPECIAL ORDER PART FOR THIS REPAIR									
E	CUSTOMER REQUEST \$34.99 OIL AND FILTER CHANGE									
	3499 CUSTOMER REQUEST \$34.99 OIL AND FILTER CHANGE									
	1	4884899AB								
		FILTER-ENGINE OIL			490	585	0	8.15	5.85	5.85
	6	68055891AA OIL			1380	1656	0	2.76	2.76	16.56
F	CUSTOMER REQUEST ROTATE TIRES, CHECK AND INFLATE TO PROPER PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.									
	1-110 CUSTOMER REQUEST ROTATE TIRES, CHECK AND INFLATE TO PROPER PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.									
	99	CPJ	0.00	0.20	66	0			0.00	0.00
G	CUSTOMER STATES MESSAGE "SERVICE PHONE" DISPLAYS ON NAVIGATION, CHECK AND ADVISE									
	8-100 PERFORMED UPDATE TO RADIO									
	99	WZ	0.00	0.00	0	0			0.00	0.00
H	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.									
	TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.									
	99	CPJ	0.00	0.00	0	0			0.00	0.00
I	CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.									
	1-111 CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.									
	99	CPJ	0.00	0.00	0	0			0.00	0.00
J	ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)									
	RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)									
	99	WCSC	0.00	0.00	0	0			0.00	0.00



## Warranty Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS

**NOTICE:**  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

 	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$ _____ PER FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND WARRANTY	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

Customer Number: [REDACTED] Invoice No: [REDACTED]

\*ACCOUNTING\*

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 98359552 ARD # AE166885

APPLE VALLEY, CA [REDACTED]  
Home: 90 [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: EMAIL[REDACTED]

SERVICE ADVISOR: 763 JOSE ORTEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXEC [REDACTED]		22646 22646	T4275	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			23:00 06JUN14			CASH	07JUN14

R.O. OPENED	READY	OPTIONS: SOLD-STK:14J218
11:18 05JUN14	15:33 07JUN14	

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
---------	--------	------	------	-------	------	------	------	------	-----	-------

C.C. created 2014-05-31  
09:50:00am taken by Ken deryal  
Clemons

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45000	1258	132		45400	0	0	
48000	2241	1870		32400	179	0	
22501	3678	*****		22200	0	*****	

COST, SALE, & COMP TOTALS      2002      3499      0


## Warranty Copy

**NO VEHICLES RELEASED  
AFTER CLOSING HOURS**

**NOTICE:**  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS  
ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
<b>LABOR CHARGES ARE \$</b> <b>FLAT RATE HOUR.</b> I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve of repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE X	

DESCRIPTION	TOTALS
LABOR AMOUNT	12.58
PARTS AMOUNT	22.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MSC CHARGES	0.00
TOTAL CHARGES	34.99
DISC/EXTEND WARRANTY	0.00
SALES TAX	1.79
<b>PLEASE PAY THIS AMOUNT</b>	<b>36.78</b>

Customer Number: [REDACTED]

Invoice No: [REDACTED]

\*ACCOUNTING\*

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 98358552 ARD # AE16885

APPL VAL [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]

SERVICE ADVISOR: 763 JOSE ORTEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXEC [REDACTED]		28179 28179	T7304	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			23:00 31JUL14			CASH	31JUL14
R.O. OPENED	READY	OPTIONS: SOLD-STK:14J219					
11:05 30JUL14	17:16 31JUL14						

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES: CCT CHELSEA JOSE EXTENSION 2731									
	BDCCJ CCT CHELSEA JOSE EXTENSION 2731									
	131	CPJ	0.00	0.00	0	0			0.00	0.00
	PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	\$ 0.00	
B	CUSTOMER STATES: CUSTOMER CONCIERGE TEAM CAMPAIGN									
	CCT CUSTOMER CONCIERGE TEAM CAMPAIGN									
	131	CPJ	0.00	0.00	0	0			0.00	0.00
	PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	\$ 0.00	
C	CUSTOMER STATES VEHICLE BOTTOMES OVER SMALL TERRAIN OR CURBS, SUSPENSION DOES NOT FEEL RIGHT. CHECK AND ADVISE									
	2-100 UNABLE TO DULICATE AT THIS TIME									
	131	CPJ	0.43	0.00	0	0			0.00	0.00
	PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	\$ 0.00	
	...VERSION 1 (EMP# 131,31JUL14 14:15): 28179 UNABLE TO DUPLICATE									
	...CONSERN CHECK FOR DTC'S FOUND NONE. PERFORM AUTO RIDE SELF TEST=									
	...NORMAL ROAD TEST OVER SPEED BUMPS, NORMAL									
D	P14 BRAKE BOOSTER									
	RECALL10 PERFORMED RECALL									
	131	WZ	1.00	0.00	0	0			0.00	0.00
	1	CBXNP143AA			290	406	0	4.85	4.06	4.06
		KIT-BOOSTER				290	406			
	PARTS:		4.06	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	\$ 4.06	
	...VERSION 1 (EMP# 131,31JUL14 11:55): 28179 0.90 PERFORM P-14 RECALL									
	...05-P1-41-82 0.9									
E	RRT 13-071									
	RRT PERFORMED RRT									
	131	WZ	0.50	0.00	0	0			0.00	0.00
	PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	\$ 0.00	
	...VERSION 1 (EMP# 131,31JUL14 11:58): 28179 0.40 PERFORM RRT 13-071									
	...19-60-02-CF 0.4									
F	RRT 14-014									
	RRT PERFORMED RRT									
	131	WZ	0.20	0.00	0	0			0.00	0.00
	PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	\$ 0.00	
	...VERSION 1 (EMP# 131,31JUL14 11:57): 28179 0.20 PERFORM RRT 14-014									
	...18-19-65-90 0.2									
G	RRT 14-050									
	RRT PERFORMED RRT									
	131	WZ	0.40	0.00	0	0			0.00	0.00


Warranty Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS

NOTICE:  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
 MONDAY THROUGH FRIDAY  
 7:00 A.M. TO MIDNIGHT  
 SATURDAYS & SUNDAYS  
 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
 MONDAY THROUGH FRIDAY  
 7:00 A.M. TO MIDNIGHT  
 SATURDAYS & SUNDAYS  
 8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
LABOR CHARGES ARE \$ _____ PER HOUR. FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND WARRANTY	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: 3 [REDACTED] Invoice N [REDACTED]

\*ACCOUNTING\*

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 983596552 ARD # AE166885

APPLE VALLEY, CA [REDACTED]  
Home: [REDACTED] Bus: [REDACTED] Cell:  
Email: 0

SERVICE ADVISOR: 763 JOSE ORTEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXEC2[REDACTED]		28179 28179	T7304	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			23:00 31JUL14			CASH	31JUL14
R.O. OPENED		READY		OPTIONS: SOLD-STK 14J219			
11:05 30JUL14		17:16 31JUL14					

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	\$ 0.00		
	...VERSION 1 (EMP# 131,31JUL14 11:58): 28179 0.20 PERFORM RRT 14-050									
	...18-19-02-P9 0.2									
H	CUSTOMER STATES: ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)									
	RENTAL ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)									
	131	WCSC	0.00	0.00	0	0		0.00	0.00	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	\$ 0.00		
I	CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.									
	1-111 CUSTOMER REQUEST FREE MULTI-POINT INSPECTION, CHECK TIRE PRESSURE, INSPECT BRAKES, LIGHTS, BELTS AND HOSES.									
	131	CPJ	0.00	0.00	0	0		0.00	0.00	
J	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.									
	TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.									
	131	CPJ	0.00	0.00	0	0		0.00	0.00	
K**	PERFORM SOFTWARE UPDATE ON ELSO									
	8-100 PERFORMED SOFTWARE UPDATE									
	131	WZ	0.00	0.00	0	0		0.00	0.00	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE K:	\$ 0.00		
	...VERSION 1 (EMP# 763,31JUL14 17:13): 28179 FOUND AVAILABLE UPDATE									
	...FOR ELSO, PERFORMED UPDATE. NEW PN 05190734AC									
L**	PERFORM SOFTWARE UPDATE ON PCM									
	8-100 PERFORMED SOFTWARE UPDATE									
	131	WZ	0.00	0.00	0	0		0.00	0.00	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE L:	\$ 0.00		
	...VERSION 1 (EMP# 763,31JUL14 17:14): 28179 FOUND AVAILABLE UPDATE									
	...FOR PCM, PERFORMED UPDATE. NEW PN 68172019AL									
M**	PERFORM SOFTWARE UPDATE ON TCM									
	8-100 PERFORMED SOFTWARE UPDATE									
	131	WZ	0.00	0.00	0	0		0.00	0.00	
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE M:	\$ 0.00		
	...VERSION 1 (EMP# 763,31JUL14 17:15): 28179 FOUND AVAILABLE SOFTWARE									
	...UPDATE FOR TCM. PERFORMED UPDATE. NEW PN 52108930AC									
N**	PERFORM SOFTWARE UPDATE ON DTCM									
	8-100 PERFORMED SOFTWARE UPDATE									


Warranty Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS

NOTICE:  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

SERVICE DEPARTMENT HOURS  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

SERVICE CASHIER HOURS  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$	
FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS OIL LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC/EXTEND WARRANTY	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [REDACTED] Invoice No: 37 [REDACTED]

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898

CAD # 983596552 ARD # AE166885

\*ACCOUNTING\*

APPLE VALLEY, CA  
Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: EMAIL||

SERVICE ADVISOR: 763 JOSE ORTEGA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXE[REDACTED]		28179 28179	T7304	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			23:00 31JUL14			CASH	31JUL14
R.O. OPENED		READY		OPTIONS: SOLD-STK:14J219			
11:05 30JUL14		17:16 31JUL14					

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		131	WZ	0.00	0.00	0	0		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE N:	\$ 0.00		
...VERSION 1 (EMP# 763,31JUL14 17:15): 28179 FOUND AVAILABLE SOFTWARE										
...UPDATE TO DTCM, PERFORMED UPDATE. NEW PN 05150732AD										
O**										
PERFORM SOFTWARE UPDATE ON BCM										
8-100 PERFORMED SOFTWARE UPDATE										
		131	WZ	0.00	0.00	0	0		0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE O:	\$ 0.00		
...VERSION 1 (EMP# 763,31JUL14 17:16): 28179 FOUND AVAILABLE SOFTWARE										
...UPDATE FOR BCM, PERFORMED UPDATE. NEW PN 68193738AD										
CONTACT: MAIN: 909-746-3366										
TEMP CONTACT: 90953 37777										

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-31-14	11:42	12:42	1.00	W	1		
	12:43	13:13	0.50	W	1		
	13:13	13:25	0.20	W	1		
	13:25	13:49	0.40	W	1		
	13:49	14:15	0.43	W	1		
	14:15	14:15	0.00	W	1		
	14:15	14:15	0.00	W	1		
	14:16	14:16	0.00	W	1		
	14:16	14:16	0.00	W	1		
	14:16	14:16	0.00	W	1		

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45000	0	0		45400	0	0	
46400	406	290		22501	0	*****	
22200	406	*****					

COST, SALE, & COMP TOTALS      290      406      0


## Warranty Copy

NO VEHICLES RELEASED  
AFTER CLOSING HOURS

NOTICE:  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS  
ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$	
FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
DISC./EXTEND WARRANTY	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

Customer Number: 30 [REDACTED] Invoice N [REDACTED]

\*ACCOUNTING\*

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 983595552 ARD # AE106885

APPLE VALLEY, CA [REDACTED]

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]  
Email: EMAIL|]

SERVICE ADVISOR: 921 DANA L LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXEC [REDACTED]		28180 28180	T7304	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			WAIT 31JUL14			CASH	31JUL14

R.O. OPENED	READY	OPTIONS: SOLD-STK:14J219
18:18 31JUL14	18:39 31JUL14	

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER REQUEST \$34.99 OIL AND FILTER CHANGE									
	3499 CUSTOMER REQUEST \$34.99 OIL AND FILTER CHANGE									
		99	IOIL	0.00	0.20	66			14.25	14.25
	1	68191349AA								
		FILTER-ENGINE OIL		530	685	0		8.85	8.85	8.85
	7	68055890AA	OIL	1610	1932	0		2.76	2.76	19.32
	PARTS: 26.17		LABOR: 14.25		OTHER: 0.00		TOTAL LINE A:		\$ 40.42	
B	TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.									
	TP TIRE PRESSURE CHECK, IN COMPLIANCE WITH THE CARB (CALIFORNIA AIR RESOURCES BOARD) RULE SERVICE PROVIDERS MUST CHECK AND INFLATE TIRES TO THE PROPER PSI.									
		99	U	0.00	0.00	0			0.00	0.00
	PARTS: 0.00		LABOR: 0.00		OTHER: 0.00		TOTAL LINE B:		\$ 0.00	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45500	1425	66		46500	2617	2140	
2819	4042	*****		29910	0	*****	

COST, SALE, & COMP TOTALS      2206      4042      0


## Warranty Copy

NO VEHICLES RELEASED AFTER CLOSING HOURS

**NOTICE:**  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$	
FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
TOTAL CHARGES	0.00
DISC./EXTEND. WARRANTY	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Customer Number [REDACTED]

Invoice # [REDACTED]

\*ACCOUNTING\*

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 983598532 ARD # AE166885

APPLE VALLEY, CA 9 [REDACTED]

Home: [REDACTED]

Bus: [REDACTED]

Cell: [REDACTED]

Email: 0

SERVICE ADVISOR: 921 DANA L LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXC [REDACTED]		39018 39018	T7134	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			23:00 04NOV14			CASH	04NOV14
R.O. OPENED	READY	OPTIONS: SOLD-STK.14J219					
17:50 03NOV14	23:14 04NOV14						

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
<b>A</b>	<b>PERFORM RECALL #P36</b>									
	RECALL CUSTOMER REQUEST TO PERFORM OPEN RECALL(S)									
	532	WZ	0.80	1.30	3640	13281			132.81	132.81
	1	CBXDP361AA			70	98	0	1.20	0.98	0.98
		SPACER-VISOR				70	98	TPARTS		
						840	13281	TLABOR		
		PARTS:	0.98	LABOR:	132.81	OTHER:	0.00	TOTAL LINE A:	\$ 133.79	
	...VERSION 1 (EMP# 532,04NOV14 22:57): 39018 RECALL P36 PERFORMED									
	...RECALL P36									
<b>B</b>	<b>CUSTOMER REQUEST \$34.99 OIL AND FILTER CHANGE</b>									
	3499 CUSTOMER REQUEST \$34.99 OIL AND FILTER CHANGE									
	532	CPX	3.57	0.20	560	1425			14.25	14.25
	1	4884899AB								
		FILTER-ENGINE OIL			500	685	0	8.35	6.85	6.85
	7	68055890AA OIL			1610	1932	0	2.76	2.76	19.32
		PARTS:	20.17	LABOR:	14.25	OTHER:	0.00	TOTAL LINE B:	\$ 40.42	
	...VERSION 1 (EMP# 532,04NOV14 21:54): 39018 LOF LOF									
<b>C</b>	<b>HAZARDOUS MATERIAL HANDLING CHARGE OF \$1.40 FOR OIL AND FILTER CHANGE.</b>									
	HAZ1 HAZARDOUS MATERIAL HANDLING CHARGE OF \$1.40 FOR OIL AND FILTER CHANGE.									
	532	CPX	0.00	0.00	0	140			1.40	1.40
		PARTS:	0.00	LABOR:	1.40	OTHER:	0.00	TOTAL LINE C:	\$ 1.40	
<b>D</b>	<b>MACHINE FRONT BRAKE ROTORS</b>									
	5-102X MACHINE FRONT BRAKE ROTORS									
	532	CPJ	0.03	1.00	2800	9974			99.74	99.74
		PARTS:	0.00	LABOR:	99.74	OTHER:	0.00	TOTAL LINE D:	\$ 99.74	
	...VERSION 1 (EMP# 532,04NOV14 22:32): 39018 FRONT ROTORS GLAZED									
	...RESERFACE FRONT ROTORS AND TEST DRIVE									
	...VERSION 2 (EMP# 532,04NOV14 22:59): 39018 FRONT ROTORS GLAZED									
	...CUSTOMER SAID BRAKE NOISE WAS FROM FRONT BRAKES RESERFACE FRONT ROTORS									
	...AND TEST DRIVE									
<b>E</b>	<b>CHECK TIRES FOR PUNCTURES, RIGHT REAR ALWAYS GOING LOW</b>									
	1-100 LUBRICATION DEPT									
	532	CPX	0.01	0.00	0	0			0.00	0.00
		PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	\$ 0.00	
	...VERSION 1 (EMP# 532,04NOV14 21:56): 39018 NAIL IN RIGHT REAR TIRE									
	...AT OUTER EDGE CUSTOMER DECLINED NEW TIRE									
<b>F</b>	<b>CUSTOMER STATES, PHONE REQUIRES SERVICE ON NAV SCREEN, SEE HISTORY</b>									
	8-100 ELECTRICAL REPAIRS									
	532	WZ	0.20	0.00	0	0			0.00	0.00
		PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	\$ 0.00	


Warranty Copy

NO VEHICLES RELEASED  
AFTER CLOSING HOURS

NOTICE:  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS  
ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$	
FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC./EXTEND WARRANTY	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer Number: [REDACTED]

Invoice No: [REDACTED]

\*ACCOUNTING\*

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 983596552 ARD # AE166885

APPLE VALLEY, CA

Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: EMAIL||

SERVICE ADVISOR: 921 DANA L LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXC[REDACTED]		39018 39018	T7134	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			23:00 04NOV14			CASH	04NOV14
R.O. OPENED	READY	OPTIONS: SOLD-STK 14J219					
17:50 03NOV14	23:14 04NOV14						

SECTION	OPCODE	TECH	TYPE	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
...VERSION 1 (EMP# 532,04NOV14 22:09): 39018 RRT 13 -071 PERFORMED RRT										
...13-071 FLASH RADIO OR TSB 08-049-13										
<b>G</b>	<b>ENTERPRISE RENTAL CAR (NO RENTALS WITHOUT P.O.'S NO EXCEPTIONS)</b>									
	RENTAL N									
	PARTS:	0.00	532 WSCS	0.02	0.00	0	0		0.00	0.00
	LABOR:	0.00			OTHER:	0.00		TOTAL LINE G:	\$ 0.00	

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-04-14	18:20	21:54	3.57	W	532	B	
	21:54	21:54	0.00	W	532	C	
	21:55	21:56	0.01	W	532	E	
	21:56	21:57	0.02	W	532	G	
	21:57	22:09	0.20	W	532	F	
	22:09	22:57	0.80	W	532	A	
	22:57	22:59	0.03	W	532	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45400	13281	3640		46400	98	70	
45200	1565	560		46100	2617	2110	
45000	9974	2800		32400	209	0	
22200	13379	*****		22501	14365	*****	

COST, SALE, & COMP TOTALS      9180      27535      0


## Warranty Copy

**NO VEHICLES RELEASED AFTER CLOSING HOURS**

**NOTICE:**  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$ FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE X	

DESCRIPTION	TOTALS
LABOR AMOUNT	115.39
PARTS AMOUNT	26.17
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC CHARGES	0.00
<b>TOTAL CHARGES</b>	<b>141.56</b>
DISC/EXTEND WARRANTY	0.00
SALES TAX	2.09
<b>PLEASE PAY THIS AMOUNT</b>	<b>143.65</b>

Customer Number: [REDACTED]

Invoice No: 3 [REDACTED]

\*ACCOUNTING\*

# JEEP CHRYSLER DODGE OF ONTARIO

1202 AUTO CENTER DR.  
(ONTARIO AUTO CENTER)  
ONTARIO, CALIFORNIA 91761  
(909) 390-9898  
CAD # 98359652 ARD # AE16685

APPLE VALLEY, CA 9 [REDACTED]

Home: 9 [REDACTED] Bus: [REDACTED] Cell: [REDACTED]

Email: EMAIL@ [REDACTED]

SERVICE ADVISOR: 821 DANA L LEWIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BRIGHT_WHI	14	JEEP GRAND CHEROKEE	1C4RJFCTXEC [REDACTED]		39268 39268	T8263	
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27SEP13			22:00 06NOV14			CASH	06NOV14
R.O. OPENED	READY	OPTIONS: SOLD-STK:14J219					
19:29 06NOV14	20:33 06NOV14						

SECTION	OPCODE	TECH	TYPE	S/HR	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES, REAR BRAKES NOISEY, CLEAN AND HIGH SPEED DEGLAZE									
	5-100 BRAKE REPAIRS									
		532	IOIL	0.85	0.00	0	0		0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	\$ 0.00		
	...VERSION 1 (EMP# 532,06NOV14 20:31): 39268 REAR BRAKES GLAZED									
	...REMOVED REAR ROTORS DEGLAZED AND GRIND BEVEL IN REAR PADS AND TEST									
	...DRIVE NO SQUEAK NOW									

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-06-14	19:40	20:31	0.85	W	532	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
45500	0	0		2819	0	*****	
COST, SALE, & COMP TOTALS				0	0	0	


### Warranty Copy

**NO VEHICLES RELEASED AFTER CLOSING HOURS**

**NOTICE:**  
VEHICLES NOT PICKED UP WITHIN TWO DAYS AFTER REPAIRS ARE COMPLETED WILL BE SUBJECT TO A STORAGE FEE.

**SERVICE DEPARTMENT HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

**SERVICE CASHIER HOURS**  
MONDAY THROUGH FRIDAY  
7:00 A.M. TO MIDNIGHT  
SATURDAYS & SUNDAYS  
8:00 A.M. TO 4:00 P.M., BY APPT. ONLY

	
ORIGINAL ESTIMATE	AUTHORIZED REVISED ESTIMATE
\$	\$
LABOR CHARGES ARE \$	
FLAT RATE HOUR.	
I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimated price. I also acknowledge and approve all repairs as itemized and/or receipt of vehicle.	
CUSTOMER SIGNATURE	
X	

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISC./EXTEND. WARRANTY	0.00
SALES TAX	0.00
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>



# NEW MOTOR VEHICLE BOARD

1507 21<sup>ST</sup> Street, Suite 330, Sacramento, California 95811  
Telephone: (916) 445-1888 Legal Fax: (916) 323-1632 Mediation Fax (916) 323-1631  
Legal E-mail: [nmrvb@nmrvb.ca.gov](mailto:nmrvb@nmrvb.ca.gov) Mediation E-mail: [nmrvbmediation@nmrvb.ca.gov](mailto:nmrvbmediation@nmrvb.ca.gov)  
Website: [www.nmrvb.ca.gov](http://www.nmrvb.ca.gov)

Edmund G. Brown Jr., Governor  
State of California

Brian P. Kelly, Secretary  
California State Transportation Agency

Glenn E. Stevens, President • Victoria R. Rusnak, Vice-President

Ramon Alvarez C. • Anthony A. Batarse Jr. • Ryan L. Brooks • Kathryn E. Doi • Rahim Hassanally • David C. Lizárraga • Bismarck Obando

January 28, 2015

Chrysler Group, LLC  
Attn: Tina Dietrich  
7700 Irvine Center Drive, Suite 300  
Irvine, CA 92618-2924

Re Complaint Of:

[REDACTED]  
Apple Valley, CA [REDACTED]  
VIN #1C4RJFCTXEC [REDACTED]

Case # [REDACTED]

Enclosed is a copy of a complaint filed with the New Motor Vehicle Board concerning a vehicle purchased from JEEP CHRYSLER DODGE OF ONTARIO by the above mentioned party in September 2013.

Section 3050 of the California Vehicle Code requires that the New Motor Vehicle Board receive and mediate complaints from any member of the public involving vehicles purchased from or serviced by any new vehicle dealer or manufacturer licensed in California. Although participation in mediation on your part is voluntary, I encourage you to participate due to the fact that resolving disputes at this level can help preserve customer satisfaction and potentially avoid costly litigation.

I ask that you review the complaint and respond within 10 business days, from the date of this letter, with your version of the situation, including any action you have taken or are willing to take to remedy the alleged problem. You may fax, mail or e-mail your response. My e-mail address is [nmrvbmediation@nmrvb.ca.gov](mailto:nmrvbmediation@nmrvb.ca.gov). When corresponding via e-mail, please reference the above case number in the subject line. Please provide any available documentation to substantiate your response. Your response will be forwarded to the consumer.

Your cooperation is appreciated.

Sincerely,

[REDACTED]  
Mediator

Enclosure

cc: [REDACTED]

State of California *Edmund G. Brown Jr.*,  
Governor

Business, Transportation and Housing Agency *Brian P. Kelly*, Acting  
Secretary

## NEW MOTOR VEHICLE BOARD

### Consumer Mediation Services Program

1507 21st Street, Suite 330

Sacramento, California 95811

Office: (916)445-1888, Fax:323-1631

[nmvbmediation@nmvb.ca.gov](mailto:nmvbmediation@nmvb.ca.gov)

<http://www.nmvb.ca.gov>



### Mediation Request Form

Case #:

Assigned To:

First Name: [REDACTED]	MI: [REDACTED]	Last Name: [REDACTED]
Address: [REDACTED]		
City: Apple Valley	State: California	Zip Code: [REDACTED]
Phone: [REDACTED] (Best number to contact you between 8:00 AM and 5:00 PM.)		
Email: [REDACTED]		
How you heard about us: Internet Link from DMV		
Please fill out all sections completely.		
Selling Dealer	Servicing Dealer	Manufacturer/Distributor
Name: JEEP CHRYSLER DODGE OF ONTARIO	Name: JEEP CHRYSLER DODGE OF ONTARIO	Name:
Address: 1202 Auto Center Drive	Address: 1202 Auto Center Drive	Address:
City: Ontario	City: Ontario	City:
State: California Zip: 91761	State: California Zip: 91761	State: Alabama Zip:

assist with forward collision warning, and crash mitigation. The problem with this optional equipment, is that when I'm driving on the daily basis, especially at night; when I come to an intersection even without any other vehicles in front of me or my surroundings, vehicle breaks completely on its own. It has almost caused several rear end collisions due to this malfunction. Not to mention the nerve wrecking, distress, and heart pounding I find myself in after such encounter. I feel that this is the biggest and main issue I have been encountering since the beginning. My vehicle has been at the servicing dealership for every safety recall from manufacturer; the above mentioned being one of them, more than once. As of right now this being about the 3rd or 4th time, this car is still being diagnosed at the servicing dealership since two weeks ago as of today, 01/27/2015. Never the less, I have issues with my vehicle in the following categories, engine: stalls at times, also sudden acceleration and deceleration. Suspension seems to bottom out a lot when simply going over speed bumps. Phone always requires service with navigation screen reading, " 911 Service Phone, contact your dealer". This is why I have come to the conclusion that this vehicle not only puts myself and family in danger while on the road, but others around me as well. In addition as a resolution, I am requesting from Chrysler one or two of the following: One being, to fix the problem by replacing my current vehicle for the same make and model and newer year, as long as the replacement vehicle won't have any recalls or malfunctions/safety issues; or two, to fully reimburse me with my entire down payment on this vehicle on the day of purchase including every single payment done towards this defective vehicle. Thank you.

**Tarnosky-Dietrich Tina (FCA)**

---

**From:** Grassinger, Jackie@NMVB <Jackie.Grassinger@nmvb.ca.gov>  
**Sent:** Wednesday, January 28, 2015 9:53 AM  
**To:** Tarnosky-Dietrich Tina (FCA)  
**Subject:** New Case, [REDACTED] 1-28-15  
**Attachments:** 04.doc; MRF.docx

[REDACTED]  
*Mediator/Analyst*  
*New Motor Vehicle Board*  
*1507 21st Street, Suite 330*  
*Sacramento, CA 95811*  
*email - [jgrassinger@nmvb.ca.gov](mailto:jgrassinger@nmvb.ca.gov)*  
*Phone 916-323-7205*  
*Fax - 916-323-1631*

THE INFORMATION CONTAINED IN THIS E-MAIL MESSAGE IS PRIVILEGED AND CONFIDENTIAL. ANYONE WHO RECEIVES THIS E-MAIL IN ERROR, SHOULD NOTIFY THE SENDER BY TELEPHONE AND/OR REPLY MESSAGE IMMEDIATELY AND DESTROY THE ORIGINAL MESSAGE IN HIS OR HER POSSESSION. THANK-YOU.

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Thu Jan 29 13:35:09 EST 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

2 issues with vehicle

Comments:  
-----

1. ECO mode - There is a TSB for customer preference making the ECO switch stay in the state I choose. Dealer won't do it because works as designed.
  2. The FCW system doesn't work at all per owners manual. Dealer says working.
- Both have been in twice for repair, still not resolved.

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: Reply\_By\_Link\_Only@chrysler.com

To: [REDACTED]

Date: Thu Jan 29 21:22:05 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center regarding your Jeep Grand Cherokee.

The handling of your case will require a call to the Dealer. What I am going to do is contact the Dealer on your behalf and continue to work on this case. I will be contacting you once the Dealer has been contacted to provide you an update. This will ensure that your concern is reviewed as quickly as possible.

I appreciate your patience as I further research into this matter with you.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Hannah

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM8995847V84525L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8995847V84525L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

2 issues with vehicle

Comments:

1. ECO mode - There is a TSB for customer preference making the ECO switch stay in the state I choose. Dealer won't do it because works as designed.
2. The FCW system doesn't work at all per owners manual. Dealer says working. Both have been in twice for repair, still not resolved.

VIN:

EC3 [REDACTED]

Mileage:

7704

Servicing Dealer:

Carson Dodge, Jeep

Title:

First Name:

■

Middle Initial:

Last Name:

■

Address 1:

■

Address 2:

City:

Minden

State:

NV

Zip:

■

Email:

■

Home Phone:

■

From: [REDACTED]

To: customerassist@chrysler.com

Date: Mon Feb 02 14:14:03 EST 2015

Subject: Reply to Chrysler Group LLC (KMM8995847V84525L0KM)

Reply Comments:

-----

I want to make clear that I have been having vehicles serviced at Carson Dodge since 2006 and this is my first issue. I want the ECO mode to stay where I set it, not default on. The FCA doesn't work right but the ACC works fine. The FCA has given 3 warning when cars turn right in front of me. One time the warning flashed and the vehicle stopped in the road, again was a car turning right in front of me but this time at about 25 mph

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Feb 02 15:36:13 EST 2015

Subject: Re: Reply to Chrysler Group LLC (KMM8995847V84525L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your Jeep Grand Cherokee.

I am sorry to learn of the issues raised regarding your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

To review this matter further, we will first require the vehicle be at the Dealership for further attention and review. This will best allow us to review this matter going forward. It is important to note we are not requesting you fully undergo review or repairs at this time, we are only requesting the vehicle be scheduled and at the Dealership so we may better gather information related to your vehicles condition in order to better review the matter.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Hannah

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9000369V9373L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9000369V9373L0KM&)

Original Message Follows:

-----

Comments:

I want to make clear that I have been having vehicles serviced at Carson Dodge since 2006 and this is my first issue. I want the ECO mode to stay where I set it, not default on. The FCA doesn't work right but the ACC works fine. The FCA has given 3 warning when cars turn right in front of me. One time the warning flashed and the vehicle stopped in the road, again was a car turning right in front of me but this time at about 25 mph

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Apr 24 20:21:08 EDT 2015

Subject: Reply to Chrysler Group LLC (KMM9000369V9373L0KM)

Reply Comments:

-----

Heath and a death in family delayed my response. The FCA+ is not working period. Tech says works as designed and that is total BS. It doesn't work and am getting people together on line with the problem to go to NHTSA. The ability to keep ECO in state I set it was also not done, tech couldn't perform TSB. Overall I love the GC but have no use for service tech that can't troubleshoot. I will buy the service manual and fix it myself unless a dealer can be recommended that can fix things

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Apr 24 20:52:35 EDT 2015

Subject: Re: Reply to Chrysler Group LLC (KMM9000369V9373L0KM)

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center regarding your Jeep Grand Cherokee.

I have updated your records to reflect the information provided in your response and I am sorry for your loss.

We would be happy to further look into this unresolved situation and review the matter. This will be to attempt to assist the Dealership in addressing a recurring/unresolved issue.

To review this matter further, we will first require the vehicle be at the Dealership for further attention and review. This will best allow us to review this matter going forward. It is important to note we are not requesting you fully undergo review or repairs at this time, we are only requesting the vehicle be scheduled and at the Dealership so we may better gather information related to your vehicles condition in order to better review the matter.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Hannah

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9124403V23155L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9124403V23155L0KM&)

Original Message Follows:

-----

Comments:

Heath and a death in family delayed my response. The FCA+ is not working period. Tech says works as designed and that is total BS. It doesn't work and am getting people together on line with the problem to go to NHTSA. The ability to keep ECO in state I set it was also not done, tech couldn't perform TSB. Overall I love the GC but have no use for service tech that can't troubleshoot. I will buy the service manual and fix it myself unless a dealer can be recommended that can fix things

PE15-021

FLAT CHRYSLER

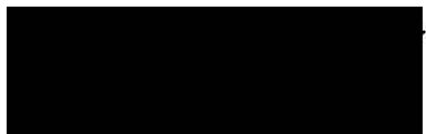
10-22-2015

ENCLOSURE 4

FinalBackup



CAIR #:



2/4/15

December 30, 2014

Mr. Michael Manley  
Jeep Corporate Office Headquarters  
Chrysler Group LLC  
1000 Chrysler Dr.  
Auburn Hills, MI USA 48326-2766

Mr. Michael Grieco  
Metro Motor Group Corporate Offices  
1880 Hartford Avenue  
Johnston RI 02919

Dear Mssr. Manley & Grieco:

Fall 2013 I leased a 2014 Grand Cherokee from Metro Motors in Johnston, Rhode Island with the full expectation of buying the vehicle at the end of the lease. The sales process was first rate and the people at Metro continue to be outstanding.

I have an unresolved problem with my vehicle. From the very first day I drove the car off the dealer lot the collision warning system has not worked properly. When traveling under certain under passes or traffic lights the large red "BRAKE" "BRAKE" with corresponding sounds goes off. I have put 23,000 miles on the vehicle and there is seldom a day that goes by without the warning system being triggered. This vehicle has been serviced numerous times to address the problem. The number of times the alert goes off has dropped, however, not eliminated. I was particularly frustrated by the message delivered at the last servicing. Some false positive alarms are to be expected. Within fifteen miles while driving south on Route 1 I went under a traffic light which triggered the alarm. I do not believe this is appropriate.

I have developed a relationship with the Jeep Service Manager, Dana. He has been outstanding. Always has time to discuss the problem, deep commitment to getting it right and all around top flight professional. I believe he is truly stumped by this problem.

Makes no sense to me to have state of the art technology in a vehicle unless it can function properly. Can you figure out a way to make this right??? Fix it or replace it!!!!

Sincerely



Providence, RI



VIN: EC [Redacted]  
Business: Prime Bertholz & Assoc  
603-433-1143

headline:

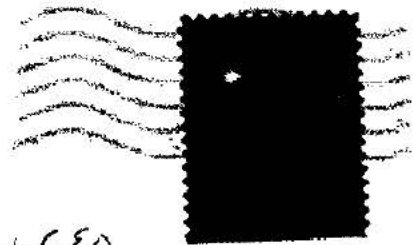




Since, RI

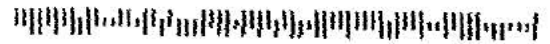


POST OFFICE  
OF THE UNITED STATES



Mr. Michael Manley, President + CEO  
Jeep Corporate Headquarters  
Chrysler Group LLC  
1000 Chrysler Drive  
Auburn Hills, MI 48326-2766

48326277899



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Thu Feb 05 05:45:56 EST 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Faulty Crash Mitigation System 2015 Grand Cherokee

Comments:  
-----

All 4 tires locked up nearly resulting in death. Recently my wife was driving our new 2015 Jeep Grand Cherokee Overland when suddenly the crash mitigation system activated for no apparent reason. There were no vehicles towards the front of the road at the time and nothing at all in front of the vehicle as far as animals or obstacles. The incident could have turned out badly had there been any vehicles to the immediate rear. She nearly had a heart attack and had to pull over she was shaking so bad! She immediately contacted support through the vehicles UConnect and reported the incident. She called me (Currently overseas) and I advised her to deactivate the system using the dash control. We currently have it scheduled to go back to the dealership but even one of the mechanics there stated that there were only recently certified and would have to research the issue. Frankly, this has all been a nightmare because of long delays in the ordering process because of the much delayed diesel engine and poor local dealership service. Additionally, we were promised by corporate executives compensation packages that never occurred. I have been more than patient with the administrative delays however the safety concerns that endanger my wife may result in legal action if this cannot be resolved.

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Feb 05 12:54:53 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry to hear of your wife's concerns in regards to the Forward Collision Warning activating for unknown reasons. I have reviewed our system to locate what the normal operations are in regards to this feature and have found the following.

? Forward Collision Warning (FCW) Active Braking ? If Equipped

The FCW system includes Advanced Brake Assist (ABA).

When this feature is selected, the ABA applies additional brake pressure when the driver requests insufficient brake pressure to avoid a potential frontal collision. The ABA system becomes active at 5 mph (8 km/h).

Forward Collision Warning (FCW) Active Braking ? If Equipped

The FCW system includes Advanced Brake Assist (ABA).

When this feature is selected, the ABA applies additional brake pressure when the driver requests insufficient brake pressure to avoid a potential frontal collision. The ABA system becomes active at 5 mph (8 km/h).

As such it does appear the system operated as designed, but due to the concerns your wife reported I do strongly advise you have your dealership review the concern to diagnose if this is normal operating or if there is a concern. After the vehicle is diagnosed by your dealership please do contact us at Jeep if further review is required.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Heather

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9005757V58893L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9005757V58893L0KM&)

Original Message Follows:

-----  
US Customer Service - Dodge Brand Site

Brief Description:

Faulty Crash Mitigation System 2015 Grand Cherokee

Comments:

All 4 tires locked up nearly resulting in death. Recently my wife was driving our new 2015 Jeep Grand Cherokee Overland when suddenly the crash mitigation system activated for no apparent reason. There were no vehicles towards the front of the road at the time and nothing at all in front of the vehicle as far as animals or obstacles. The incident could have turned out badly had there been any vehicles to the immediate rear. She nearly had a heart attack and had to pull over she was shaking so bad! She immediately contacted support through the vehicles UConnect and reported the incident. She called me (Currently overseas) and I advised her to deactivate the system using the dash control. We currently have it scheduled to go back to the dealership but even one of the mechanics there stated that there were only recently certified and would have to research the issue. Frankly, this has all been a nightmare because of long delays in the ordering process because of the much delayed diesel engine and poor local dealership service. Additionally, we were promised by corporate executives compensation packages that never occurred. I have been more than patient with the administrative delays however the safety concerns that endanger my wife may result in legal action if this cannot be resolved.

VIN:

FO [REDACTED]

Mileage:

200

Servicing Dealer:

National Dodge Jeep Chrysler, Jackssonvi

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Jacksonville

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Mon Feb 09 13:40:56 EST 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

Displeasure with Jeep Chrysler and a 2015 Grand Ch

Comments:  
-----

To whom this may concern,

I am writing to voice my displeasure with Jeep Chrysler and a 2015 Grand Cherokee Overland VIN 1C4RJFCT9FC [REDACTED] at which I entered a 39 month lease agreement.

Displeasure and safety concerns of the 2015 Overland:

Jan 8, 2015, I purchased the vehicle mentioned above from Motor Village LA located in Los Angeles, CA. On or about Jan 16th, I started to experience the first of many troubles. At first the issue was that my car would not start when I pushed the start button. Though the vehicle contained an automatic transmission, the onboard computer system thought the vehicle was a manual transmission. After several attempts, I was able to get the car started. Afterwards, the Malfunction Indicator Light (MIL) remained on throughout my drive home.=20

The following day after vehicle start-up, the MIL did not illuminate. However, it was at this time the radar sensor for my Adaptive Cruise Control started to malfunction. Shortly after, the MIL illuminated again and remained for the day. On Jan 22, 2015, while "driving", the engine shut off on me while driving down a road close to my work resulting in blocking traffic because I was not able to steer off to the side of the road in time. On Jan 28, 2015 when I attempted to bring the vehicle in for a system check I was unable to start the vehicle because once again the computer believed the vehicle was a manual transmission vice an automatic. I.e. "Push in the clutch to start the vehicle". Subsequently a tow truck was called and the vehicle was then towed to the local dealership.

Displeasure with Jeep Chrysler:  
Since my car

has been in the shop at Bob Baker Jeep/Chrysler/Dodge located in Carlsbad CA, I have made an attempt to call the dealership that I bought the vehicle from to try to get a one for one exchange. I talked to the Finance Manager Ahmad and explained the situation to him. He informed me that he would talk to the Sales manager and see what they could do. I have yet to receive a call back. I then called the sale man who sold me the vehicle to explain my situation. He informed me that I needed to talk to Chris Mullian, who was currently out for the weekend but to try to call back on Monday to reach him. I then tried to call to talk to him but instead talked to Jesse Betts, who said he worked with Chris and would leave my name and number on his desk so that he could return my call. I have yet to hear from him or anyone.=20

The first time I called the service department at Bob Baker Jeep/Chrysler/Dodge, I was told that the technician had to call the jeep engineers. Since then, I have tried numerous times talk with my service advisor; leaving messages only to have them ignored. I am only able to reach him by his personal cell number which he leaves in his message. The service department has not made an attempt to keep my up-to-date on anything that is going on with my vehicle.=20

I attempted to call the next two days and got no answer or return call. When I finally got an answer from the service advisor on Monday, I was told that the vehicle popped 15 different codes and needed several software updates and is now being driven with a monitor on the system while my radar sensor is on order. I have no idea who is driving the vehicle and since I leased the vehicle I am limited to the miles that I am allowed to put on the vehicle. It has now been a week since my last conversation and I have not heard anything from the dealer about the status of the repair. =20

Additionally, I feel like I have been jerked around by other dealerships when attempts have been made to get help for my vehicle; I.e., =E2=80=9C it=E2=80=99s not my problem=E2=80=9D and that I had to find a tow truck to get the vehicle to the maintenance shop. To date, the vehicle has been in the shop for a total of 14 days with limited updates. The vehicle was purchased for day to day use and as a reliable transportation to and from work. Due to the negative experiences and safety concerns within the 20 days of purchase/lease, I feel this particular vehicle is no longer reliable and most importantly for me and my family, "safe".

As an active duty service member serving as a 18 year United States Marine, I know and understand honor courage and most importantly,

commitment. I absolutely have no desire to terminate my lease agreement with Jeep Chrysler; due to my concerns, I request that the cooperation live up to its reputation and simply exchange the problematic vehicle with another one.

I can be reached at (8 [REDACTED])

Sender Information:

-----

Title: =20

First Name: Christi

Middle Initial: =20

Last Name: Davis

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Feb 10 03:14:25 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We regret to hear that you are having concerns with your vehicle as well as with Bob Baker's dealership.

The handling of your case will require a call to the dealership. Unfortunately, the dealership is currently closed. What I am going to do is assign your case to an agent that will contact the dealership on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.

This will ensure that your concern is reviewed as quickly as possible.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Melissa

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9011803V56065L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9011803V56065L0KM&)

Original Message Follows:

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US Customer Service - Chrysler Brand Site

Brief Description:

Displeasure with Jeep Chrysler and a 2015 Grand Ch

Comments:

To whom this may concern, I am writing to voice my displeasure with Jeep Chrysler and a 2015 Grand Cherokee Overland VIN 1C4RJFCT9FC6[REDACTED] at which I entered a 39 month lease agreement. Displeasure and safety concerns of the 2015 Overland: Jan 8, 2015, I purchased the vehicle mentioned above from Motor Village LA located in Los Angeles, CA. On or about Jan 16th, I started to experience the first of many troubles. At first the issue was that my car would not start when I pushed the start button. Though the vehicle contained an automatic transmission, the onboard computer system thought the vehicle was a manual transmission. After several attempts, I was able to get the car started. Afterwards, the Malfunction Indicator

Light (MIL) remained on throughout my drive home. The following day after vehicle start-up, the MIL did not illuminate. However, it was at this time the radar sensor for my Adaptive Cruise Control started to malfunction. Shortly after, the MIL illuminated again and remained for the day. On Jan 22, 2015, while "driving", the engine shut off on me while driving down a road close to my work resulting in blocking traffic because I was not able to steer off to the side of the road in time. On Jan 28, 2015 when I attempted to bring the vehicle in for a system check I was unable to start the vehicle because once again the computer believed the vehicle was a manual transmission vice an automatic. I.e. "Push in the clutch to start the vehicle". Subsequently a tow truck was called and the vehicle was then towed to the local dealership. Displeasure with Jeep Chrysler: Since my car has been in the shop at Bob Baker Jeep/Chrysler/Dodge located in Carlsbad CA, I have made an attempt to call the dealership that I bought the vehicle from to try to get a one for one exchange. I talked to the Finance Manager Ahmad and explained the situation to him. He informed me that he would talk to the Sales manager and see what they could do. I have yet to receive a call back. I then called the sale man who sold me the vehicle to explain my situation. He informed me that I needed to talk to Chris Mullian, who was currently out for the weekend but to try to call back on Monday to reach him. I then tried to call to talk to him but instead talked to Jesse Betts, who said he worked with Chris and would leave my name and number on his desk so that he could return my call. I have yet to hear from him or anyone. The first time I called the service department at Bob Baker Jeep/Chrysler/Dodge, I was told that the technician had to call the jeep engineers. Since then, I have tried numerous times talk with my service advisor; leaving messages only to have them ignored. I am only able to reach him by his personal cell number which he leaves in his message. The service department has not made an attempt to keep my up-to-date on anything that is going on with my vehicle. I attempted to call the next two days and got no answer or return call. When I finally got an answer from the service advisor on Monday, I was told that the vehicle popped 15 different codes and needed several software updates and is now being driven with a monitor on the system while my radar sensor is on order. I have no idea who is driving the vehicle and since I leased the vehicle I am limited to the miles that I am allowed to put on the vehicle. It has now been a week since my last conversation and I have not heard anything from the dealer about the status of the repair. Additionally, I feel like I have been jerked around by other dealerships when attempts have been made to get help for my vehicle; I.e., it's not my problem and that I had to find a tow truck to get the vehicle to the maintenance shop. To date, the

vehicle has been in the shop for a total of 14 days with limited updates. The vehicle was purchased for day to day use and as a reliable transportation to and from work. Due to the negative experiences and safety concerns within the 20 days of purchase/lease, I feel this particular vehicle is no longer reliable and most importantly for me and my family, "safe". As an active duty service member serving as a 18 year United States Marine, I know and understand honor courage and most importantly, commitment. I absolutely have no desire to terminate my lease agreement with Jeep Chrysler; due to my concerns, I request that the cooperation live up to its reputation and simply exchange the problematic vehicle with another one. I can be reached at ( [REDACTED] ).

VIN:

FC [REDACTED]

Mileage:

1221

Servicing Dealer:

Bob Baker

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name |

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Oceanside

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair** [REDACTED]

**Date Received: 2015-05-13 13:51:35.008942**

**Files Not Recieved: 0**

The lease and lease payment record are attached. Thank you.

Lessee (and Co-Lessee) ("You")		Lessor	
Name and address, including county	Garaging address (if different)	Name and address	
NORTHBORO, NY		WESTBURY DEEP 100 JERICHO TURNPIKE JERICHO, NY 11753	
	Principal driver (if business use)		

This is an agreement to lease a vehicle. This is not a purchase agreement. You are not buying the vehicle. By signing this lease, you agree to everything on the front and back.

"We," "us," and "our" refer to Lessor named above and any assignee. An "assignee" is a person to whom this lease is assigned (if it is assigned).

- If this box is checked, Lessor will assign this lease and sell the vehicle to ALLY BANK LEASE TRUST (Assignee).
- If this box is checked, Lessor intends not to assign this lease.

**Monthly Payment Lease.** If your payment schedule shows monthly scheduled payments (Section 2(a)), your lease is a monthly payment lease.

**Single Payment Lease.** If your payment schedule shows a single scheduled payment (Section 2(b)), your lease is a single payment lease.

### The Vehicle You Are Leasing

New/Used	Year	Make & Model	Body Style	Vehicle ID #	Mileage	Primary Use: Personal, family, or household, unless otherwise indicated below
NEW	2014	JEEP	GRAND CHER SUBA	1CARJF361EC	10	<input type="checkbox"/> Agricultural, business, or commercial.
Dealer Installed Options					GVW (if truck)	<input type="checkbox"/> Public Conveyance

### Federal Consumer Leasing Act Disclosures

1. Amount Due at Lease Signing or Delivery (Itemized Below)	2(a). Monthly Scheduled Payments	3. Other Charges (not part of your scheduled payment)	4. Total of Payments (The amount you will have paid by the end of the lease.)
\$ 12593.18	Your first monthly payment of \$ <u>553.94</u> is due on <u>08/22/2014</u> followed by <u>36</u> payments of \$ <u>553.94</u> due on the <u>22nd</u> of each month. The total of your monthly payments is \$ <u>19821.84</u>	Disposition fee (if you do not purchase the vehicle and we do not waive the fee under Section 13) \$ <u>N/A</u>	\$ 61591.68
	2(b). Single Scheduled Payment	Total \$ <u>N/A</u>	
	Your single payment of \$ <u>N/A</u> is due on <u>N/A</u> . This is the total of your scheduled payments.		

### Itemization of Amount Due at Lease Signing or Delivery

5. Amount Due at Lease Signing or Delivery:	6. How the Amount Due at Lease Signing or Delivery will be paid:
a. Capitalized cost reduction \$ 9040.00	a. Net trade-in allowance \$ 0.00
b. First monthly payment \$ 553.94	b. Rebates and noncash credits \$ 7750.00
c. Single scheduled payment \$ N/A	c. Amount to be paid in cash \$ 8292.18
d. Refundable security deposit \$ N/A	
e. Title fees \$ N/A	
f. Registration fees \$ 379.75	
g. Sales/use tax \$ 2521.89	
h. DOC FEE \$ 75.00	
i. TIRE FEE \$ 12.50	
k. Total \$ 12593.18	d. Total \$ 12593.18

### 7. Your scheduled payment is determined as shown below:

a. Gross capitalized cost. The agreed upon value of the vehicle (\$ <u>49995.00</u> ) and any items you pay for over the lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance)	\$ 49995.00
b. Capitalized cost reduction. The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost	\$ 9040.00
c. Adjusted capitalized cost. The amount used in calculating your base scheduled payment	= \$ 40955.00
d. Residual value. The value of the vehicle at the end of the lease used in calculating your base scheduled payment	- \$ 28616.80
e. Depreciation and any amortized amounts. The amount charged for the vehicle's decline in value through normal use and for other items paid over the lease term	= \$ 12338.20
f. Rent charge. The amount charged in addition to the depreciation and any amortized amounts	+ \$ 3108.74
g. Total of base scheduled payment(s). The depreciation and any amortized amounts plus the rent charge	= \$ 15446.94
h. Lease payments. The number of payments in your lease	+ 36
i. Base scheduled payment	= \$ 553.94
j. Sales/use tax (estimated)	+ \$ 876.18
k. Total scheduled payment	= \$ 641.12

**Early Termination.** You may have to pay a substantial charge if you end this lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the lease is terminated. The earlier you end the lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 12000 miles per year at the rate of \$ 20 per mile.
9. Purchase Option at End of Lease Term. You have an option to buy the vehicle at the end of the lease term for \$ 26616.90 plus official fees and taxes.
10. Other Important Terms: See your lease documents for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, and insurance.

### 11. Itemization of Gross Capitalized Cost:

a. Agreed upon value of the vehicle	\$ 49995.00
b. Ally administrative fee	+ \$ 595.00
c. License/registration/title fees	+ \$ N/A
d. Sales tax	+ \$ N/A
e. Other tax (describe)	+ \$ N/A
f. Optional service contract	+ \$ N/A
g. Optional maintenance contract	+ \$ N/A
h. Optional life insurance	+ \$ N/A
i. Optional disability insurance	+ \$ N/A

13. Disposition Fee Waiver. We will waive any Disposition Fee shown in Section 3 if, at the time this lease ends, you enter into a motor vehicle lease or installment sale contract that the dealer assigns to Ally.

14. Lease Term: 36 months.

15. Total Allowed Mileage. The total mileage allowed on the odometer at lease end is 25000 miles.

Extra Miles: The total allowed mileage includes N/A extra miles that you are buying at \$ N/A per mile. If this lease ends on or after the start of the next-to-last monthly period, we will give you a credit for each unused extra mile you bought. There will be no credit if the lease ends earlier, you buy the vehicle, or the vehicle is a total loss.

16. Required Vehicle Insurance Information: You affirm that liability and physical damage policies that meet our requirements (see the other side)

I. Gross Capitalized Cost = \$ 49480.00

The capitalized cost (\$ 49480.00) is the sum of the adjusted capitalized cost and any capitalized cost reduction. The adjusted capitalized cost (\$ 49480.00) is the amount which is capitalized in connection with the lease and is used in determining the amount of your base scheduled payment. This amount will be used in determining the legal limit on your early termination liability. Although the "adjusted capitalized cost" is not referred to in the early termination provisions of this lease, the "adjusted capitalized cost" may be used to compare the early termination provisions of competing lessors. The estimated residual value is \$ 26618.30

12. Official Fees and Taxes: You will pay all government license, title, registration, testing, and inspection fees for the vehicle. You will pay all taxes on the lease, payments due under the lease, or the vehicle that the government levies on you, the vehicle, or us (except our net income taxes). We may change your monthly payment if taxes change. We may bill you separately for official fees and taxes.

Estimated Total Official Fees and Taxes You Must Pay During Lease \$ 5072.24

The actual total of official fees and taxes may be higher or lower depending on tax rates in effect or the vehicle value when a fee or tax is assessed.

Insurance company name: ENCOMPASS
Insurance agency name: WESTBROOK INS AGENCY
Agency address: 14 ROOSEVELT AVE PORT JEFFERSON STA
Agency phone no.: 631 4737055
Agent's name: WESTBROOK INS AGENCY
Policy no.:

Deductibles: Collision \$ 500 Comprehensive \$ 500

17. WARRANTY AND EXCLUSION OF WARRANTY. You have the benefit of the standard manufacturer's warranty unless this box is checked.

If this box is checked, you have the benefit of the following warranty:

Warranty papers that are separate from this lease state any coverage limits. The law gives you a warranty that the vehicle conforms to the description in this lease. THERE ARE NO OTHER EXPRESS WARRANTIES ON THE VEHICLE.

Unless Lessor makes a written warranty or enters into a service contract within 90 days from the date of this lease, LESSOR MAKES NO IMPLIED WARRANTY OF MERCHANTABILITY, AND THERE IS NO IMPLIED WARRANTY THAT THE VEHICLE IS FIT FOR A PARTICULAR PURPOSE. If Lessor makes a written warranty or enters into a service contract within 90 days from the date of this lease, then any implied warranty of merchantability and any warranty that the vehicle is fit for a particular purpose are limited in duration to the longer of the term of the written warranty or the term of the service contract.

18. Optional Insurance, Service Contracts, and Maintenance Agreements. We do not require any of the insurance, products, or services listed in this section. Your decision to buy them or not buy them is not a factor in our decision to approve this lease. We will try to get any optional insurance coverage(s) that you initial below. A notice you receive when you sign this lease describes the coverage(s) in greater detail. Life insurance and disability insurance may not cover taxes and other amounts due besides the base monthly payment.

Table with 5 columns: Optional Insurance, Coverage, Charge or Premium, Provider, By Initialing below, you indicate you want the insurance. Rows include Life Insurance, Disability Insurance, and Other Optional Product or Service.

Table with 2 columns: Other Optional Product or Service, Term. Rows include N/A, Months, Miles.

Signatures

THIS IS THE ENTIRE AGREEMENT. This lease, including the front and back of this form, contains the entire agreement between you and us relating to the lease of the vehicle. Any change to this lease must be in writing, and we must sign it. No oral changes are binding.

LESSEE: X BY: X CO-LESSEE: X

We may delay or refrain from enforcing any of our rights under this lease without losing them.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU CONFIRM THAT BEFORE YOU SIGNED THIS LEASE, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT.

WARNING: Important consumer protections may not apply if this agreement indicates that you are leasing the vehicle primarily for agricultural, business or commercial use.

NOTICE TO THE LESSEE: 1. Do not sign this agreement before you read it or if it contains any blank space. 2. You are entitled to a completely filled in copy of this agreement when you sign it.

YOU CONFIRM THAT YOU SIGNED THIS AGREEMENT AND RECEIVED A COPY AT (city) (state) ON (month) (day) (year)

LEASE AGREEMENT

LESSEE: X BY: X CO-LESSEE: X

Lessor agrees to the following: (1) Lessor accepts this lease. (2) If a party is identified in this lease as the intended assignee ("Intended Assignee"), Lessor (i) assigns all right, title, and interest in this lease to the Intended Assignee, under the terms of the Lease Plan Dealer Agreement in effect from time to time with the assignee (the "Dealer Agreement"), and (ii) assigns all right, title, and interest in the leased vehicle to the Intended Assignee, or its designee, under the terms of the Dealer Agreement. Lessor acknowledges that neither the Dealer Agreement nor this assignment renders Lessor an agent of the assignee.

LESSOR: WESTBURY JEEP BY: X TITLE: DATE: 08/22/2014

SEE OTHER SIDE FOR OTHER IMPORTANT AGREEMENTS INCLUDING A PROHIBITION OF TRANSFER OF YOUR INTEREST

Authorization For Automatic Electronic Payments - Optional - Monthly Payment Lease Only

You have the option to ask that your monthly payments be transferred to us automatically and electronically from your checking or savings account when each monthly payment is due. We do not charge for this optional service. If you elect this optional service, we will send you a confirmation letter that will tell you the due date of the first payment that will be withdrawn. If a due date falls on a weekend or holiday, funds will be withdrawn on the next business day. If the amount to be transferred will vary from the previous transfer, we will reflect the amount to be transferred on your statement.

To elect this optional service, please complete the authorization below.

Name of your financial institution ("Bank"): N/A

ABA routing number: N/A

Bank account number: N/A

Checking account  Savings account - Please contact your financial institution for assistance

Name(s) on account:

You authorize and request us (lessor, any assignee, and any servicer) to initiate electronic debit entries or use any other commercially reasonable accepted practice to charge your Bank account identified above. You authorize and request Bank to honor debit entries we initiate and debit these charges to your account. This authorization relates to your monthly lease payment. This authorization will remain in effect until all amounts related to the lease are paid in full, or until you cancel this authorization. To cancel, you must call us at 1-888-925-2559 at least three business days before the next payment due date. This is the only way you may cancel this authorization.

Lessee: X

Anyone else whose signature is required to withdraw funds from the Bank account: X

AF-671-NY 8/12

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Ally Financial - Original Customer - Blue Dealer - Yellow Filing - Green

Lease Agreement 10

**19. Excess Mileage Charge.** See Section 8 for the charge per excess mile and Section 15 for the total allowed mileage. If the lease ends early and the vehicle is not a total loss, any Early Excess Mileage and Wear Charge will not exceed the Residual Value (Section 7(d)) minus the Realized Value (Section 35(b)). There is no excess mileage charge if the vehicle is a total loss, or if you buy the vehicle.

**20. Late Charge.** If we do not receive a full monthly payment within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.

**21. Charge for Fines and Other Items.** You will pay promptly any fine, parking ticket, toll charge, toll penalty charge, moving violation fine, or similar charge relating to the vehicle. If you do not, we may pay it. Each time we pay any such fine or charge, you will pay us the amount we pay plus \$10. If we pay to remove a lien we did not agree to, you will pay us the amount we pay.

### Insurance, Use, and Care of the Vehicle

**22. Required Vehicle Insurance.** You must insure the vehicle through liability and physical damage policies acceptable to us. The policies must not exclude or restrict coverage if you were to drive the vehicle, or when the driver is someone you allow to drive the vehicle or who is likely to drive the vehicle. The policies must show any additional insureds and loss payees that we require. You must give us proof of insurance when we ask. We require no other insurance.

Liability insurance must (a) cover at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries for any one accident, or (b) have a combined single limit of at least \$500,000 for bodily injuries and property damage for any one accident.

For trucks of 10,000 lbs. GVW or more and public conveyance vehicles, liability insurance must instead (a) provide primary coverage of at least \$50,000 for property damage, \$100,000 for bodily injuries to any one person, and \$300,000 for bodily injuries for any one accident; and umbrella coverage of \$1,000,000 or (b) have a combined single limit of at least \$1,000,000 for bodily injuries and property damage for any one accident.

Physical damage insurance must be for the full value of the vehicle with deductibles of no more than \$1,000 for collision and upset loss and \$1,000 for comprehensive fire and theft loss.

If you move to a new state, we will require coverage amounts in keeping with our requirements for the new state. We now estimate that those amounts will be the same as those in this lease, but they may be higher.

**Physical damage coverage and liability insurance coverage for bodily injury and property damage caused to others are not included.**

**23. Use.** You will not:

- Use the vehicle illegally, improperly, or for hire;
- Use the vehicle in a way that causes the insurance coverage on the vehicle to be ineffective;
- Remove the vehicle from the United States, except for trips to Canada of under 60 days;
- Move the vehicle to another state for more than 30 days without telling us;
- Change the vehicle without our written consent;
- Replace parts, accessories, or tires with rented or leased items;
- Expose the vehicle to seizure, confiscation, forfeiture, or other involuntary transfer;
- Allow a lien to be placed on the vehicle unless we agree.

You will not let anyone else do any of these things.

**24. Maintenance, Repairs, Operating Expenses, and Damage.** You will maintain and repair the vehicle to keep it in good condition. Replacement sheet metal must be new original equipment manufacturer parts. Other replacement parts must be original equipment manufacturer parts or parts of equal quality and design. (If insurance will pay for repairs, ask your insurance company to specify original equipment manufacturer sheet metal.) You will pay all maintenance, repair, and operating expenses, including gas and oil. If the odometer stops working, you must fix it immediately. You will service the vehicle as the manufacturer recommends. You will follow the manufacturer's instructions in any recall. If you don't do these things, we may do them. You will owe us our cost if we do. We may inspect the vehicle at any reasonable time and place.

When you take possession of the vehicle, you take on the risks of loss of the vehicle and of damage to it. If the vehicle is damaged, stolen, or destroyed and money becomes available from insurance, a judgment, a settlement, or the like, we will treat the money as an insurance settlement. We and/or Vehicle Asset Universal Leasing Trust will be entitled to this money. If the lease ends in connection with our receipt of the money, we will treat any money we do not use to repair the vehicle as sale proceeds.

**25. Excess Wear.** Excess wear is wear that is beyond the minor wear reasonably expected to result from ordinary, everyday use, assuming that you use the vehicle as this lease permits (see Section 23) and maintain it as this lease requires (see Section 24). Excess wear includes: (a) glass that is damaged, engraved, or that you tinted; (b) a damaged or corroded body, trim, frame, crossmember, suspension, engine, powertrain, or other mechanical part; (c) damaged paint; (d) a torn, damaged, or stained interior or trunkliner; (e) sheet metal that is not original equipment sheet metal; (f) missing equipment or parts that were in or on the vehicle when delivered and not replaced with equipment or parts of equal quality and design (including a missing wheel, wheel cover, jack, or wheel wrench); (g) a tire (including spare) that is unsafe, is not the size and type the manufacturer recommends, is recapped or a snow tire, or has less than 1/8 inch of tread left at the shallowest point; (h) a damaged or worn brake that does not meet government safety standards; (i) oil leaks or low oil pressure; (j) a malfunctioning electrical system, battery, or lights; (k) holes that you drilled in the vehicle; (l) any change to the vehicle that damages the vehicle or compromises its structural integrity; (m) any other condition that makes the vehicle run in a noisy, rough, improper, unsafe, or unlawful way; and (n) any other damage, whether or not insurance covers it.

### When the Lease Can End

**26. Scheduled End.**

**Monthly Payment Lease.** This lease is scheduled to end on the date that is determined as follows: (1) Start with the date on which the second payment is due

### What You Owe at Lease End (Cont.)

**(b) Definition of "Realized Value" and "Surplus":** We will sell the vehicle at wholesale. We will use the sale price of the vehicle as its Realized Value, unless you get an independent appraisal of the wholesale value of the vehicle that could be realized at sale (see below in this section). If you get such an appraisal, we will use the appraised value of the vehicle as its Realized Value. If the Realized Value exceeds Residual Value (Section 7(d)), the excess is the Surplus. If the Realized Value is the same as or less than Residual Value, there is no Surplus.

**Your Right to Obtain an Independent Appraisal of the Vehicle's Wholesale Value.** You may get a professional appraisal of the wholesale value of the vehicle that could be realized at sale. The appraiser must be an independent third party. You and we must agree on the appraiser. You must pay for the appraisal and get it within a reasonable time after lease end. The appraised value will then be used as the Realized Value.

**(c) Definition of "Early Excess Mileage and Wear Charge":** If our actual cost of repairs the vehicle needs because of excess wear is \$1,000 or more, then the Early Excess Mileage and Wear Charge is the lesser of (1) our actual cost of the repairs, plus any excess mileage charge (Sections 8, 15, and 19); and (2) any excess of the Residual Value (Section 7(d)) of the vehicle over its Realized Value (Section 35(b)). If our actual cost of repairs the vehicle needs because of excess wear is less than \$1,000, then the Early Excess Mileage and Wear Charge is the lesser of (1) any excess mileage charge (Sections 8, 15, and 19); and (2) any excess of the Residual Value (Section 7(d)) of the vehicle minus its Realized Value (Section 35(b)).

**36. What You Owe if You End This Lease Early and Do Not Buy the Vehicle - Single Payment Lease.**

**(a) What You Owe:** The single scheduled payment due at lease signing prepays the rent charge, depreciation, and any amortized amounts.

We will give you a credit for any unearned rent charge, figured by the Actuarial Method (see Section 41) based on the number of full monthly periods between early end and scheduled end.

We will give you a credit for any Surplus (see Section 35(b)), up to the amount of the Remaining Prepaid Depreciation (see definition in this section). If the vehicle's Realized Value (Section 35(b)) is less than its Residual Value, you will also owe us any Early Excess Mileage and Wear Charge (Section 35(c)).

You will also owe us: (1) any Disposition Fee shown in Section 3 (unless waived, see Section 13); and (2) any additional amounts due under Section 40. We will give you any credits due under Section 40.

If the sum of the credits exceeds the sum of the amounts due, we will refund the difference to you. If the sum of the amounts due exceeds the sum of the credits, you will owe us the difference.

**(b) Definition of "Remaining Prepaid Depreciation":** The Remaining Prepaid Depreciation is:

- The base single scheduled payment
- + The number of months in the lease
- x The number of full monthly periods between early end and the scheduled lease end date
- The unearned rent charge credit

**37. Our Rights Upon Default (Including What You Owe Upon Default).** If you are in default, we may, subject to any right to cure the default and reinstate the lease that you may have:

- End this lease and require you to pay the amount you would have owed under Section 35 (Monthly Payment Lease) or Section 36 (Single Payment Lease) if you had ended the lease early.
- Take the vehicle from you without demand. If the law permits, we may go on your property to take the vehicle. If the vehicle has an electronic locating device, we may use the device to find the vehicle.
- Sue you for damages and to get the vehicle back.
- Pursue any other remedy the law gives us.

We will exercise our rights without breach of the peace, at reasonable times and places, in a reasonable way, as the law permits. We may take and store any personal items that are in the vehicle. If you do not ask for these items back, we may dispose of them as the law allows. You will pay our reasonable expenses of taking these actions as the law allows. These expenses may include attorney's fees and court costs. If this lease is primarily for personal, family, or household use, attorney's fees will not be more than 15% of what you owe. These expenses may include expenses of taking and storing the vehicle unless this lease provides for a Disposition Fee (Section 3) and the fee is not waived (see Section 13).

**38. Total Loss Before the Scheduled Lease End Date - Monthly Payment Lease:**

If the vehicle is a total loss before the scheduled lease end date because of theft, confiscation, or physical damage, you have gap protection:

**(a) Total Loss With an Insurance Settlement:** If the money we get from your insurance is more than the Unamortized Capitalized Cost (see definition in this section), we will not give you a credit for any excess.

If the money we get from your insurance is less than the Unamortized Capitalized Cost (see definition in this section), you will owe the difference up to the amount of your insurance deductible.

You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We will give you any credits due under Section 40.

**You will not have to pay any portion of the difference, if any, between (1) the adjusted capitalized cost and (2) the sum of all depreciation amounts accrued through the date of early termination and the Realized Value, that is more than your insurance deductible. You will not have to pay an additional early termination charge.**

**(b) Total Loss If We Do Not Receive an Insurance Settlement:** You will owe us (1) the vehicle's Actual Cash Value (see definition in this section); minus (2) if the vehicle is returned to us, its Realized Value (Section 35(b)); if the vehicle is not returned to us, the Realized Value is zero, and you will not have an independent appraisal right (Section 35(b)).

If the Realized Value exceeds the Actual Cash Value, we will not give you a credit for any excess.

You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We will give you any credits due under Section 40.

**You will not have to pay the difference, if any, between (1) the adjusted capitalized cost and (2) the sum of all depreciation amounts accrued through the date of early termination and the actual cash value. You will not have to pay an additional early termination charge.**

**(c) Definition of "Unamortized Capitalized Cost":** The base monthly payment

resulting date is not an actual calendar date (because the month has too few days), the scheduled lease end date is the last actual date in that month minus one day.

**Single Payment Lease** - This lease is scheduled to end on the date that is determined as follows: (1) Start with the date of the lease; (2) Move that date forward by the number of months in the lease term (Section 14); and (3) Subtract one day. If the resulting date is not an actual calendar date (because the month has too few days), the scheduled lease end date is the last actual date in that month minus one day.

**27. Lease End Daily Extension.** At scheduled lease end, if you keep the vehicle and do not buy it at that time, you elect to extend the lease. You will pay a daily extension charge beginning on the eighth day after the scheduled lease end date and ending when you return the vehicle. The charge per day is the greater of: (1) 1.0017 times the Residual Value (Section 7(d)); or (2) \$25. Unless we agree to a longer extension, you may not extend the lease for more than 30 days. We may set a shorter limit. During the daily extension period, you agree to comply with the terms of this lease, other than terms that apply to monthly payments and early end. The total allowed mileage will not increase.

**28. Early End.** You may end this lease voluntarily at any time if you are in full compliance with the lease terms and you satisfy your early termination obligation. We may end this lease if you are in default or if the vehicle is a total loss.

**29. Default.** You will be in default if any of these things happens:

- You do not pay on time.
- You made a material misrepresentation when you applied for this lease.
- You start a bankruptcy, receivership, or insolvency proceeding or one is started against you or your property.
- You break any other agreements in this lease.
- You do anything the law says is a default.

If you are in default, you have the right to cure the default and reinstate this lease if three things are true: (1) This lease is primarily for personal, family, or household use; (2) The default is solely a failure to pay a scheduled payment within 10 days after it was due; and (3) You have not reinstated the lease before. If you reinstate this lease, you will not lose any rights or options this lease gives you. (But you will not be able to reinstate this lease again.) To reinstate this lease, you must pay all past due scheduled payments and late charges. You must pay a reinstatement fee of \$10. You must pay our reasonable costs of repossession, storage, pickup, and redelivery. You must pay these amounts within 25 days after we send you written notice of your reinstatement rights.

Otherwise, if you are in default, we may end this lease and exercise our rights upon default (see Section 37).

### At Lease End

**30. Vehicle Return.** Unless you buy the vehicle, you will return the vehicle (including any dealer-installed options you do not buy outright) at lease end to any reasonable place we tell you. After you return the vehicle, you will call us promptly and tell us where you returned the vehicle.

**31. Option to Buy the Vehicle.** You have an option to buy the vehicle. The price to buy the vehicle after the start of the last monthly period is disclosed in Section 9. The purchase option price disclosed in Section 9 is the price for which we would sell the vehicle to you after the start of the last monthly period.

If this is a monthly payment lease, the price to buy the vehicle before the start of the last monthly period is: (1) the price to buy the vehicle disclosed in Section 9, plus (2) the base monthly payment times the number of payments not yet due, minus (3) any unearned rent charge figured by the Actuarial Method (see Section 41) based on the number of full monthly periods between early end and scheduled end.

If this is a single payment lease, the price to buy the vehicle before the start of the last monthly period is: (1) the price to buy the vehicle disclosed in Section 9, plus (2) the Remaining Prepaid Depreciation (Section 36(b)). If this is a single payment lease and you buy the vehicle before the start of the last monthly period, we will give you a credit for (1) the Remaining Prepaid Depreciation (Section 36(b)), plus (2) any unearned rent charge figured by the Actuarial Method (see Section 41) based on the number of full monthly periods between early end and scheduled end.

Regardless of when you buy the vehicle, you must also pay any related official fees and taxes, plus any amounts due because you broke agreements in this lease.

**32. Odometer Disclosure.** Federal law requires you to tell us the vehicle's mileage in connection with a transfer of vehicle ownership. You may be fined and/or imprisoned if you do not complete the disclosure or if you make a false statement.

### What You Owe at Lease End

**33. What You Owe If You Buy the Vehicle.** If you have paid us the amount you must pay to buy the vehicle under Section 31 and kept your agreements, you will owe us nothing more.

**34. What You Owe at Scheduled End If You Do Not Buy the Vehicle.** You will owe us: (1) any Disposition Fee shown in Section 3 (unless waived; see Section 13); (2) any excess mileage charge (Sections 8, 15, and 19); (3) our actual cost of repairing excess wear or an estimate of the cost by a licensed appraiser (we do not have to make repairs); (4) any lease end daily extension charge (Section 27); and (5) any additional amounts due under Section 40. We will give you any credits due under Section 40.

**35. What You Owe If You End This Lease Early and Do Not Buy the Vehicle - Monthly Payment Lease.**

**(a) What You Owe:** You will owe us an Early End Charge as follows:

- The base monthly payment times the number of payments not yet due,
- Any unearned rent charge figured by the Actuarial Method (see Section 41), based on the number of full monthly periods between early end and scheduled end
- Any Surplus (see definition in this section) on the vehicle sale
- The total. If this total is less than zero, we will not give you a refund or credit.

If there is no Surplus, you will also owe us any Early Excess Mileage and Wear Charge (see definition in this section).

You will also owe us: (1) any Disposition Fee shown in Section 3 (unless waived; see Section 13); and (2) any additional amounts due under Section 40. We will give you any credits due under Section 40.

(Section 7(d)).

**(d) Definition of "Actual Cash Value":** The vehicle's average trade-in value as of the date of loss as shown in the applicable edition of the N.A.D.A. Official Used Car Guide®. If this value is no longer published, we will use the value that in our sole judgement corresponds most closely to a wholesale value. If this guidebook is no longer published, we will use the wholesale value (or the value that in our judgement corresponds most closely to a wholesale value) from a guidebook that New York law allows insurance companies to use when adjusting a total loss of a vehicle.

\*N.A.D.A. Official Used Car Guide is a registered trademark of National Automobile Dealers Association.

**39. Total Loss Before the Scheduled Lease End Date - Single Payment Lease.**

If the vehicle is a total loss before the scheduled lease end date because of theft, confiscation, or physical damage, you have gap protection.

**(a) Total Loss With an Insurance Settlement:** We will give you a credit for any unearned rent charge, figured by the Actuarial Method (see Section 41) based on the number of full monthly periods between early end and scheduled end.

We will give you a credit for the Remaining Prepaid Depreciation (Section 36(b)). If the money we get from your insurance is more than the sum of the Residual Value (Section 7(d)) plus the Remaining Prepaid Depreciation (Section 36(b)), we will not give you a credit for any excess.

If the money we get from your insurance is less than the sum of the Residual Value (Section 7(d)) plus the Remaining Prepaid Depreciation (Section 36(b)), you will owe the difference up to the amount of your insurance deductible.

You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We will give you any credits due under Section 40.

If the sum of the credits exceeds the sum of the amounts due, we will refund the difference to you. If the sum of the amounts due exceeds the sum of the credits, you will owe us the difference.

**You will not have to pay any portion of the difference, if any, between (1) the adjusted capitalized cost and (2) the sum of all depreciation amounts accrued through the date of early termination and the Realized Value, that is more than your insurance deductible. You will not have to pay an additional early termination charge.**

**(b) Total Loss If We Do Not Receive an Insurance Settlement:** You will owe us: (1) the vehicle's Actual Cash Value (Section 38(d)); minus (2) if the vehicle is returned to us, its Realized Value (Section 35(b)). If the vehicle is not returned to us, the Realized Value is zero, and you will not have an independent appraisal right (Section 35(b)).

We will give you a credit for any unearned rent charge, figured by the Actuarial Method (see Section 41) based on the number of full monthly periods between early end and scheduled end.

We will give you a credit for the Remaining Prepaid Depreciation (Section 36(b)).

You will also owe us any unpaid fees and taxes and any amounts due because you broke agreements in this lease. We will give you any credits due under Section 40.

If the sum of the credits exceeds the sum of the amounts due, we will refund the difference to you. If the sum of the amounts due exceeds the sum of the credits, you will owe us the difference.

**You will not have to pay the difference, if any, between (1) the adjusted capitalized cost and (2) the sum of all depreciation amounts accrued through the date of early termination and the Actual Cash Value. You will not have to pay an additional early termination charge.**

**40. Additional Credits and Amounts Due.** Regardless of how the lease ends, you will owe us any unpaid fees and taxes, including any tax on what you owe because this lease ends early, plus any amounts due because you broke agreements in this lease. We may cancel any optional insurance or service, maintenance, or other contracts that we financed for you. We will give you a credit for any amount we get from cancellations. If the lease ends on or after the start of the next-to-last monthly period and you do not buy the vehicle, we will give you a credit for any unused extra miles, unless the vehicle is a total loss (see Section 15).

**41. Actuarial Method of Figuring the Unearned Rent Charge.** We will use the Actuarial Method to figure the unearned rent charge on a monthly basis. We will treat the rent charge for each monthly period as fully earned on the period's first day. If this is a monthly payment lease, we will treat each monthly payment that you made as if we received it on its due date. We will give you a written explanation of the Actuarial Method upon request.

**42. Security Deposit.** If you paid a security deposit, we will use it at lease end to pay anything you owe under this lease and do not pay. We will not pay you interest on the security deposit. We will not add to the security deposit any proceeds, money, or funds we receive from the security deposit. After lease end, we will give back any part of the security deposit that remains.

### Additional Terms

**43. Assignment By Lessor.** If this lease is assigned, the assignee may designate Vehicle Asset Universal Leasing Trust, or its trustee, as agent to hold title for the benefit of the assignee on the vehicle's certificate of title and/or registration.

Any sale and assignment will not be considered to change materially your duties, burden, or risk under this lease. If this lease is primarily for personal, family, or household use, any liability of the assignee for claims and defenses you have against Lessor will not exceed what you owe the assignee when you assert the claim or defense.

If we assign this lease, you will not receive notice of assignment.

**44. PROHIBITION OF TRANSFER OF YOUR INTEREST. YOU WILL NOT SUBLEASE OR OTHERWISE TRANSFER (EXCEPT TO YOUR ESTATE) ANY RIGHT OR INTEREST YOU HAVE UNDER THIS LEASE OR IN THE VEHICLE WITHOUT OUR PRIOR WRITTEN CONSENT.**

**45. Indemnity.** You will protect us from all losses, damages, injuries, claims, demands, and expenses arising out of the condition, maintenance, use, or operation of the vehicle. You agree to indemnify, and hold harmless, us and our assigns from all such losses, damages, injuries, claims, demands, and expenses.

**46. Servicing and Collection Contacts.** We may try to contact you in writing, by e-mail, or using prerecorded/artificial voice messages, text messages, and automatic telephone dialing systems, as the law allows. We may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.


[print](#)

## Poppys Jeep

account: 6 [REDACTED]

Account Type: SMARTLS Paid to:

### TRANSACTION DETAILS

Date	Payment Amount	Description for Payment Type Code	Sales Tax	Personal Property Tax	Other Lease Charges	Late Charges	Extension Fees	Other Charges	Total Paid
04/22/2015	\$553.94	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94
03/23/2015	\$553.94	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94
02/23/2015	\$553.94	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94
01/22/2015	\$553.94	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94
12/22/2014	\$553.94	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94
11/24/2014	\$553.94	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94
10/22/2014	\$553.94	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94
09/22/2014	\$553.94	Online payment	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94
08/22/2014	\$553.94		\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$553.94

### Call us

Auto: 1-888-925-ALLY (2559)

Monday - Friday 8:00 AM - 11:00 PM ET

Saturday - Sunday 9:00 AM - 7:00 PM ET

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PE15-021

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10-22-2015

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**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2015-04-10 18:26:35.380168**

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Hi Patty,

I realized last night that I was looking at the list of features for the car we did not buy (it did not have the FCW system). We were trying to decide between that vehicle and ordering one with a light leather interior, and we ultimately decided to order. Secondly, we do not have the window sticker listing the features for our car. It was not given to us at the time of purchase. We asked the dealer (Irvine) more than once but they never sent it to us. So, we have no listing of features for the car we bought. Based on the VIN you can probably find a listing that we cannot.

I am attaching a printout showing the FCW system as an additional feature on a Limited.

Please advise.

Thank you,

██████████

# ConsumerReports.org

## The safety feature that saved my bacon and can save yours, too

### Forward-collision warning can prevent crashes, but it's still hard to get

Published: December 24, 2014 09:00 AM

Consider me a convert. I'm 100-percent convinced that a forward-collision warning system (FCW) prevented my wife and me from having a serious high-speed crash. Having experienced the benefits of this advanced safety technology first-hand, I'm furious that it isn't on more cars and offered at a lower price.

Here's what happened: A few weeks ago, my wife and I were on a four-lane Massachusetts freeway, returning from a weekend of camping with Consumer Reports' [2014 Jeep Grand Cherokee EcoDiesel](#) and pulling an Airstream trailer. I was just tooling along in the slow lane, and wondering if I should take the next exit or not. This was a clear, dry road that ran straight ahead of me, down into and back up a dip, with nearly ¾-mile of clear visibility.

My wife was tapping busily on her iPhone, trying to get a fix on traffic congestion. Pilots call it "situational awareness," and mine was lost. While staring at the traffic stopped way ahead of me at the exit, I didn't realize that it had also backed up nearer to me, filling up the lane ahead.

A loud "BEEP BEEP BEEP" yanked my gaze down to the dashboard. Time slowed down, like in a movie. My wife yelled, "What's that?!" A big red "BRAKE!" appeared across the entire digital instrument display. I looked up to see that right ahead of me, a car sat directly in my path, and I was closing in way too fast.



[Visit our guide to car safety.](#)

Now I had to quickly stop 11,000 pounds of Jeep and Airstream. (The Jeep's crash mitigation auto-braking might have helped some, but the system wasn't going to stop it completely.) I jumped on the brake pedal hard and then backed off a little to keep from locking the trailer's electric brakes. We stopped, but with little room to spare.

This experience convinced us that we would never buy a new car without FCW. Indeed, my wife's 2011 Dodge Durango has this safety gear. But prioritizing this technology can force a big added cost.

The FCW system on Consumer Reports' \$49,780 Jeep Grand Cherokee was a \$1,995 option, bundled into an "Advanced Technology Group" package along with adaptive cruise control, lane departure mitigation, and blind-spot warning. To get that package, you also need to get the \$3,000 Luxury Group II package, and you can't get it on a trim level below Limited. Turns out, such price-based restrictions are typical. Very few cars have forward-collision warning standard, and most force you to get expensive options, often on top of a high-end trim level.

I'm far from alone in supporting forward-collision warning. Highway Loss Data Institute data show that FCW, packaged with lane-departure warning, reduced crashes on Honda Accords and Crosstours by 14 percent. Coupling FCW with auto-braking, which works to prevent or lessen the severity of crashes, can even further reduce insurance claims. Accordingly, a front crash protection system with effective auto-braking, as proven effective in Insurance Institute for Highway Safety (IIHS) testing, is required to earn their [2015 Top Safety Pick+ rating](#). Vehicles with basic FCW systems without effective auto-braking can qualify for Top Safety Pick status, sans the plus sign.

What cars make FCW affordable, or at least easy to find on a dealer's lot?

- Probably the least expensive car with the system is the [Chevrolet Sonic](#); it's a \$395 option on LT and LTZ trim. Most other Chevrolets offer FCW as part of an Advanced Safety Package for around \$900, once you get the mid-level 2LT or top LTZ trim.
- Honda makes finding FCW easier than most. Get any [Accord](#), [Crosstour](#), or [Odyssey](#) with leather and you get the system.
- Most Acuras, Honda's luxury brand, also have FCW. It's standard on the [RLX](#) and included in the Technology package bundled with most Acuras on dealers' lots.
- Mercedes-Benz admirably makes FCW standard on most models, including the [CLA](#), [C-Class](#), [E-Class](#), [S-Class](#), and the [GLA](#), [ML](#), and [GL](#) SUVs.
- Subaru's optional EyeSight suite of electronic safety equipment includes FCW. It's available on popular mid-level versions of the [Forester](#), [Legacy](#), and [Outback](#), and the top-trim [Impreza](#) Limited.
- While Volvo makes their City Safety system standard on all models, a system that automatically brakes to avoid rear-end collisions under 30 mph, full FCW remains optional. (Volvos still qualify for the IIHS Top Safety Pick+ status, even without the option.)

As the IIHS continues to ratchet up their threshold for vehicles earning good ratings, more cars will adopt this technology. For example, Toyota publically announced that they will make FCW available on more models at a lower price. But consumers need to realize that buying a car that fully qualifies for Top Safety Pick+ status usually requires purchasing optional equipment. We wish more manufacturers would make that easier.

—Tom Mutchler

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CUSTOMER #



# LINDSAY

You'll Love It At Lindsay

8100 CENTREVILLE ROAD  
MANASSAS, VIRGINIA 20111  
PHONE (703) 368-5300 FAX (703) 392-0457  
METRO (703) 551-2900  
E-mail: service@manassaschrysler.com  
Website: www.manassaschrysler.com

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 8128 BRADLEY P MICHIE

FALLS CHURCH VA 22028  
HOME: [REDACTED]  
BUS: [REDACTED]

CONT: [REDACTED]  
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
STEEL	14	JEEP GRAND CHEROKEE	1C4RJFCM5E3		19292/19292	T114	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB14 DD			18:00 26JAN15		0.00	CASH	19FEB15
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED] DLR:26823					
	08:22 26JAN15	15:42 19FEB15	ENG:EXF 3.0L V6 Turbo Diesel Engine				
	LINE OPCODE TECH TYPE HOURS		TRN:DFD 8-Spd Auto 8HP70 Trans (Buy)				

A C/S:	CUSTOMER STATES:	THE CHECK ENGINE LIGHT IS ON. IT WAS WORKED ON ABOUT A MONTH AGO. IT CAME BACK ON ALMOST IMMEDIATELY.	LIST	NET	TOTAL
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122 PERFORM COMPUTER DIAGNOSTIC. FOUND CODE P20EE-00 IN SYSTEM. FOUND CATALYST INTERNALLY FAILING. REPLACE CATALYST ASSEMBLY. VEHICLE OPERATING

8039 W					
1 68243268AB CONVERTER-CATALYTIC					(N/C)
1 68160679AB GASKET-EXHAUST					(N/C)
122 OPERATING AS DESIGNED					(N/C)
8039 W					

SUBL RENTAL PO#LCM2950 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

B TECHNICIAN COMPLETED RAPID RESPONSE TRANSMITTAL PER CHRYSLER INSTRUCTIONS

CAUSE: CUSTOMER REQUESTS TO COMPLETE CHRYSLER RAPID RESPONSE TRANSMITTAL

RRT TECHNICIAN COMPLETED RAPID RESPONSE TRANSMITTAL PER CHRYSLER INSTRUCTIONS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

C CHECK FOR AVAILABLE SOFTWARE UPDATES

122 NO SOFTWARE UPDATES AVAILABLE AT THIS TIME

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

**WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.**

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

**\*SHOP SUPPLY COSTS:** We have added a charge equal to 11% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed \$5.00.

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:



# LINDSAY

You'll Love It At Lindsay

8100 CENTREVILLE ROAD  
MANASSAS, VIRGINIA 20111  
PHONE (703) 368-5300 FAX (703) 392-0457  
METRO (703) 551-2900

E-mail: service@manassaschrysler.com  
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\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 8128 BRADLEY P MICHIE

FALLS CHURCH, VA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
STEEL	14	JEEP GRAND CHEROKEE	1C4RJFCM5EC [REDACTED]		19292/19292	T114	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05FEB14 DD			18:00 26JAN15		0.00	CASH	19FEB15
R.O. OPENED	READY	OPTIONS:					
		SOLD-STK [REDACTED] DLR:26823					

08:22 26JAN15	15:42 19FEB15	ENG:EXF_3.0L V6 Turbo Diesel Engine	
LINE OPCODE TECH TYPE HOURS		TRN:DFD 8-Spd Auto 8HP70 Trans (Buy)	
CC CREATED 2015-01-25	SPECIAL ORDERED PARTS NOT RETURNABLE		
12:26:00PM TAKEN BY DGA28	NO REFUNDS ON ELECTRICAL PARTS		
AGENT	I HAVE RECEIVED A PROPER EXPLANATION OF ALL REPAIRS AND CHARGES		
	YES _____ NO _____		
	CUSTOMER SIGNATURE _____		

**WARRANTY STATEMENT AND DISCLAIMER:** PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

**\*SHOP SUPPLY COSTS:** We have added a charge equal to 11% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order for shop supplies used in connection with this repair. A waste disposal charge may apply not to exceed \$5.00.

**ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.**

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE \_\_\_\_\_ CUSTOMER SIGNATURE \_\_\_\_\_ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE \_\_\_\_\_

PE15-021

FLAT CHRYSLER

10-22-2015

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**LAW OFFICES OF PETER L. MAIER, P.C.**  
A PROFESSIONAL CORPORATION

1300 HOGE BUILDING  
705 SECOND AVENUE  
SEATTLE, WASHINGTON 98104

7/20

PETER L. MAIER  
ATTORNEY  
KATHY O'KEEFFE  
PARALEGAL

**RECEIVED**

**JUL 27 2015**

**Special Investigations**

TELEPHONE  
(206) 623-2800

FAX  
(206) 623-2186

E-MAIL  
PLMAIER@AOL.COM

July 20, 2015

Chrysler Customer Assistance Center  
P. O. Box 21-8004  
Auburn Hills, Michigan 48321-8004

Re: [REDACTED] v. Chrysler Group LLC

BY CERTIFIED MAIL and FIRST CLASS MAIL

Dear Chrysler Customer Assistance Center:

We represent [REDACTED] who on December 28, 2013 leased a 2014 Jeep Grand Cherokee, VIN No. 1C4RJFCTXEC [REDACTED] from Autonation Chrysler Dodge Jeep Ram in Bellevue, Washington.

Since that time our client has had problems with the following defects:

- (1) Cruise control (including adaptive)/forward collision warning and braking system;
- (2) HVAC system; (3) sun visor; (4) rattle (heat and transmission shield); (5) A-pillar;
- (6) passenger seat

The purpose of this letter is to request that you repurchase or replace the vehicle pursuant to the Washington State Lemon Law, RCW 19.118.041. We hereby make that request on behalf of our client.

Unless this matter is resolved to our client's complete satisfaction he will exercise his rights under the Washington Motor Vehicle Express Warranties Act, RCW Ch. 19.118, as well as under the Washington Unfair Motor Vehicle Practices Act, RCW Ch. 46.70, the Federal Magnuson-Moss Act, and any other state and federal statute available to him.

We look forward to your prompt response to this request.

Sincerely,

LAW OFFICES OF PETER L. MAIER, P.C.

A handwritten signature in black ink, appearing to read "Peter L. Maier". The signature is fluid and cursive, with the first name "Peter" being the most prominent.

Peter L. Maier

cc: Client

Peter L. Maier  
LAW OFFICES OF PETER L. MAIER  
705 2<sup>nd</sup> Avenue #1300  
Seattle, WA 98104

SEATTLE  
WA 98104  
20 JUL '15  
PM 2 1

Hasler  
07/20/2015  
**US POSTAGE**

FIRST-CLASS MAIL

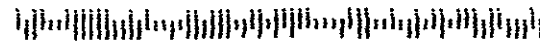
\$00.48<sup>5</sup>



ZIP 98104  
011D10630622

Chrysler Customer Assistance Center  
P. O. Box 21-8004  
Auburn Hills, Michigan 48321-8004

48321800404



**LAW OFFICES OF PETER L. MAIER, P.C.**  
A PROFESSIONAL CORPORATION

1300 HOGE BUILDING  
705 SECOND AVENUE  
SEATTLE, WASHINGTON 98104

7/20

PETER L. MAIER  
ATTORNEY

KATHY O'KEEFFE  
PARALEGAL

July 20, 2015

**RECEIVED**

JUL 29 2015

**Special Investigations**

TELEPHONE  
(206) 623-2800

FAX  
(206) 623-2186

E-MAIL  
PLMAIER@AOL.COM

Chrysler Customer Assistance Center  
P. O. Box 21-8004  
Auburn Hills, Michigan 48321-8004

Re: [REDACTED] v. Chrysler Group LLC

Dear Chrysler Customer Assistance Center:

We represent Timothy L. Kruger who on December 28, 2013 leased a 2014 Jeep Grand Cherokee, VIN No. 1C4RJFCTXEC[REDACTED] from Autonation Chrysler Dodge Jeep Ram in Bellevue, Washington.

Pursuant to RCW 19.118.031 and RCW 19.118.080 of the Washington State Lemon Law, we request that you promptly provide:

- (a) All report(s) concerning the Kruger vehicle compiled by or for Chrysler and its agents, representatives and field or zone representatives;
- (b) All technical service bulletins, engineering bulletins, special service messages, and recall notices issued by Chrysler regarding 2014 Jeep Grand Cherokee vehicles as pertains to:
  - (1) Cruise control (including adaptive)/forward collision warning and braking system; (2) HVAC system; (3) sun visor; (4) rattle (heat and transmission shield); (5) A-pillar; (6) passenger seat.
- (c) All repair records and service invoices (including but not limited to handwritten records and mechanic "flags") written or retained or received by any dealer concerning the Kruger vehicle.
- (d) All warranty records, invoices, and warranty and/or parts requests concerning the Kruger vehicle, including any service or rental loaner vehicles.
- (e) All written communications between you and any other person or entity concerning the Kruger vehicle.

**LAW OFFICES OF PETER L. MAIER, P.C.**  
A PROFESSIONAL CORPORATION

1300 HOGE BUILDING  
705 SECOND AVENUE  
SEATTLE, WASHINGTON 98104

PETER L. MAIER  
ATTORNEY

KATHY O'KEEFFE  
PARALEGAL

TELEPHONE  
(206) 623-2800

FAX  
(206) 623-2186

E-MAIL  
PLMAIER@AOL.COM

July 20, 2015

Chrysler Customer Assistance Center  
P. O. Box 21-8004  
Auburn Hills, Michigan 48321-8004

Re: [REDACTED]. Chrysler Group LLC

BY CERTIFIED MAIL and FIRST CLASS MAIL

Dear Chrysler Customer Assistance Center:

We represent Timothy L. Kruger who on December 28, 2013 leased a 2014 Jeep Grand Cherokee, VIN No. 1C4RJFCTXEC [REDACTED] from Autonation Chrysler Dodge Jeep Ram in Bellevue, Washington.

Since that time our client has had problems with the following defects:

- (1) Cruise control (including adaptive)/forward collision warning and braking system;
- (2) HVAC system; (3) sun visor; (4) rattle (heat and transmission shield); (5) A-pillar;
- (6) passenger seat

The purpose of this letter is to request that you repurchase or replace the vehicle pursuant to the Washington State Lemon Law, RCW 19.118.041. We hereby make that request on behalf of our client.

Unless this matter is resolved to our client's complete satisfaction he will exercise his rights under the Washington Motor Vehicle Express Warranties Act, RCW Ch. 19.118, as well as under the Washington Unfair Motor Vehicle Practices Act, RCW Ch. 46.70, the Federal Magnuson-Moss Act, and any other state and federal statute available to him.

We look forward to your prompt response to this request.

Sincerely,

LAW OFFICES OF PETER L. MAIER, P.C.

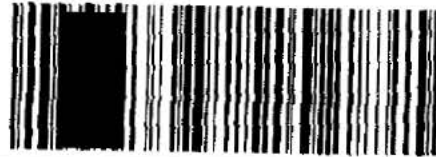
A handwritten signature in black ink, appearing to read "Peter L. Maier". The signature is fluid and cursive, with the first name "Peter" being the most prominent.

Peter L. Maier

cc: Client

**CERTIFIED MAIL**

Peter L. Maier  
705 2<sup>nd</sup> Avenue #1300  
Seattle, WA 98104-17



**Hasler**

07/20/2015

**US POSTAGE**

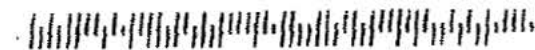
FIRST-CLASS MAIL

**\$06.73<sup>5</sup>**



ZIP 98104  
011010630622

Chrysler Customer Assistance Center  
P. O. Box 21-8004  
Auburn Hills, Michigan 48321-8004



PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2015-03-07 14:55:05.389514**

**Files Not Recieved: 0**

This file is a continuation of the message typed into the Chrysler Customer System, case number



Continued from initial submission online (Chrysler customer service link):

Before I arrived home, the windshield fluid again would not come out to clean the window. I called the dealer when I arrived home and they said to bring it back. I suggested it wasn't safe to drive and they should tow it and provide me with a replacement vehicle. At this point my husband knew how upset I was and he took it from there. He drove the unsafe vehicle back to the dealer.

The next issue was the check engine light came on. We took it to the dealer (Suburban of Farmington Hills). They diagnosed that we needed to replace the catalytic converter. They didn't have the part and the part was on backorder. After several weeks of driving with the check engine light I asked my husband to call and see when they would have the part. They had the part (but we had to call them they didn't call us) and we brought it back to be replaced.

The next issue was related to the DEF fluid. We replaced the fluid (with the same fluid we have been using since we purchased the vehicle). At first a warning came up that said we had used the wrong fluid. Then the warning changed to a countdown from 200 miles saying the vehicle won't restart – see dealer. I immediately took it to the dealer (Suburban Jeep Farmington Hills). I dropped the vehicle for the day – they called and told me the vehicle was fixed and ready for pick-up. I waited this day for 2 hours at my office (just a few miles away from the dealership) for the shuttle. When I got in my vehicle I discovered the same warning was on the cluster – now it was down to about 135 miles until the vehicle won't start. I was quite frustrated and called the service manager over. He said – don't worry it will be fine – the warning should go away after the vehicle warms up. I told him that I wanted them to fix the issue and give me a loaner. I didn't want to get stranded. He said it was too late – enterprise was closed – I would have to bring it back tomorrow. My husband said just leave and let's take the car to a dealer that wants our business. Clearly Suburban Jeep Farmington Hills has repeatedly not resolved our issues or been courteous to provide a free loaner. We are completely done with them and will not recommend them to anyone.

Next we took the vehicle to Ceuter Jeep in Ypsilanti. They have been very professional and courteous. They have provided a free loaner vehicle and provided regular updates. We are not frustrated with them but we are frustrated with our vehicle because it has been 8 days now for this issue with no estimated time for repair. We know from our friend (former colleague) with the same vehicle that has the same vehicle that it has been at the dealer about 1.5 months with no resolution. We are just waiting until the clock times out so we can pursue the lemon law move on with another vehicle. This is our 2<sup>nd</sup> Jeep Grand Cherokee. The first one was a gas version and we loved it. The diesel has been nothing but problems since day 1. We are paying \$800/month for a car that we spend too much time at the dealer and don't currently have. We have an free loaner that is old and beat up (almost 40K miles) with no heated seats or steering wheel (important features in the cold Michigan winter).

Continued from initial submission online (Chrysler customer service link):

Before I arrived home, the windshield fluid again would not come out to clean the window. I called the dealer when I arrived home and they said to bring it back. I suggested it wasn't safe to drive and they should tow it and provide me with a replacement vehicle. At this point my husband knew how upset I was and he took it from there. He drove the unsafe vehicle back to the dealer.

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PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Mon Apr 20 09:36:56 EDT 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

warrenty

Comments:  
-----

I had a sensor go off concerning a front wipe sensor not available. I took my car in for an oil change and to look at this sensor. They found that the front grill front collesion sensor was very loose like I had been in a wreck and was not fixed correctly. I had not had any collisions or body work done on my car. I did see where this was a little loose and that the plastic cover clasp was broke on one side. This could have been done when they pulled it off to check the senor itself. I told them I had not had any issues. They said it would not be covered. How come??/

Sender Information:  
-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Apr 20 21:39:41 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Jeep Grand Cherokee.

I regret to learn of the concerns you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for information on the reasoning for a decision on a warranty claim.

I am more than happy to review your concerns and therefore, I will be in contact with your dealership on your behalf. Once I have any updated information I will be in further contact with you.

Also, our records indicate that the following recall campaign has not been performed by an authorized dealer:

P67 Occupant Restraint Control Module

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM911641\[REDACTED\]1L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM911641[REDACTED]1L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

warranty

Comments:

I had a sensor go off concerning a front wiper sensor not available. I took my car in for an oil change and to look at this sensor. They found that the front grill front collision sensor was very loose like I had been in a wreck and was not fixed correctly. I had not had any collisions or body work done on my car. I did see where this was a little loose and that the plastic cover clasp was broke on one side. This could have been done when they pulled it off to check the sensor itself. I told them I had not had any issues. They said it would not be covered. How come??/

VIN:

EC [REDACTED]

Mileage:

23

Servicing Dealer:

Superior Dodge in Ashland, Kentucky

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Ashland

State:

KY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Mon Apr 20 22:37:47 EDT 2015  
Subject: Re: Chrysler Group LLC Customer Assistance (KMM911641 [REDACTED] 1L0KM)

I have taken my car in for that recall. They told me that Jeep have not sent out those parts for that recall to this dealership yet. They were to get back to me when they had done so. I have called a couple of times to check on this and they told me each time they would contact me as soon as the parts come in.

Sent from my Sprint phone.

----- Original message-----

From: customerassist

Date: Mon, 4/20/2015 9:40 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM911641 [REDACTED] 1L0KM)

Dear T [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Jeep Grand Cherokee.

I regret to learn of the concerns you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for information on the reasoning for a decision on a warranty claim.

I am more than happy to review your concerns and therefore, I will be in contact with your dealership on your behalf. Once I have any updated

information I will be in further contact with you.

Also, our records indicate that the following recall campaign has not been performed by an authorized dealer:

P67 Occupant Restraint Control Module

We suggest that you contact your local authorized Chrysler, Dodge, Jeep? or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=3D=KMM911641\[REDACTED\]L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=KMM911641[REDACTED]L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

warrenty

Comments:

I had a sensor go off concerning a front wipe sensor not available. I took

my car in for an oil change and to look at this sensor. They found that the front grill front collesion sensor was very loose like I had been in a

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plastic cover clasp was broke on one side. This could have been done when

they pulled it off to check the senor itself. I told them I had not had any issues. They said it would not be covered. How come??/

VIN:

EC [REDACTED]

Mileage:

23

Servicing Dealer:

Superior Dodge in Ashland, Kentucky

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Ashland

State:

KY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Apr 20 23:06:24 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance (KMM911641 [REDACTED] L0KM)

Dear [REDACTED]

I appreciate the time you have taken to contact me back with this information and I have included it in your file.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

-----

I have taken my car in for that recall. They told me that Jeep have not sent out those parts for that recall to this dealership yet. They were to get back to me when they had done so. I have called a couple if times to check on this and they told me each time they would contact me as soon as the parts come in.

Sent from my Sprint phone.

----- Original message-----

From: customerassist

Date: Mon, 4/20/2015 9:40 PM

To: [REDACTED];

Subject: Re: Chrysler Group LLC Customer Assistance (KMM911641 [REDACTED] 1L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2014 Jeep Grand Cherokee.

I regret to learn of the concerns you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for information on the reasoning for a decision on a warranty claim.

I am more than happy to review your concerns and therefore, I will be in contact with your dealership on your behalf. Once I have any updated information I will be in further contact with you.

Also, our records indicate that the following recall campaign has not

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#### P67 Occupant Restraint Control Module

We suggest that you contact your local authorized Chrysler, Dodge, Jeep? or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM911641\[REDACTED\]1L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM911641[REDACTED]1L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

warrenty

Comments:

I had a sensor go off concerning a front wiper sensor not available. I took

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VIN:

EC [REDACTED]

Mileage:

23

Servicing Dealer:

Superior Dodge in Ashland, Kentucky

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Ashland

State:

KY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Apr 23 20:13:33 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance (KMM911641 [REDACTED] 1L0KM)

Dear [REDACTED]

I have appreciated your patience while I reviewed your concerns with your servicing dealership. I have spoken with Allen Thacker and have been advised that the reason the repair is not covered under warranty as the reason for failure was found to be due to an outside influence.

The following information can be found on page 15 of your warranty manual:

Your warranties don't cover damage caused by environmental factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor do your warranties cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods, and earthquakes.

Your warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.

I apologize that I am unable to provide you with a more favorable reply.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

Previous Reply Follows:

-----

Dear [REDACTED],

I appreciate the time you have taken to contact me back with this information and I have included it in your file.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

-----

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Sent from my Sprint phone.

----- Original message-----

From: customerassist

Date: Mon, 4/20/2015 9:40 PM

To: [REDACTED];

Subject:Re: Chrysler Group LLC Customer Assistance (KMM911641[REDACTED]1L0KM)

Dear [REDACTED]

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Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM911641\[REDACTED\]1L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM911641[REDACTED]1L0KM&)

Original Message Follows:

-----  
US Customer Service - Jeep Brand Site

Brief Description:

warrenty

Comments:

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VIN:

EC [REDACTED]

Mileage:

23

Servicing Dealer:

Superior Dodge in Ashland, Kentucky

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Ashland

State:

KY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Thu Apr 23 23:33:13 EDT 2015  
Subject: Re: Chrysler Group LLC Customer Assistance (KMM9122778V34413L0KM)  
Thank you for looking into this fir me. I talked with Mr. Thacker as well t=  
oday. I made an appointment fir the recall. I guess they have the parts no=  
w even though they did not call and inform me until you brought that to the=  
ir attention again. Thank you for that. They said they would check into the=  
part that isnt working again at that time. We will see what they say. I co=  
uld tell he was not happy with me that I had contacted the company directly=  
but I told him I was not complaining about his company just trying to get =  
answers. I will see what they say on Tue. Thanks again.

Sent from my Sprint phone.

----- Original message-----

From: customerassist

Date: Thu, 4/23/2015 9:54 PM

To: [REDACTED]

Subject:Re: Chrysler Group LLC Customer Assistance (KMM9122778V34413L0KM)

Dear [REDACTED]

I have appreciated your patience while I reviewed your concerns with your servicing dealership. I have spoken with Allen Thacker and have been advised that the reason the repair is not covered under warranty as the reason for failure was found to be due to an outside influence.

The following information can be found on page 15 of your warranty

manual:

Your warranties don't cover damage caused by environmental factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor do your warranties cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods, and earthquakes.

Your warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.

I apologize that I am unable to provide you with a more favorable reply.

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

Previous Reply Follows:

-----

██████████

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Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

Original Message Follows:

-----

I have taken my car in for that recall. They told me that Jeep have not sent out those parts for that recall to this dealership yet. They were to get back to me when they had done so. I have called a couple if times

to check on this and they told me each time they would contact me as soon as the parts come in.

Sent from my Sprint phone.

----- Original message-----

From: customerassist

Date: Mon, 4/20/2015 9:40 PM

To: [REDACTED];

Subject:Re: Chrysler Group LLC Customer Assistance

(KMM911641 [REDACTED] 1L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards

to your 2014 Jeep Grand Cherokee.

I regret to learn of the concerns you have experienced with your vehicle

and appreciate the time you have taken to contact us with your request for information on the reasoning for a decision on a warranty claim.

I am more than happy to review your concerns and therefore, I will be in

contact with your dealership on your behalf. Once I have any updated information I will be in further contact with you.

Also, our records indicate that the following recall campaign has not been performed by an authorized dealer:

P67 Occupant Restraint Control Module

We suggest that you contact your local authorized Chrysler, Dodge, Jeep?

or Ram dealer to make arrangements for an inspection and, if necessary,

corrective action at no charge to you.

Please take a copy of this message with you at the time of service to

aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID>=3DKMM911641\[REDACTED\]1L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID>=3DKMM911641[REDACTED]1L0KM&)

Original Message Follows:

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US Customer Service - Jeep Brand Site

Brief Description:

warrenty

Comments:

I had a sensor go off concerning a front wipe sensor not available. I took my car in for an oil change and to look at this sensor. They found that the front grill front collesion sensor was very loose like I had been in a

wreck and was not fixed correctly. I had not had any collisions or  
body  
work done on my car. I did see where this was a little loose and that  
the  
plastic cover clasp was broke on one side. This could have been done  
when  
they pulled it off to check the sensor itself. I told them I had not  
had  
any issues. They said it would not be covered. How come??/

VIN:

EC [REDACTED]

Mileage:

23

Servicing Dealer:

Superior Dodge in Ashland, Kentucky

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Ashland

State:

KY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Apr 24 16:02:12 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance (KMM9122778V34413L0KM)

Dear Terri,

I am please to learn that Mr. [REDACTED] has contacted you back to set up an appointment and appreciate the time you have taken to keep me updated. It was my pleasure to assist. Again, if you have any questions in the future, do not hesitate to contact us.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

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Thank you for looking into this fir me. I talked with Mr. Thacker as well today. I made an appointment fir the recall. I guess they have the parts now even though they did not call and inform me until you brought that to their attention again. Thank you for that. They said they would check into the part that isnt working again at that time. We will see what they say. I could tell he was not happy with me that I had contacted the company directly but I told him I was not complaining about his company just trying to get answers. I will see what they say on Tue. Thanks again.

Sent from my Sprint phone.

----- Original message-----

From: customerassist

Date: Thu, 4/23/2015 9:54 PM

To: [REDACTED]

Subject:Re: Chrysler Group LLC Customer Assistance (KMM9122778V34413L0KM)

Dear [REDACTED]

I have appreciated your patience while I reviewed your concerns with your servicing dealership. I have spoken with Allen Thacker and have been advised that the reason the repair is not covered under warranty as the reason for failure was found to be due to an outside influence.

The following information can be found on page 15 of your warranty manual:

Your warranties don't cover damage caused by environmental factors such as airborne fallout, bird droppings, insect damage, chemicals, tree sap, salt, ocean spray, acid rain, and road hazards. Nor do your warranties cover damage caused by hailstorms, windstorms, tornadoes, sandstorms, lightning, floods, and earthquakes.

Your warranties do not cover conditions resulting from anything impacting the vehicle. This includes cracks and chips in glass, scratches and chips in painted surfaces, or damage from collision.

I apologize that I am unable to provide you with a more favorable reply.

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

Previous Reply Follows:

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Dear [REDACTED]

I appreciate the time you have taken to contact me back with this information and I have included it in your file.

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

Original Message Follows:

-----

I have taken my car in for that recall. They told me that Jeep have not sent out those parts for that recall to this dealership yet. They were to get back to me when they had done so. I have called a couple of times to check on this and they told me each time they would contact me as soon as the parts come in.

Sent from my Sprint phone.

----- Original message-----

From: customerassist

Date: Mon, 4/20/2015 9:40 PM

To: [REDACTED]

Subject:Re: Chrysler Group LLC Customer Assistance

(KMM911641 [REDACTED] 1L0KM)

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center in regards

to your 2014 Jeep Grand Cherokee.

I regret to learn of the concerns you have experienced with your vehicle

and appreciate the time you have taken to contact us with your request for information on the reasoning for a decision on a warranty claim.

I am more than happy to review your concerns and therefore, I will be in

contact with your dealership on your behalf. Once I have any updated information I will be in further contact with you.

Also, our records indicate that the following recall campaign has not been performed by an authorized dealer:

P67 Occupant Restraint Control Module

We suggest that you contact your local authorized Chrysler, Dodge, Jeep?

or Ram dealer to make arrangements for an inspection and, if necessary,

corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service

department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jennifer

Customer Service Representative  
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM911641\[REDACTED\]L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM911641[REDACTED]L0KM&)

Original Message Follows:

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US Customer Service - Jeep Brand Site

Brief Description:

warranty

Comments:

I had a sensor go off concerning a front wiper sensor not available. I took my car in for an oil change and to look at this sensor. They found that the front grill front collision sensor was very loose like I had been in a wreck and was not fixed correctly. I had not had any collisions or body

work done on my car. I did see where this was a little loose and that  
the  
plastic cover clasp was broke on one side. This could have been done  
when  
they pulled it off to check the sensor itself. I told them I had not  
had  
any issues. They said it would not be covered. How come??/

VIN:

EC2 [REDACTED]

Mileage:

23

Servicing Dealer:

Superior Dodge in Ashland, Kentucky

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Ashland

State:

KY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: [REDACTED]  
To: customerassist@chrysler.com  
Date: Wed May 13 11:23:29 EDT 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:  
-----

UNRELIABLE 2014 Grand Cherokee

Comments:  
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Below please see emails I have sent to my Jeep Dealer. I would appreciate hearing back from someone ASAP.

May 13, 2015

Hello Matt,

As an update to my original letter below dated April 23, 2015 my Jeep is back in the shop-again. On Sunday, May 10th the check engine light came back on. While driving the ACC unit flashed WARNING notifications when no vehicle was near, the radio lost all settings for about 20 minutes then they all came back just as mysteriously as they had disappeared. I brought the Jeep in to the shop Monday morning (5/11/15) and I was told that the check engine light brought up a code referencing a faulty fuel pump circuit. I have been told that the electronics are being checked again and the fuel pump is being looked at but there is no answer to exactly what the issue is yet. The Jeep remains in the shop. Unfortunately this new Jeep has been the most unreliable vehicle I have ever owned. It is a very disappointing vehicle. I am again asking Jeep to replace this vehicle.

April 23, 2015

I am writing to express my extreme frustration and complete loss of confidence in my 2014 Jeep Grand Cherokee Overland Diesel. I was very much looking forward to the capabilities of the Grand Cherokee. Unfortunately, in the year plus I have owned the vehicle, I've had numerous trips to the dealer and it has been in the shop for service and unusable by me for nearly six weeks.

From the beginning it has had issues that have impacted its functionality, safety and usability. The check engine light has been on and off many times. These unexplained check engine lights sometimes resulted in trips to the Dealer but sometimes the light would go out just as unexpectedly as it went on. During October 2014 the Grand Cherokee spent 18 days in the shop to have the SCR Catalytic Converter and heat sensors replaced. I was told that this was a result of crystalized DEF fluid. My understanding is this is a common issue for diesel Jeeps. During the winter the ACC unit stopped functioning correctly. It unexpectedly would flash collision warnings when no other vehicle was near or it would simply put out a message saying it was not functioning. I drove with it like that for most of the winter and finally brought the Jeep in for service when another check engine light brought me in to the shop. A service technician checked the light and could not determine what the cause was and reset the light. A replacement ACC Eye was ordered and the vehicle spent a few days in the shop for the repair since not all the correct parts were shipped. Most recently and most frustrating, I began having random check engine lights towards the end of March. On March 30th the Jeep would not start. I had to have it towed to the dealership. No one could get the Jeep to start. Once the dealer was able to get the Jeep to start I was told they could not get it to shut down. Twenty five (25) days later my Jeep is still at the dealership. I have been told that the Totally Integrated Power Module has been replaced and that a Powertrain Control Module (PCM) has been ordered and will be installed. I have also been told that the service technicians aren't sure that replacing these parts will solve my Jeep's issues.

This is not a quality of service issue  
? it's a product problem. The people I have dealt with at Lee Jeep in Westbrook have been as helpful and sympathetic as I believe they can be. But I spend a great deal of time in the back country of Maine and spent \$50,000 on my Jeep because I believed it would be a safe, solid vehicle that would handle the places I travel. In some ways, it has delivered - it is comfortable, has decent power and towing ability and can handle the logging roads and rougher areas I often find myself travelling through. However, because my vehicle is so unreliable, I am not confident that the jeep will always work when I am far out in the woods where I could be miles from help and out of cell phone coverage. This is unacceptable.  
As I've outlined, I've tried multiple times to proceed through the usual channels and continue to bring my Jeep in for service ? to no satisfaction that I

will receive back the safe and reliable product I thought I bought. It is disappointing that it has come to this but I am asking that Jeep replace my current vehicle with a new, trouble free Jeep.

I would appreciate hearing back from someone as soon as possible since as I said above- I still do not have my Jeep.

Sender Information:

-----

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed May 13 23:27:02 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

Our records show that you have contacted us by telephone and we have forwarded your concern to a more appropriate department. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the FCA Group Customer Care Center by telephone.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Ashley

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9150086V74022L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9150086V74022L0KM&)

Original Message Follows:

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US Customer Service - Jeep Brand Site

Brief Description:

UNRELIABLE 2014 Grand Cherokee

Comments:

Below please see emails I have sent to my Jeep Dealer. I would appreciate hearing back from someone ASAP. May 13, 2015 Hello Matt, As an update to my original letter below dated April 23, 2015 my Jeep is back in the shop-again. On Sunday, May 10th the check engine light came back on. While driving the ACC unit flashed WARNING notifications when no vehicle was near, the radio lost all settings for about 20 minutes then they all came back just as mysteriously as they had disappeared. I brought the Jeep in to the shop Monday morning (5/11/15) and I was told that the check engine light brought up a code referencing a faulty fuel pump circuit. I have been told that the electronics are being checked again and the fuel pump is being looked at but there is no answer to exactly what the issue is yet. The Jeep remains in the shop. Unfortunately this new Jeep has been

the most unreliable vehicle I have ever owned. It is a very disappointing vehicle. I am again asking Jeep to replace this vehicle. April 23, 2015 I am writing to express my extreme frustration and complete loss of confidence in my 2014 Jeep Grand Cherokee Overland Diesel. I was very much looking forward to the capabilities of the Grand Cherokee. Unfortunately, in the year plus I have owned the vehicle, I've had numerous trips to the dealer and it has been in the shop for service and unusable by me for nearly six weeks. From the beginning it has had issues that have impacted its functionality, safety and usability. The check engine light has been on and off many times. These unexplained check engine lights sometimes resulted in trips to the Dealer but sometimes the light would go out just as unexpectedly as it went on. During October 2014 the Grand Cherokee spent 18 days in the shop to have the SCR Catalytic Converter and heat sensors replaced. I was told that this was a result of crystalized DEF fluid. My understanding is this is a common issue for diesel Jeeps. During the winter the ACC unit stopped functioning correctly. It unexpectedly would flash collision warnings when no other vehicle was near or it would simply put out a message saying it was not functioning. I drove with it like that for most of the winter and finally brought the Jeep in for service when another check engine light brought me in to the shop. A service technician checked the light and could not determine what the cause was and reset the light. A replacement ACC Eye was ordered and the vehicle spent a few days in the shop for the repair since not all the correct parts were shipped. Most recently and most frustrating, I began having random check engine lights towards the end of March. On March 30th the Jeep would not start. I had to have it towed to the dealership. No one could get the Jeep to start. Once the dealer was able to get the Jeep to start I was told they could not get it to shut down. Twenty five (25) days later my Jeep is still at the dealership. I have been told that the Totally Integrated Power Module has been replaced and that a Powertrain Control Module (PCM) has been ordered and will be installed. I have also been told that the service technicians aren't sure that replacing these parts will solve my Jeep's issues. This is not a quality of service issue ? it's a product problem. The people I have dealt with at Lee Jeep in Westbrook have been as helpful and sympathetic as I believe they can be. But I spend a great deal of time in the back country of Maine and spent \$50,000 on my Jeep because I believed it would be a safe, solid vehicle that would handle the places I travel. In some ways, it has delivered - it is comfortable, has decent power and towing ability and can handle the logging roads and rougher areas I often find myself travelling through. However, because my vehicle is so unreliable, I am not confident that the

jeep will always work when I am far out in the woods where I could be miles from help and out of cell phone coverage. This is unacceptable. As I've outlined, I've tried multiple times to proceed through the usual channels and continue to bring my Jeep in for service ? to no satisfaction that I will receive back the safe and reliable product I thought I bought. It is disappointing that it has come to this but I am asking that Jeep replace my current vehicle with a new, trouble free Jeep. I would appreciate hearing back from someone as soon as possible since as I said above- I still do not have my Jeep.

VIN:

EO [REDACTED]

Mileage:

29000

Servicing Dealer:

Lee Auto Mall Westbrook, Maine

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

So. Portland

State:

ME

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

PE15-021

FLAT CHRYSLER

10-22-2015

ENCLOSURE 4

FinalBackup



From: k [REDACTED]  
To: customerassist@chrysler.com  
Date: Wed May 13 23:39:22 EDT 2015  
Subject: Chrysler Group LLC Customer Assistance  
Form Selected:

-----  
Category: US Customer Service

Brief Description:

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Anti crash system

Comments:

-----  
My 2014 Jeep Overland is over riding my defensive driving and slamming on the brakes when it has no reason to, i.e.; the car in the lane I was in, (which is now next to me on the right of my vehicle) is stopping in the middle of the road. I got into the next lane to get around the stopped vehicle, my Jeep then slammed on the brakes after I am in the other lane and passing the stopped vehicle on my right. I have survived situations on the highway that required me to be in full control of the vehicle and maneuver it in an unorthodox manner. I fear my driving ability is hindered in extreme situations requiring me to control my Jeep to avoid an accident. I would like to turn my anti collision system off! What can I do about this?

Sender Information:

-----  
Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu May 14 18:01:39 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the dissatisfaction you are having with this safety feature. It was designed to provide a brake jerk warning in a possible collision. If you are experiencing your brakes slamming to the point that you are out of control you may want to have the vehicle diagnose as this features intent is a slight jerk warning.

The forward collision button is located on the switch panel below the Uconnect® display.

?To turn the FCW system OFF, press the forward collision button once to turn the system OFF (led turns on).

?To turn the FCW system back ON, press the forward collision button again to turn the system ON (led turns off).

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Belinda

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand\\_forms/us/reply.jsp?trk\\_ID=KMM9151446V40899L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9151446V40899L0KM&)

Original Message Follows:

-----

US Customer Service - Jeep Brand Site

Brief Description:

Anti crash system

Comments:

My 2014 Jeep Overland is over riding my defensive driving and slamming on the brakes when it has no reason to, i.e.; the car in the lane I was in, (which is now next to me on the right of my vehicle) is stopping in the middle of the road. I got into the next lane to get around the stopped vehicle, my Jeep then slammed on the brakes after I am in the other lane and passing the stopped vehicle on my right. I have survived situations on the highway that required me to be in full control of the vehicle and maneuver it in an unorthodox manner. I fear my driving ability is hindered

in extreme situations requiring me to control my Jeep to avoid an accident.  
I would like to turn my anti collision system off! What can I do about  
this?

VIN:

EC [REDACTED]

Mileage:

10000

Servicing Dealer:

Monday

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Sedona

State:

AZ

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]