

















PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Nov 23 20:20:25 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I am contacting you because I am concerned about our jeep

Comments:

I am concerned with the functioning of our jeep we have only had it a year and somethings not right we have had the horn worked on 3 times and its still not working properly when you turn your wheels the horn does not work, the fan motor stoped working and we just had it towed and they said it was the ignition they called us and said it was ready we picked it up and now the tire pressure monitoring system is malfunctioning I am going to call them tommorrow about the problem. I just want to feel confident about this vehicle we had a 2000 jeep wrangler previously and had no problems except wear and tear thanks for listning/ also I was wondering if anyone else has been having these problems with the electrical system. thanks

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jan 05 13:59:31 EST 2009
Subject: Re: Reply to Chrysler LLC (KMM6112192I25261L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

I am glad to hear the dealer was able to resolve your concerns. Please continue to check our website to see if any new incentives are offered and we are glad that you will continue to be loyal to Jeep.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler 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=KMM6143230I25261L0KM&

Original Message Follows:

Comments:

I wanted to let you know my dealer took care of the mix up with the steering wheel and fixed all problems I was haveing with this jeep I hope all the electrical issues have been resolved. Thanks agian for all your help and your support I would still like to trade this 08 jeep for a little peace of mind if they would ever offer 0% financing on the 09. I will never be without a Jeep Wrangler.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Dec 14 13:01:46 EST 2008
Subject: Reply to Chrysler LLC (KMM6079562I25261L0KM)
Reply Comments:

I regret to add additional information to my list of complaints I need some help! I've created a time table for you in regards to my complaint. We had our Jeep towed on 11/20 they called on 11/22 and said it was ready to go we picked up on 11/23 and the tire pressure indicator light showed a malfunction we took it back on 11/24 we called to check on the status on 11/26 and said it would be ready we arrived and they said they discovered it had other problems. We kept in contact in the weeks following they had relayed some issues with us they said they had to order a new ignition, steering wheel, tire sensors and they said they had taken it to a tire shop and they damaged a lug nut they had to order. They called us on 12/13 and said everything was fixed and ready to go thats where my complaint comes from. When we arrived the service dep was closed We right away noticed that the steering wheel was plastic and had no cruise control switch. The original parts on our jeep were a leather wrapped steering wheel and cruise control which were part of an option that we purchased. I do not feel confident about this vehicle and feel my only option is to trade it. If you could direct me to the person who can help me resolve this problem I would be grateful. thanks for your time [REDACTED]
Home
[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Dec 15 13:32:10 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM6079562I25261L0KM)
Dear Aaron:

Thank you for contacting the Chrysler Customer Assistance Center.

We got your update that the dealer is going to try and resolve this issue. If they do not, please let us know.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler 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=KMM6112192I25261L0KM&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Dec 15 18:30:14 EST 2008
Subject: Reply to Chrysler LLC (KMM6079562I25261L0KM)
Reply Comments:

I talked with my dealer today and I am going to give them a chance to
make
it right

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Sep 22 15:23:04 EDT 2009
Subject: Re: Reply to Chrysler LLC (KMM6634350I25261L0KM)
Dear Aaron:

Thank you for your email.

I apologize for the delay, I was on vacation. Hopefully, the dealership's diagnosis was able to repair your vehicle. If not, please let me know.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6636795I25261L0KM&

Original Message Follows:

My wife talked to the dealership today about the status of our jeep and the technician was not there but the service manager said they had ordered a new steering wheel that makes no sense to me that's what they did the last time the steering wheel is only a year old there has to be another problem that there not catching the technician is supposed to call us tomorrow I want to make sure they have a factory rep sign off on the repair and reassure me I will not have any more issues with this same problem I just cant imagine how a steering wheel can take care of the horn, cruise, tire pressure indicators and the ignition not working properly. I need some help, I need someone to try to resolve these issues I am growing tired of having the same problems there has to be something someone can do. If there is a factory defect or the wiring harness is to short I just want someone to fix it, is that much to ask I have been dealing with these problems from the start of our purchase. If there is any thing you can do to make sure we are completely satisfied with our Jeep it would be greatly appreciated. I want to thank you for your time and I look forward to hearing from you.

[REDACTED]
----- Original Message -----
From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]

Sent: Monday, September 21, 2009 3:25 PM
Subject: Re: Reply to Chrysler LLC (KMM6634350I25261L0KM)

> Dear [REDACTED]
>
> Thank you for the update.
>
> We will review the file with your dealership and provide any
technical
> assistance your dealer may need to help them in resolving this
problem.
>
> We appreciate your loyalty to Jeep and thanks again for your email.
> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6634350I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6634350I25261L0KM&)
>
>
> Original Message Follows:
> -----
> I wanted to make sure things did not get twisted I do not need
> assistance
> because I cannot afford repairs I have extended warranty that would
> cover
> items but they are the same items that I have had repaired
previously
> three
> times under factory warranty, so they should be covered under
factory
> warranty. I did take it to my local dealer that I have been dealing
with
> for
> several years. At first I was upset with the dealer but its not
there
> fault
> I have a problem that is reoccurring. I did take it to my dealer at
> J &
> K Mitchell in Casey, IL. (217) 932-2166 on September 16th and I
think
> they
> have been in contact with a factory rep about the electrical
issues. I
> just
> want to feel confident about the integrity of my Jeep and have it
> perform as
> it did from the facotry. If you have any questions or need to
contact
> me I
> can be reached at [REDACTED] Thanks again for responding to my
> email.
>
> [REDACTED]

>
> ----- Original Message -----
> From: "customerassist" <customerassist@chrysler.com>
> To: "[REDACTED]"
> Sent: Friday, September 18, 2009 1:05 PM
> Subject: Re: Reply to Chrysler LLC (KMM6629163I25261L0KM)
>
>
>> Dear [REDACTED]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> Our records show that you have contacted us by telephone on
9/09/09
> and
>> we have addressed your concern. Did you make an appointment with
your
>> local Jeep dealer to perform a diagnosis and provided you with an
>> estimate yet? If so, please reply back the dealership information
and
>> the person your working with in the service department. I will
> contact
>> them to discuss this matter further. If I need to discuss this
matter
>> with you in more detail, please reply to the link below with a
daytime
>> telephone number where you can be reached.
>>
>> Or, you can speak directly with the service manager at your local
Jeep
>> dealership since your dealer is empowered to determine the merits
of
> any
>> goodwill policy consideration for repairs beyond the coverage of
your
>> manufacturer's warranty.
>>
>> We have updated your file to reflect the latest information you
> provided
>> in the email message and thanks again for your email.
>>
>> Sincerely,
>>
>> Chris
>> Customer Service Representative
>> Chrysler Customer Assistance Center
>>
>> For any future communications related to this email, please refer
to
> the
>> following information:
>> REFERENCE NUMBER:
>> EMAIL CASE NUMBER: [REDACTED]
>> REPLY LINK:
>> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6629163I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6629163I25261L0KM&)
>>
>>
>> Original Message Follows:
>> -----
>> I am upset with Chrysler for not responding to my email about my
>> problems
>> with my 2008 Jeep wrangler I would have thought someone trying to
> build

>> a
>> better company would at least give someone who bought a new
vehicle
> and
>> have
>> purchased vehicles in the past a little respect. I did call and
talk
> to
>> customer service Carissa agent code CA788 I felt like I was
talking to
>> someone that knew nothing about the problems I am having I had
talked
> to
>>
>> someone about a year ago about my electrical problems that had
been
>> repaired
>> three times before she had stated that if I had those problems
again
>> they
>> would be covered under factory warranty I was told by Carissa they
> would
>> not
>> cover it I do have extended warranty but that's not the point you
> should
>>
>> stand by your warranty and your defects. This will make the
fourth
>> time we
>> have had it in for the horn and wiring harness in the steering
wheel
>> before
>> we had the vehicle over 12 months it was in the shop for over 30
days
>> and
>> has been in the shop for the horn and electrical problems three
times
>> prior
>> I am taking it in on Sep 15th to have it looked at to make sure
its
> the
>> same
>> problems if it is I am going to contact the Illinois Attorney
Generals
>> office and the Better Business bureau unless I am completely
> satisfied
>>
>> with the results I would like someone with authority to look at my
> file
>> and
>> documentation on the problems I have had with my Jeep and contact
me
>> personally. Thank you for your time and I look forward to hearing
from
>> you.
>> [REDACTED]
>>
>> ----- Original Message -----
>> From: "customerassist" <customerassist@chrysler.com>
>> To: [REDACTED]
>> Sent: Monday, January 05, 2009 2:03 PM
>> Subject: Re: Reply to Chrysler LLC (KMM6143230I25261L0KM)
>>
>>

>>> Dear [REDACTED]
>>>
>>> Thank you for contacting the Chrysler Customer Assistance Center.
>>>
>>> I am glad to hear the dealer was able to resolve your concerns.
>> Please
>>> continue to check our website to see if any new incentives are
> offered
>>> and we are glad that you will continue to be loyal to Jeep.
>>>
>>> Thanks again for your email.
>>>
>>> Sincerely,
>>>
>>> Chris
>>> Customer Service Representative
>>> Chrysler 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=KMM6143230I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6143230I25261L0KM&)
>>>
>>>
>>> Original Message Follows:
>>> -----
>>>
>>> Comments:
>>> I wanted to let you know my dealer took care of the mix up with
the
>>> steering
>>> wheel and fixed all problems I was haveing with this jeep I hope
all
>>> the
>>> electrical issues have been resolved. Thanks agian for all your
help
>>> and
>>> your support I would still like to trade this 08 jeep for a
little
>>> peace of
>>> mind if they would ever offer 0% financing on the 09. I will
never be
>>> without a Jeep Wrangler.
>>>
>>>
>>>
>>>
>>
>>
>>
>
>
>
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 10 23:39:49 EST 2010
Subject: Reply to Chrysler Group LLC (KMM6636795I25261L0KM)
Reply Comments:

I have had our jeep in for repairs for the electrical issues again I
would
appreciate it if someone would contact me about my problems thanks
for you
time [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Mar 14 10:57:58 EDT 2010
Subject: Reply to Chrysler Group LLC (KMM6636795I25261L0KM)
Reply Comments:

Chris, I have had more problems with my jeep after the case was closed I had it in again for the the cruise switch which has been replaced before the fuel tank replaced and the electrical problems are starting agian the air bag light is flashing on and off we took it to the dealer and they ordered the part I would like someone to take a look at our history on this jeep the last few times we started taking it to a new dealer thinking maybe we could get the problems fixed I am asking for your help we must have just got a bad one I would like to trade it in and just be rid of it we are loyall jeep owners and will continue despite our troubles thanks for anything you can do or give us a contact so we can talk to someone about all the problems we have had basically with the electrical issues.

[REDACTED]
[REDACTED]
[REDACTED] Toledo, IL [REDACTED]
[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Mar 16 09:08:45 EDT 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6636795I25261L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

We are sorry to read that your having problems again and we will open your file again to review this matter with the dealership. However, you have indicated that you went to a new dealership. Therefore, please reply back which dealership you would like us to contact regarding this matter and the date of your last repair visit.

Unfortunately, we are unable to assist in the trade in of your Jeep, we must refer you to the sales department for discussion of a possible trade in of your Jeep.

We appreciate your loyalty to Jeep and we look forward to resolving this matter.

Sincerely,

Chris
Customer Service Representative
Chrysler 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=KMM6890257I25261L0KM&

Original Message Follows:

Comments:

Chris, I have had more problems with my jeep after the case was closed I had it in again for the the cruise switch which has been replaced before the fuel tank replaced and the electrical problems are starting agian the air bag light is flashing on and off we took it to the dealer and they ordered the part I would like someone to take a look at our history on this jeep the last few times we started taking it to a new dealer thinking maybe we could get the problems fixed I am asking for your help we must have just got a bad one I would like to trade it in and just be rid of it we are loyall jeep owners and will continue despite our troubles thanks for anything you can do or give us a contact so we can talk to someone about all the problems we have had basically with the electrical issues.

[REDACTED] Toledo, IL [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Mar 16 18:29:11 EDT 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6890257I25261L0KM)
We have been taking our jeep for the current repairs to
Goeckner Bros Jeep Chrysler
600 E fayette Ave Effingham, IL 62401
(217) 342-3355 or 1-877-562-3355

Thank you again I have been very happy with the service we have received at this dealership and I am sure they will try to resolve the issues. They are scheduled to fix the air bag system March 17th the check engine light is now illuminated and we will have them look at this issue also. I have not got a problem with any dealership I have received work from. We just do not feel confident in this vehicle.

----- Original Message -----

From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Tuesday, March 16, 2010 8:09 AM
Subject: Re: Reply to Chrysler Group LLC (KMM6890257I25261L0KM)

> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> We are sorry to read that your having problems again and we will open
> your file again to review this matter with the dealership.
However, you
> have indicated that you went to a new dealership. Therefore,
please
> reply back which dealership you would like us to contact regarding
this
> matter and the date of your last repair visit.
>
> Unfortunately, we are unable to assist in the trade in of your
Jeep, we
> must refer you to the sales department for discussion of a possible
> trade in of your Jeep.
>
> We appreciate your loyalty to Jeep and we look forward to resolving
this
> matter.
>
>
> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler 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=KMM6890257I25261L0KM&

>

>

> Original Message Follows:

> -----

>

> Comments:

> Chris, I have had more problems with my jeep after the case was closed I

> had

> it in again for the the cruise switch which has been replaced before

> the

> fuel tank replaced and the electrical problems are starting again the

> air

> bag light is flashing on and off we took it to the dealer and they

> ordered

> the part I would like someone to take a look at our history on this

> jeep

> the last few times we started taking it to a new dealer thinking maybe

> we

> could get the problems fixed I am asking for your help we must have

> just

> got a bad one I would like to trade it in and just be rid of it we are

> loyall jeep owners and will continue despite our troubles thanks for

> anything you can do or give us a contact so we can talk to someone

> about

> all the problems we have had basically with the electrical issues.

>

> [REDACTED] Toledo, IL [REDACTED]

>

>

>

>

>

>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Mar 23 14:11:13 EDT 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6890257I25261L0KM)
Dear Aaron:

Was the dealership able to resolve all your concerns during your last repair visit?

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6899842I25261L0KM&

Original Message Follows:

We have been taking our jeep for the current repairs to
Goeckner Bros Jeep Chrysler
600 E fayette Ave Effingham, IL 62401
(217) 342-3355 or 1-877-562-3355

Thank you again I have been very happy with the service we have recieved at this dealership and I am sure they will try to resolve the issues. They are scheduled to fix the air bag system March 17th the check engine light is now illuminated and we will have them look at this issue also. I have not got a problem with any dealership I have recieved work from. We just do not feel confident in this vehicle.

----- Original Message -----

From: "customerassist" <customerassist@chrysler.com>

To: [REDACTED]

Sent: Tuesday, March 16, 2010 8:09 AM

Subject: Re: Reply to Chrysler Group LLC (KMM6890257I25261L0KM)

> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> We are sorry to read that your having problems again and we will open
> your file again to review this matter with the dealership.
However, you
> have indicated that you went to a new dealership. Therefore,
please
> reply back which dealership you would like us to contact regarding
this
> matter and the date of your last repair visit.
>
> Unfortunately, we are unable to assist in the trade in of your
Jeep, we

> must refer you to the sales department for discussion of a possible
> trade in of your Jeep.

>
> We appreciate your loyalty to Jeep and we look forward to resolving
this
> matter.

>
>
> Sincerely,

>
> Chris
> Customer Service Representative
> Chrysler 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=KMM6890257I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6890257I25261L0KM&)

>

>

> Original Message Follows:

> -----

>

> Comments:

> Chris, I have had more problems with my jeep after the case was
closed I

> had

> it in again for the the cruise switch which has been replaced
before

> the

> fuel tank replaced and the electrical problems are starting again
the

> air

> bag light is flashing on and off we took it to the dealer and they

> ordered

> the part I would like someone to take a look at our history on this

> jeep

> the last few times we started taking it to a new dealer thinking
maybe

> we

> could get the problems fixed I am asking for your help we must have

> just

> got a bad one I would like to trade it in and just be rid of it we
are

> loyall jeep owners and will continue despite our troubles thanks
for

> anything you can do or give us a contact so we can talk to someone

> about

> all the problems we have had basically with the electrical issues.

>

> [REDACTED] Toledo, IL [REDACTED]

>

>

>

>

>

>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Nov 24 14:36:39 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Aaron:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2008 Jeep Wrangler.

We regret to read of the problems that you are experiencing with your vehicle, and appreciate the time and effort you took to write to us.

In response to your email regarding the electrical issues on your vehicle, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday (in all Continental Time Zones). It is necessary to discuss the issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR [REDACTED] number and the following information handy:

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Name of dealership where vehicle was purchased
- ? Date of purchase
- ? Dealership where service was performed
- ? Date of last service
- ? Current vehicle mileage
- ? An explanation of the problem

We have Customer Service Representatives available to address your queries and concerns.

Thanks again for your email.

Sincerely,

Natasha Odyuo
Customer Service Representative
Chrysler 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=KMM6079562I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

I am contacting you because I am concerned about our jeep

Comments:

I am concerned with the functioning of our jeep we have only had it a year

and somethings not right we have had the horn worked on 3 times and its

still not working properly when you turn your wheels the horn does not

work, the fan motor stoped working and we just had it towed and they said
it was the ignition they called us and said it was ready we picked it up
and now the tire pressure monitoring system is malfunctioning I am going to
call them tommorrow about the problem. I just want to feel confident about
this vehicle we had a 2000 jeep wrangler previously and had no problems
except wear and tear thanks for listning/ also I was wondering if anyone
else has been having these problems with the electrical system.
thanks

VIN: 8L [REDACTED]
Mileage: 32000
Servicing Dealer: J and K Mitchell Casey IL.
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2: [REDACTED]
City: Toledo
State: IL
Zip: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 06 20:04:35 EDT 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6899842I25261L0KM)
well good thing I waited to send this message back I wanted to make
sure
everything was a go well we have another problem now it will not
start but
about every 10 tries we are going to call the dealer tomorrow I need
someone personally to contact me about our history I am going to get
a copy
of all our history of this jeep tomorrow and am going to take it to
someone
that can help us resolve the issues we are not happy and will take
appropriate action thanks for all your help if you could direct me to
someone I can call about these issues it would be greatly appreciated
I do
have all emails and correspondence on every issue I have had with
this jeep
numbers and dates of contacts that I have been in contact with I
would like
to hear from you by the end of the week thanks again for your help.

[REDACTED]
Toledo, IL [REDACTED]

----- Original Message -----

From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Tuesday, March 23, 2010 1:11 PM
Subject: Re: Reply to Chrysler Group LLC (KMM6899842I25261L0KM)

> Dear [REDACTED]
>
> Was the dealership able to resolve all your concerns during your
last
> repair visit?
>
> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6899842I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6899842I25261L0KM&)
>
>
> Original Message Follows:
> -----
> We have been taking our jeep for the current repairs to
> Goeckner Bros Jeep Chrysler
> 600 E fayette Ave Effingham, IL 62401
> (217) 342-3355 or 1-877-562-3355
>
> Thank you again I have been very happy with the service we have
recieved

> at
> this dealership and I am sure they will try to resolve the issues.
They
> are
> scheduled to fix the air bag system March 17th the check engine
light
> is
> now illuminated and we will have them look at this issue also. I
have
> not
> got a problem with any dealership I have recieved work from. We
just do
> not
> feel confident in this vehicle.
> ----- Original Message -----
> From: "customerassist" <customerassist@chrysler.com>
> To: "[REDACTED]"
> Sent: Tuesday, March 16, 2010 8:09 AM
> Subject: Re: Reply to Chrysler Group LLC (KMM6890257I25261L0KM)
>
>
>> Dear [REDACTED]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> We are sorry to read that your having problems again and we will
open
>> your file again to review this matter with the dealership.
However,
> you
>> have indicated that you went to a new dealership. Therefore,
please
>> reply back which dealership you would like us to contact regarding
> this
>> matter and the date of your last repair visit.
>>
>> Unfortunately, we are unable to assist in the trade in of your
Jeep,
> we
>> must refer you to the sales department for discussion of a
possible
>> trade in of your Jeep.
>>
>> We appreciate your loyalty to Jeep and we look forward to
resolving
> this
>> matter.
>>
>>
>> Sincerely,
>>
>> Chris
>> Customer Service Representative
>> Chrysler 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?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6890257I25261L0KM&)
trk_ID=KMM6890257I25261L0KM&

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 07 09:31:15 EDT 2010
Subject: Re: Reply to Chrysler Group LLC (KMM6899842I25261L0KM)
Dear [REDACTED]

Thank you for your reply.

We regret to read about the most recent situation in your email. In order for us to review your concerns further, please have a Jeep dealer perform a diagnosis and written estimate for the needed repair. If you email the estimate information, please include the current mileage on your Jeep.

If you prefer to call our Chrysler Group Customer Assistance Center, our phone number is 800-IAMJEEP (877-426-5337) and our hours of operation are 8:00 AM - 8:00 PM (ET) Monday - Friday.

We look forward to reviewing your concerns after the Jeep is diagnosed by the dealership.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6917912I25261L0KM&

Original Message Follows:

well good thing I waited to send this message back I wanted to make sure everything was a go well we have another problem now it will not start but about every 10 tries we are going to call the dealer tommorrow I need someone personally to contact me about our history I am going to get a copy of all our history of this jeep tommorrw and am going to take it to someone that can help us resolve the issues we are not happy and will take appropriate action thanks for all your help if you could direct me to someone I can call about these issues it would be greatly appreciated I do have all emails and correspondence on every issue I have had with this jeep numbers and dates of contacts that I have been in contact with I would like to hear from you by the end of the week thanks again for your help.

[REDACTED]
Toledo, IL [REDACTED]
[REDACTED]

----- Original Message -----
From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Tuesday, March 23, 2010 1:11 PM

Subject: Re: Reply to Chrysler Group LLC (KMM6899842I25261L0KM)

> Dear [REDACTED]
>
> Was the dealership able to resolve all your concerns during your
last
> repair visit?
>
> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6899842I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6899842I25261L0KM&)
>
>
> Original Message Follows:
> -----
> We have been taking our jeep for the current repairs to
> Goeckner Bros Jeep Chrysler
> 600 E fayette Ave Effingham, IL 62401
> (217) 342-3355 or 1-877-562-3355
>
> Thank you again I have been very happy with the service we have
recieved
> at
> this dealership and I am sure they will try to resolve the issues.
They
> are
> scheduled to fix the air bag system March 17th the check engine
light
> is
> now illuminated and we will have them look at this issue also. I
have
> not
> got a problem with any dealership I have recieved work from. We
just do
> not
> feel confident in this vehicle.
> ----- Original Message -----
> From: "customerassist" <customerassist@chrysler.com>
> To: '[REDACTED]
> Sent: Tuesday, March 16, 2010 8:09 AM
> Subject: Re: Reply to Chrysler Group LLC (KMM6890257I25261L0KM)
>
>
>> Dear [REDACTED]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> We are sorry to read that your having problems again and we will
open
>> your file again to review this matter with the dealership.
However,
> you

>> have indicated that you went to a new dealership. Therefore,
please
>> reply back which dealership you would like us to contact regarding
> this
>> matter and the date of your last repair visit.
>>
>> Unfortunately, we are unable to assist in the trade in of your
Jeep,
> we
>> must refer you to the sales department for discussion of a
possible
>> trade in of your Jeep.
>>
>> We appreciate your loyalty to Jeep and we look forward to
resolving
> this
>> matter.
>>
>>
>> Sincerely,
>>
>> Chris
>> Customer Service Representative
>> Chrysler 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=KMM6890257I25261LOKM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6890257I25261LOKM&)
>>
>>
>> Original Message Follows:
>> -----
>>
>> Comments:
>> Chris, I have had more problems with my jeep after the case was
closed
> I
>> had
>> it in again for the the cruise switch which has been replaced
before
>> the
>> fuel tank replaced and the electrical problems are starting agian
the
>> air
>> bag light is flashing on and off we took it to the dealer and they
>> ordered
>> the part I would like someone to take a look at our history on
this
>> jeep
>> the last few times we started taking it to a new dealer thinking
maybe
>> we
>> could get the problems fixed I am asking for your help we must
have
>> just
>> got a bad one I would like to trade it in and just be rid of it we
are
>> loyall jeep owners and will continue despite our troubles thanks

for
>> anything you can do or give us a contact so we can talk to someone
>> about
>> all the problems we have had basically with the electrical issues.
>> [REDACTED]
>> [REDACTED] Toledo, IL [REDACTED]
>> [REDACTED]
>>
>>
>>
>>
>
>
>
>

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Mon Sep 07 12:18:52 EDT 2009
Subject: Reply to Chrysler Group LLC (KMM6143230I25261L0KM)
Reply Comments:

I am having problems again with a variety of electrical problems we started having problems again with the horn in July you had to turn the wheel as you push on the horn to get it to work, the cruise control started acting up in august and was working intermitinly. We were on our trip this weekend and its all starting to happen all over agian the horn does not work at all the cruise will not work and the tire pressure indicators are on and off the last time it shorted out the ignition and we had to have it towed. We need some kind of resolve I cant even go anywhere in our jeep and feel confident. This will make the fourth time we will have to take it to the shop for the horn not working properly and for the electrical issues we are having. The last time they had our jeep for over 30 days Fact. I did talk to a customer rep the last time that told me if we had any more of the same electrical problems the factory warrenty would cover it not the extended warrenty. I will not take it back to the previous dealer that stated fact:
The wiring harness is to short which shorts the pins out that is a factory defect. I will be willing to take it to Pilson auto center in Mattoon IL or Geockner brothers in Effingham IL and will also need a vehicle to drive while problems are being resolved. I will not spend time trying to get it right this time to be a satisfied customer I want someone else to do the leg work I want to know whats wrong with my jeep. My wife delivers mail from her jeep and uses the horn for saftey purposes with traffic as well as animal control to find out if there are any animals on the property. If this issue is not addressed we will have no other option but to seek legal council and use the local media to get our story out I do not seek any restitution at this time unless further action is taken. I can be reached at [REDACTED] I would like someone to contact me regarding this issue
Vin #1J4-FA241X8L-[REDACTED]
Last Reference # [REDACTED]
Last email RF [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Sep 14 22:01:11 EDT 2009
Subject: Re: Reply to Chrysler LLC (KMM6143230I25261L0KM)
I am upset with Chrysler for not responding to my email about my problems with my 2008 Jeep wrangler I would have thought someone trying to build a better company would at least give someone who bought a new vehicle and have purchased vehicles in the past a little respect. I did call and talk to customer service Carissa agent code CA788 I felt like I was talking to someone that knew nothing about the problems I am having I had talked to someone about a year ago about my electrical problems that had been repaired three times before she had stated that if I had those problems again they would be covered under factory warranty I was told by Carissa they would not cover it I do have extended warranty but that's not the point you should stand by your warranty and your defects. This will make the fourth time we have had it in for the horn and wiring harness in the steering wheel before we had the vehicle over 12 months it was in the shop for over 30 days and has been in the shop for the horn and electrical problems three times prior I am taking it in on Sep 15th to have it looked at to make sure its the same problems if it is I am going to contact the Illinois Attorney Generals office and the Better Business bureau unless I am completely satisfied with the results I would like someone with authority to look at my file and documentation on the problems I have had with my Jeep and contact me personally. Thank you for your time and I look forward to hearing from you.

----- Original Message -----
From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Monday, January 05, 2009 2:03 PM
Subject: Re: Reply to Chrysler LLC (KMM6143230I25261L0KM)

> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> I am glad to hear the dealer was able to resolve your concerns.
Please
> continue to check our website to see if any new incentives are
offered
> and we are glad that you will continue to be loyal to Jeep.
>
> Thanks again for your email.
>

> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler 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=KMM6143230I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6143230I25261L0KM&)
>
>
> Original Message Follows:
> -----
>
> Comments:
> I wanted to let you know my dealer took care of the mix up with the
> steering
> wheel and fixed all problems I was haveing with this jeep I hope
all
> the
> electrical issues have been resolved. Thanks agian for all your
help
> and
> your support I would still like to trade this 08 jeep for a little
> peace of
> mind if they would ever offer 0% financing on the 09. I will never
be
> without a Jeep Wrangler.
>
>
>
>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Sep 18 14:05:30 EDT 2009
Subject: Re: Reply to Chrysler LLC (KMM6143230I25261L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

Our records show that you have contacted us by telephone on 9/09/09 and we have addressed your concern. Did you make an appointment with your local Jeep dealer to perform a diagnosis and provided you with an estimate yet? If so, please reply back the dealership information and the person your working with in the service department. I will contact them to discuss this matter further. If I need to discuss this matter with you in more detail, please reply to the link below with a daytime telephone number where you can be reached.

Or, you can speak directly with the service manager at your local Jeep dealership since your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty.

We have updated your file to reflect the latest information you provided in the email message and thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler 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=KMM6629163I25261L0KM&

Original Message Follows:

I am upset with Chrysler for not responding to my email about my problems with my 2008 Jeep wrangler I would have thought someone trying to build a better company would at least give someone who bought a new vehicle and have purchased vehicles in the past a little respect. I did call and talk to customer service Carissa agent code CA788 I felt like I was talking to someone that knew nothing about the problems I am having I had talked to someone about a year ago about my electrical problems that had been repaired three times before she had stated that if I had those problems again they would be covered under factory warranty I was told by Carissa they would not cover it I do have extended warranty but that's not the point you should stand by your warranty and your defects. This will make the fourth time we

have had it in for the horn and wiring harness in the steering wheel before we had the vehicle over 12 months it was in the shop for over 30 days and has been in the shop for the horn and electrical problems three times prior I am taking it in on Sep 15th to have it looked at to make sure its the same problems if it is I am going to contact the Illinois Attorney Generals office and the Better Business bureau unless I am completely satisfied with the results I would like someone with authority to look at my file and documentation on the problems I have had with my Jeep and contact me personally. Thank you for your time and I look forward to hearing from you.

[REDACTED]

----- Original Message -----

From: "customerassist" <customerassist@chrysler.com>

To: [REDACTED]

Sent: Monday, January 05, 2009 2:03 PM

Subject: Re: Reply to Chrysler LLC (KMM6143230I25261L0KM)

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center.

>

> I am glad to hear the dealer was able to resolve your concerns.

Please

> continue to check our website to see if any new incentives are offered

> and we are glad that you will continue to be loyal to Jeep.

>

> Thanks again for your email.

>

> Sincerely,

>

> Chris

> Customer Service Representative

> Chrysler 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?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6143230I25261L0KM&)

[trk_ID=KMM6143230I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6143230I25261L0KM&)

>

>

> Original Message Follows:

> -----

>

> Comments:

> I wanted to let you know my dealer took care of the mix up with the steering

> wheel and fixed all problems I was haveing with this jeep I hope all

> the

> electrical issues have been resolved. Thanks agian for all your

help
> and
> your support I would still like to trade this 08 jeep for a little
> peace of
> mind if they would ever offer 0% financing on the 09. I will never
be
> without a Jeep Wrangler.
>
>
>
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Sep 20 11:00:24 EDT 2009
Subject: Re: Reply to Chrysler LLC (KMM6629163I25261L0KM)
I wanted to make sure things did not get twisted I do not need assistance because I cannot afford repairs I have extended warranty that would cover items but they are the same items that I have had repaired previously three times under factory warranty, so they should be covered under factory warranty. I did take it to my local dealer that I have been dealing with for several years. At first I was upset with the dealer but its not there fault I have a problem that is reoccurring. I did take it to my dealer at J & K Mitchell in Casey, IL. (217) 932-2166 on September 16th and I think they have been in contact with a factory rep about the electrical issues. I just want to feel confident about the integrity of my Jeep and have it perform as it did from the facotry. If you have any questions or need to contact me I can be reached at [REDACTED] Thanks again for responding to my email.

[REDACTED]

----- Original Message -----
From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Friday, September 18, 2009 1:05 PM
Subject: Re: Reply to Chrysler LLC (KMM6629163I25261L0KM)

> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Our records show that you have contacted us by telephone on 9/09/09 and
> we have addressed your concern. Did you make an appointment with your
> local Jeep dealer to perform a diagnosis and provided you with an
> estimate yet? If so, please reply back the dealership information and
> the person your working with in the service department. I will contact
> them to discuss this matter further. If I need to discuss this matter
> with you in more detail, please reply to the link below with a daytime
> telephone number where you can be reached.
>
> Or, you can speak directly with the service manager at your local Jeep
> dealership since your dealer is empowered to determine the merits of any
> goodwill policy consideration for repairs beyond the coverage of your
> manufacturer's warranty.

>
> We have updated your file to reflect the latest information you
provided
> in the email message and thanks again for your email.
>
> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6629163I25261L0KM&)
trk_ID=KMM6629163I25261L0KM&
>
>
> Original Message Follows:
> -----
> I am upset with Chrysler for not responding to my email about my
> problems
> with my 2008 Jeep wrangler I would have thought someone trying to
build
> a
> better company would at least give someone who bought a new vehicle
and
> have
> purchased vehicles in the past a little respect. I did call and
talk to
> customer service Carissa agent code CA788 I felt like I was talking
to
> someone that knew nothing about the problems I am having I had
talked to
>
> someone about a year ago about my electrical problems that had been
> repaired
> three times before she had stated that if I had those problems
again
> they
> would be covered under factory warranty I was told by Carissa they
would
> not
> cover it I do have extended warranty but that's not the point you
should
>
> stand by your warranty and your defects. This will make the fourth
> time we
> have had it in for the horn and wiring harness in the steering
wheel
> before
> we had the vehicle over 12 months it was in the shop for over 30
days
> and
> has been in the shop for the horn and electrical problems three
times
> prior
> I am taking it in on Sep 15th to have it looked at to make sure its
the
> same
> problems if it is I am going to contact the Illinois Attorney

Generals

> office and the Better Business bureau unless I am completely satisfied
>
> with the results I would like someone with authority to look at my file
> and
> documentation on the problems I have had with my Jeep and contact me
> personally. Thank you for your time and I look forward to hearing from
> you.

> [REDACTED]
>
> ----- Original Message -----
> From: "customerassist" <customerassist@chrysler.com>
> To: [REDACTED]
> Sent: Monday, January 05, 2009 2:03 PM
> Subject: Re: Reply to Chrysler LLC (KMM6143230I25261L0KM)

>
>
>> Dear [REDACTED]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> I am glad to hear the dealer was able to resolve your concerns.
> Please
>> continue to check our website to see if any new incentives are offered
>> and we are glad that you will continue to be loyal to Jeep.
>>
>> Thanks again for your email.

>>
>> Sincerely,
>>
>> Chris
>> Customer Service Representative
>> Chrysler 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=KMM6143230I25261L0KM&

>>
>>
>> Original Message Follows:
>> -----
>>
>> Comments:
>> I wanted to let you know my dealer took care of the mix up with the
>> steering
>> wheel and fixed all problems I was having with this jeep I hope all
>> the
>> electrical issues have been resolved. Thanks again for all your help
>> and
>> your support I would still like to trade this 08 jeep for a little

>> peace of
>> mind if they would ever offer 0% financing on the 09. I will never
be
>> without a Jeep Wrangler.
>>
>>
>>
>>
>
>
>
>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Sep 21 16:24:45 EDT 2009
Subject: Re: Reply to Chrysler LLC (KMM6629163I25261L0KM)
Dear Aaron:

Thank you for the update.

We will review the file with your dealership and provide any technical assistance your dealer may need to help them in resolving this problem.

We appreciate your loyalty to Jeep and thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6634350I25261L0KM&

Original Message Follows:

I wanted to make sure things did not get twisted I do not need assistance because I cannot afford repairs I have extended warranty that would cover items but they are the same items that I have had repaired previously three times under factory warranty, so they should be covered under factory warranty. I did take it to my local dealer that I have been dealing with for several years. At first I was upset with the dealer but its not there fault I have a problem that is reoccurring. I did take it to my dealer at J & K Mitchell in Casey, IL. (217) 932-2166 on September 16th and I think they have been in contact with a factory rep about the electrical issues. I just want to feel confident about the integrity of my Jeep and have it perform as it did from the facotry. If you have any questions or need to contact me I can be reached at [REDACTED] Thanks again for responding to my email.
[REDACTED]

----- Original Message -----

From: "customerassist" <customerassist@chrysler.com>
To: "[REDACTED]"
Sent: Friday, September 18, 2009 1:05 PM
Subject: Re: Reply to Chrysler LLC (KMM6629163I25261L0KM)

> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center.
>
> Our records show that you have contacted us by telephone on 9/09/09
and
> we have addressed your concern. Did you make an appointment with
your
> local Jeep dealer to perform a diagnosis and provided you with an
> estimate yet? If so, please reply back the dealership information
and
> the person your working with in the service department. I will
contact
> them to discuss this matter further. If I need to discuss this
matter
> with you in more detail, please reply to the link below with a
daytime
> telephone number where you can be reached.
>
> Or, you can speak directly with the service manager at your local
Jeep
> dealership since your dealer is empowered to determine the merits
of any
> goodwill policy consideration for repairs beyond the coverage of
your
> manufacturer's warranty.
>
> We have updated your file to reflect the latest information you
provided
> in the email message and thanks again for your email.
>
> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6629163I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6629163I25261L0KM&)
>
>
> Original Message Follows:
> -----
> I am upset with Chrysler for not responding to my email about my
> problems
> with my 2008 Jeep wrangler I would have thought someone trying to
build
> a
> better company would at least give someone who bought a new vehicle
and
> have
> purchased vehicles in the past a little respect. I did call and
talk to
> customer service Carissa agent code CA788 I felt like I was talking
to
> someone that knew nothing about the problems I am having I had
talked to
>

> someone about a year ago about my electrical problems that had been
> repaired
> three times before she had stated that if I had those problems
again
> they
> would be covered under factory warranty I was told by Carissa they
would
> not
> cover it I do have extended warranty but that's not the point you
should
>
> stand by your warranty and your defects. This will make the fourth
> time we
> have had it in for the horn and wiring harness in the steering
wheel
> before
> we had the vehicle over 12 months it was in the shop for over 30
days
> and
> has been in the shop for the horn and electrical problems three
times
> prior
> I am taking it in on Sep 15th to have it looked at to make sure its
the
> same
> problems if it is I am going to contact the Illinois Attorney
Generals
> office and the Better Business bureau unless I am completely
satisfied
>
> with the results I would like someone with authority to look at my
file
> and
> documentation on the problems I have had with my Jeep and contact
me
> personally. Thank you for your time and I look forward to hearing
from
> you.

> [REDACTED]
>
> ----- Original Message -----
> From: "customerassist" <customerassist@chrysler.com>
> To: <[REDACTED]>
> Sent: Monday, January 05, 2009 2:03 PM
> Subject: Re: Reply to Chrysler LLC (KMM6143230I25261L0KM)

>
>
>> Dear [REDACTED]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> I am glad to hear the dealer was able to resolve your concerns.
> Please
>> continue to check our website to see if any new incentives are
offered
>> and we are glad that you will continue to be loyal to Jeep.
>>
>> Thanks again for your email.
>>
>> Sincerely,
>>
>> Chris
>> Customer Service Representative
>> Chrysler 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=KMM6143230I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6143230I25261L0KM&)
>>
>>
>> Original Message Follows:
>> -----
>>
>> Comments:
>> I wanted to let you know my dealer took care of the mix up with
the
>> steering
>> wheel and fixed all problems I was having with this jeep I hope
all
>> the
>> electrical issues have been resolved. Thanks again for all your
help
>> and
>> your support I would still like to trade this 08 jeep for a little
>> peace of
>> mind if they would ever offer 0% financing on the 09. I will never
be
>> without a Jeep Wrangler.
>>
>>
>>
>>
>
>
>
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Sep 21 17:47:11 EDT 2009
Subject: Re: Reply to Chrysler LLC (KMM6634350I25261L0KM)
My wife talked to the dealership today about the status of our jeep
and the
technician was not there but the service manager said they had
ordered a new
steering wheel that makes no sense to me that's what they did the
last time
the steering wheel is only a year old there has to be another problem
that
there not catching the technician is supposed to call us tomorrow I
want to
make sure they have a factory rep sign off on the repair and reassure
me I
will not have any more issues with this same problem I just cant
imagine how
a steering wheel can take care of the horn, cruise, tire pressure
indicators
and the ignition not working properly. I need some help, I need
someone to
try to resolve these issues I am growing tired of having the same
problems
there has to be something someone can do. If there is a factory
defect or
the wiring harness is to short I just want someone to fix it, is that
to
much to ask I have been dealing with these problems from the start of
our
purchase. If there is any thing you can do to make sure we are
completely
satisfied with our Jeep it would be greatly appreciated. I want to
thank you
for your time and I look forward to hearing from you.
Aaron McElravy

----- Original Message -----
From: "customerassist" <customerassist@chrysler.com>
To: [REDACTED]
Sent: Monday, September 21, 2009 3:25 PM
Subject: Re: Reply to Chrysler LLC (KMM6634350I25261L0KM)

> Dear [REDACTED]
>
> Thank you for the update.
>
> We will review the file with your dealership and provide any
technical
> assistance your dealer may need to help them in resolving this
problem.
>
> We appreciate your loyalty to Jeep and thanks again for your email.
> Sincerely,
>
> Chris
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:

> EMAIL CASE NUMBER: [REDACTED]
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6634350I25261L0KM&
>
>
> Original Message Follows:
> -----
> I wanted to make sure things did not get twisted I do not need
> assistance
> because I cannot afford repairs I have extended warranty that would
> cover
> items but they are the same items that I have had repaired
previously
> three
> times under factory warranty, so they should be covered under
factory
> warranty. I did take it to my local dealer that I have been dealing
with
> for
> several years. At first I was upset with the dealer but its not
there
> fault
> I have a problem that is reoccurring. I did take it to my dealer at
> J &
> K Mitchell in Casey, IL. (217) 932-2166 on September 16th and I
think
> they
> have been in contact with a factory rep about the electrical
issues. I
> just
> want to feel confident about the integrity of my Jeep and have it
> perform as
> it did from the facotry. If you have any questions or need to
contact
> me I
> can be reached at ([REDACTED]) Thanks again for responding to my
> email.

> [REDACTED]
>
> ----- Original Message -----
> From: "customerassist" <customerassist@chrysler.com>
> To: "[REDACTED]"
> Sent: Friday, September 18, 2009 1:05 PM
> Subject: Re: Reply to Chrysler LLC (KMM6629163I25261L0KM)

>
>
>> Dear [REDACTED]
>>
>> Thank you for contacting the Chrysler Customer Assistance Center.
>>
>> Our records show that you have contacted us by telephone on
9/09/09
> and
>> we have addressed your concern. Did you make an appointment with
your
>> local Jeep dealer to perform a diagnosis and provided you with an
>> estimate yet? If so, please reply back the dealership information
and
>> the person your working with in the service department. I will
> contact
>> them to discuss this matter further. If I need to discuss this
matter

>> with you in more detail, please reply to the link below with a
daytime
>> telephone number where you can be reached.
>>
>> Or, you can speak directly with the service manager at your local
Jeep
>> dealership since your dealer is empowered to determine the merits
of
> any
>> goodwill policy consideration for repairs beyond the coverage of
your
>> manufacturer's warranty.
>>
>> We have updated your file to reflect the latest information you
> provided
>> in the email message and thanks again for your email.
>>
>> Sincerely,
>>
>> Chris
>> Customer Service Representative
>> Chrysler Customer Assistance Center
>>
>> For any future communications related to this email, please refer
to
> the
>> following information:
>> REFERENCE NUMBER:
>> EMAIL CASE NUMBER: XXXXXXXXXX
>> REPLY LINK:
>> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM6629163I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6629163I25261L0KM&)
>>
>>
>> Original Message Follows:
>> -----
>> I am upset with Chrysler for not responding to my email about my
>> problems
>> with my 2008 Jeep wrangler I would have thought someone trying to
> build
>> a
>> better company would at least give someone who bought a new
vehicle
> and
>> have
>> purchased vehicles in the past a little respect. I did call and
talk
> to
>> customer service Carissa agent code CA788 I felt like I was
talking to
>> someone that knew nothing about the problems I am having I had
talked
> to
>>
>> someone about a year ago about my electrical problems that had
been
>> repaired
>> three times before she had stated that if I had those problems
again
>> they
>> would be covered under factory warranty I was told by Carissa they
> would
>> not
>> cover it I do have extended warranty but that's not the point you

> should
>>
>> stand by your warranty and your defects. This will make the
fourth
>> time we
>> have had it in for the horn and wiring harness in the steering
wheel
>> before
>> we had the vehicle over 12 months it was in the shop for over 30
days
>> and
>> has been in the shop for the horn and electrical problems three
times
>> prior
>> I am taking it in on Sep 15th to have it looked at to make sure
its
> the
>> same
>> problems if it is I am going to contact the Illinois Attorney
Generals
>> office and the Better Business bureau unless I am completely
> satisfied
>>
>> with the results I would like someone with authority to look at my
> file
>> and
>> documentation on the problems I have had with my Jeep and contact
me
>> personally. Thank you for your time and I look forward to hearing
from

>> you

>>

>>

>> ----- Original Message -----

>> From: "customerassist" <customerassist@chrysler.com>

>> To: [REDACTED]

>> Sent: Monday, January 05, 2009 2:03 PM

>> Subject: Re: Reply to Chrysler LLC (KMM6143230I25261L0KM)

>>

>>

>>> Dear [REDACTED]

>>>

>>> Thank you for contacting the Chrysler Customer Assistance Center.

>>>

>>> I am glad to hear the dealer was able to resolve your concerns.

>> Please

>>> continue to check our website to see if any new incentives are

> offered

>>> and we are glad that you will continue to be loyal to Jeep.

>>>

>>> Thanks again for your email.

>>>

>>> Sincerely,

>>>

>>> Chris

>>> Customer Service Representative

>>> Chrysler 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=KMM6143230I25261L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6143230I25261L0KM&)
>>>
>>>
>>> Original Message Follows:
>>> -----
>>>
>>> Comments:
>>> I wanted to let you know my dealer took care of the mix up with
the
>>> steering
>>> wheel and fixed all problems I was haveing with this jeep I hope
all
>>> the
>>> electrical issues have been resolved. Thanks agian for all your
help
>>> and
>>> your support I would still like to trade this 08 jeep for a
little
>>> peace of
>>> mind if they would ever offer 0% financing on the 09. I will
never be
>>> without a Jeep Wrangler.
>>>
>>>
>>>
>>>
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>
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>
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Jan 03 18:27:09 EST 2009
Subject: Reply to Chrysler LLC (KMM6112192I25261L0KM)
Reply Comments:

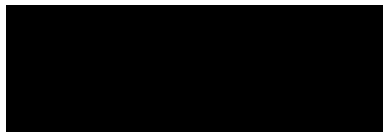
I wanted to let you know my dealer took care of the mix up with the steering wheel and fixed all problems I was haveing with this jeep I hope all the electrical issues have been resolved. Thanks agian for all your help and your support I would still like to trade this 08 jeep for a little peace of mind if they would ever offer 0% financing on the 09. I will never be without a Jeep Wrangler.

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Krohn & Moss, Ltd.
120 W Madison St Fl 10
Chicago IL 60602-4107

\$0:420
US POSTAGE
FIRST-CLASS
FROM 60602
APR 01 2009

stamps.com

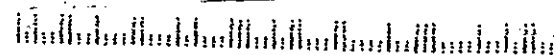
06250000704567

88308



Chrysler LLC
Customer Assistance Center
PO Box 218004
Auburn Hills MI 48321

48321+28004



Writer's Direct Number

Writer's Direct Facsimile

Writer's Direct E-Mail

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

RE: [REDACTED] v. C

Our Clients: [REDACTED]
Vehicle: 2008 Jee
Date of Delivery: Novemb
VIN: 1J8GA5
Our File No.: [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents Chrysler LLC pursuant to the Federal Magnuson regard to the above-listed vehicle. Please direct all above.

HAVING BEEN FORMALLY NOTIFIED AND INSTRUCTED NOT TO CONTACT OUR COMPANY, DIRECT ALL INQUIRIES TO THIS OFFICE WITH THIS DIRECTIVE, INJUNCTIVE RE

IN ADDITION, YOU ARE HEREBY

There were numerous non-conformities with numerous attempts to repair the vehicle have been both Federal and State law in connection with the. The primary non-conformities and violations incl

1. Defective engine and/or electrical system, inoperable volume on radio, remote start, inoperable horn chirp when using remote
2. Defective steering as evidenced by gro

3. Defective body and/or trim as evidenced by repeated water leaks, inoperable driver's seat lever and repeated air leaks;
4. Defective HVAC system as evidenced by inoperable heat blower and sticking of knob on def setting; and
5. Any additional complaints actually made, whether contained on your company's invoices or otherwise.

The non-conformities listed above constitute a substantial impairment of the use, value and safety of the subject vehicle. Accordingly, my clients have had enough! Because of the inordinate amount of repairs within the applicable warranty period, my clients have justifiably lost confidence in the vehicle.

As I am sure you are aware, the "Shaken Faith" doctrine under the U.C.C. states:

"For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension."

Zabriskie Chevrolet, Inc. v. Smith

Other courts have gone on to state that the vehicle owner that was plagued by a series of annoying minor defects which were never repaired after a number of attempts, could revoke. See Durfee v. Rod Baxter Imports.

Concerning the amount of grief a person need take with a vehicle, one court expressed the consumers lament in the following manner:

There comes a time when enough is enough - when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the seller's repeated good faith efforts to fix the car. Rester v. Morrow.

My clients' repair history clearly shows there was a breach of the written warranty "based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty." Kure v. Chevrolet Motor Division, 581 P.2d 603, 608.

Therefore, you are hereby notified that my clients are revoking acceptance of the vehicle and have directed us to demand the return of all funds paid towards this vehicle, the cancellation of the contracts, and compensation for damages.

Please be advised that under U.C.C. § 2-711(3) my clients have a security interest in the car for return of the total amount above, plus expenses in handling and inspecting the car. Until you pay this amount, my clients will hold the car and use it to the extent necessary to preserve it, to protect its security interest, and to minimize your damages. Moreover, my clients need return of the monies listed above before substitute goods can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and will subject you to liability for conversion and for wrongful repossession under U.C.C. §§ 9-503 and 9-507 as well as other applicable Indiana Consumer Fraud remedies.

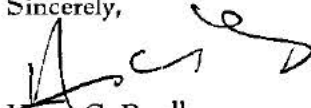
April 1, 2009

If the seller [or, if applicable the assignee, or any creditor subject to the FTC Holder Rule] has filed a financing statement covering the goods, I demand, pursuant to U.C.C. § 9-404, that you file a termination statement within ten days to terminate your security interest and forward a copy to this office. Since my clients have revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten days and cooperate in removing the lien, you will be liable under U.C.C. § 9-404(1) in the amount of \$100.00 plus any loss caused my client by your failure.

To avoid any further litigation, my client merely requests a full refund for the defective product, which includes the contract price, plus all sales tax, document fees, finance interest, satisfaction of all liens, the costs of any added optional equipment, any out pocket repair expenses, the unexpended portion of any registration and plates, plus payment of attorneys' fees. In return, my client will waive any incidental and consequential damages for aggravation and inconvenience at this point. Please note that our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. Think of the time, money and effort both sides would save with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office within fourteen (14) days. If the matter has not been resolved within that time, we will file a formal claim.

Sincerely,



Harry C. Bradley
Attorney at Law

HB/lccs

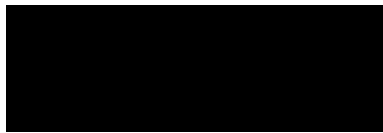
Cc: 

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



2382 KG 05250 LB
P255/70R18 TIRES
240 KPA (35 PSI) COLD
P255/70R18 TIRES
240 KPA (35 PSI) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1J4GB59137L [REDACTED] TYPE: MPV MDH: 021712
VEHICLE MADE IN U.S.A. PAINT: PJR TRIM: E5DD 464850

Q31J4GB59137L



P R N D



37762

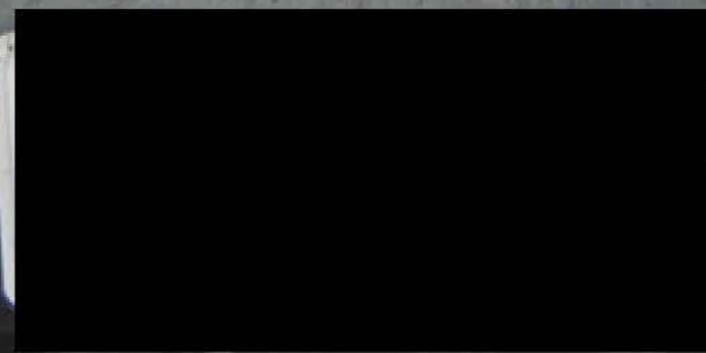


SAHARA
WRANGLER
UNLIMITED



CPD
11/18/11
4-25
TC
OR

Jeep





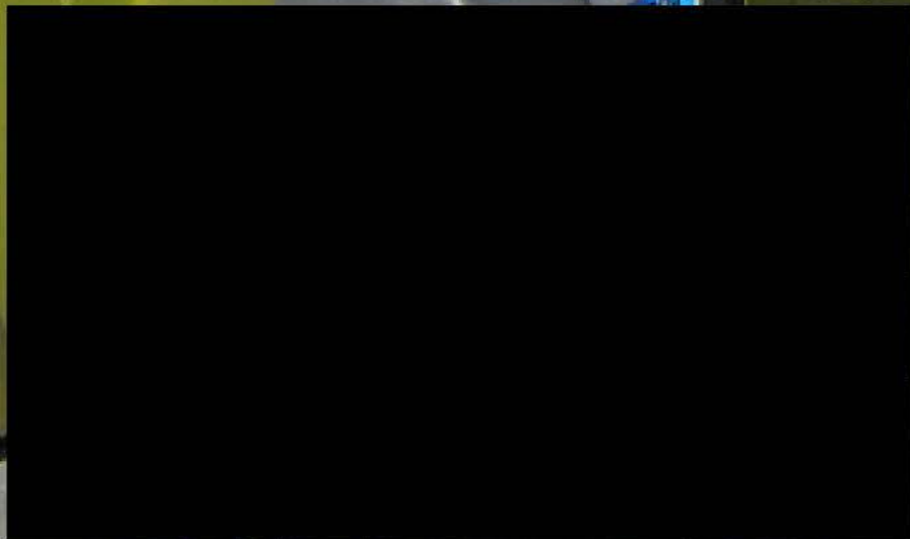
TOP LIFT ONLY

CPD
TC
OR

SAHARA
WRANGLER
UNLIMITED

Jeep







SAHARA
WRANGLER
UNLIMITED



Jeep



SAHARA
WRANGLER
UNLIMITED

J.B.HUNT

EPD
11/10
4-29
AK







SAHARA
WRANGLER
UNLIMITED



SAHARA

WRANGLER
UNLIMITED



SAHARA
WRANGLER
LIMITED



Jeep



Jeep











SAHARA



BLAZER





SAHARA
WRANGLER
UNLIMITED









Jeep

Cruel







IN SEEK SEEK MW SCAN TIME INFO RW FF

SINGLE DISC · MP3

PUSH ON AM/FM LIST PUSH AUDIO/SELECT

VOLUME SAT MUSIC TYPE

DISC SIRIUS SETUP TUNE/SCROLL

SET 1 2 3 4 5 6 AUX

Two circular air vents flanking a central control panel with several buttons and a sliding switch.

Three rotary dials for climate control: fan speed, temperature, and mode.

ESP OFF button and hazard light button.

Handbrake and gear shift lever.



SAFETY PLACE FOR CHILD
CHILD SEAT IN THE FRONT.
AND CHILD RESTRAINTS.
FOR MORE INFORMATION

**DES SACS
PNEUMATIQUES**

BAC GONFLABLE
POUR LES ENFANTS.
S'INSTALLER À L'AVANT
RETENUE POUR
RENSEIGNEMENTS

ADVERTENCIA

SEATBELT
FRONT SEAT.
CHILDREN.
OWNER.

⚠ MISE EN GARDE **ALTO RIESGO DE VOLCAMIENTO**

- ÉVITER LES MANOEUVRES ABRUPTES ET LA VITESSE EXCESSIVE.
- PORTER TOUJOURS LES CEINTURES DE SÉCURITÉ.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR DE PLUS AMPLES RENSEIGNEMENTS.

⚠ ADVERTENCIA

ALTO RIESGO DE VOLCAMIENTO

- EVITE MANIOBRAS ABRUPTAS Y VELOCIDAD EXCESIVA.
- USE SIEMPRE EL CINTURON DE SEGURIDAD.
- PARA MAYOR INFORMACION VER MANUAL DEL PROPIETARIO.



55371009AA

...R PLUS DE RENSEIGNEMENTS

**ON SISTEMAS AVANZADOS
DE BOLSA DE AIRE**

**S O LA MUERTE A LOS NIÑOS.
RO PARA LOS NIÑOS.
RA HACIA ATRAS, EN EL ASIENTO DELANTERO.
D Y **SISTEMAS DE SEGURIDAD PARA NIÑOS.**
CONSULTE EL MANUAL DEL PROPIETARIO.**



55371008AA



Jeep



