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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Apr 23 01:25:33 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Pass. Air bag alarm & lite ennunciate.

Comments:

Pass. air bag / alarm intermit. ennunciate. Lithia says cannot fix as not a
constant alarm.
How about removing the alarm system and start over? Or,
turn the alarm on - mite be a simple fix.
How about if you insert this
in my file for the service appointment and to have the actual Service
Manager get involved.

Thanks [redacted]

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Apr 25 09:14:23 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler.

Unfortunately, we are unable to diagnose the situation you have outlined in your email.
There are too many variables involved and a detailed inspection of your vehicle is required for proper diagnosis.

Intermittent problems are very difficult for the dealer to duplicate and may cause delay in diagnosis and repair. Often, the malfunction of many different components could produce the same symptoms. Unless the dealer is able to duplicate the problem, they cannot properly diagnose the concern and properly repair your vehicle.

We recommend that you contact your authorized Chrysler Group dealership for an appointment for thorough testing, diagnosis and repair.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. The more detailed information given to the dealer regarding the nature of the problem, the more it will assist them in performing prompt and accurate diagnosis and repair.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Our records indicate that the following recall campaign had not been performed by an authorized dealer:

J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA

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.

Thanks again for your email.

Sincerely,

Harry

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=KMM7328026V37263L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Pass. Air bag alarm & lite ennunciate.
Comments:
Pass. air bag / alarm intermit. ennunciate. Lithia says cannot fix as not a
constant alarm. How about removing the alarm system and start over? Or,
turn the alarm on - mite be a simple fix. How about if you insert this
in my file for the service appointment and to have the actual Service
Manager get involved. Thanks [redacted]

VIN:
7L[redacted]
Mileage:
21300
Servicing Dealer:
Lithia
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Anchorage
State:
AK
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Apr 26 00:01:55 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Problems with 2008 Jeep Wrangler

Comments:

In June of 2008 I purchased a new Right Hand Drive Jeep Wrangler to use on
my mail route.My husband(who is also my mechanic)was diagnosed with congestive heart failure,and I thought by buying a new vehicle I would have
four or five years without any major vehicle repairs.Boy was I mistaken.
In the almost three years I've owned this jeep I've had: 3 water pumps,a leaky rear seal,most of the paint has peeled off my rims,3 batteries,a starting problem that the dealership can't seem to diagnose,and
now my airbag light won't go out.

This is ridiculous for a three year
old vehicle that cost almost twenty-five thousand dollars.I've had two
thousand dollar used cars that gave me better service and fewer problems.

My biggest concern now is the airbag light being on.It is my understanding,when the light is on the airbags are not functional.This is a
potentially dangerous situation.I've been told this problem is caused by a
defective clockspring,the repair of which will set me back about $500.This
seems to be a very commen problem with this year model Wrangler.I know of
at least 12 other mailcarriers who are having or have had the same problem.I believe this is an important enough issue to warrant a recall.I
have never had this problem with any other vehicle.

This was my third
new Jeep and will probably be my last.Chrysler does not seem to stand behind their products anymore.Dealing with our local dealer's service department has been a nightmare.They recently closed their doors-two days
after promising to order parts to fix the spewing gas problem.

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Apr 26 15:48:14 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Wrangler.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep® and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Due to the nature of your email, your concerns have been escalated. A representative will be in contact with you.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Our records indicate that the following recall campaign have not been performed by an authorized dealer:

J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA

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.

Thanks again for your email.

Sincerely,

Harry

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=KMM7330201V47294L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Problems with 2008 Jeep Wrangler
Comments:
In June of 2008 I purchased a new Right Hand Drive Jeep Wrangler to use on
my mail route.My husband(who is also my mechanic)was diagnosed with congestive heart failure,and I thought by buying a new vehicle I would have
four or five years without any major vehicle repairs.Boy was I mistaken.
In the almost three years I've owned this jeep I've had: 3 water pumps,a
leaky rear seal,most of the paint has peeled off my rims,3 batteries,a
starting problem that the dealership can't seem to diagnose,and now my
airbag light won't go out. This is ridiculous for a three year old vehicle that cost almost twenty-five thousand dollars.I've had two thousand
dollar used cars that gave me better service and fewer problems. My biggest concern now is the airbag light being on.It is my understanding,when the light is on the airbags are not functional.This is a
potentially dangerous situation.I've been told this problem is caused by a
defective clockspring,the repair of which will set me back about $500.This
seems to be a very commen problem with this year model Wrangler.I know of
at least 12 other mailcarriers who are having or have had the same problem.I believe this is an important enough issue to warrant a recall.I
have never had this problem with any other vehicle. This was my third
new Jeep and will probably be my last.Chrysler does not seem to stand
behind their products anymore.Dealing with our local dealer's service
department has been a nightmare.They recently closed their doors-two days
after promising to order parts to fix the spewing gas problem.

VIN:
8L[redacted]
Mileage:
43375
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:

[redacted]
Address 2:

City:
Fayetteville
State:
TN
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-05-08 17:05:28.928804
Files Not Recieved: 0

Case #[redacted]

[redacted]

Please see the attached invoice for recent repairs to our Jeep. Please reimburse us for these repairs.

Thank you.

Email address:[redacted]

McMullan Motors
CHRYSLER Jeep
www.mcmullanmotors.com
601.544.2430

McMullan Equipment Company
P O Box 71
401 Broadway Drive
Hattiesburg, MS 39401
800.898.1000 601.544.2430
www.mcmullanmotors.com

Service Advisor: Stefani Lea Shoja
Started: 04/08/11 8:06 AM
Completed: 04/11/11 10:55 AM
Priority: 1 **WAITING**
Appointment: 30490

Repair Order [redacted]

R507 Version MPK2.71.010

Customer C78170	Vehicle
[redacted]	**2008 Jeep WRANGLER X 4X4 RHD SPORT UTILI**
Petal, MS [redacted]	Color Rescue Green Met. Clear Coat
Work: *	VIN 1J4FZ24188[redacted]
Home [redacted]	Mileage In: 49630 Out: 49630
Cell:	**Tag Number 4430** **Plate No.**
	In-Service 03/26/08
	Engine EGT-3.8L V6 SMPI Engine
	Coverage
	Build Date
	Comments

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1	0893	**AIR BAG LIGHT ON**				
	Complaint	AIR BAG LIGHT ON				
	Cause	DRB ONE FAULT, DRIVER SQUIB OPEN, RAN DTP CHECKED WIRES				
	Correction	REMOVED AND REPLACED CLOCK SPRING				
	0893	Technician: Nancy Lambert	408		1C	$217.60
		CLKSPRING-STEERING COLUMN CONT	05156106AA	1	1C	$250.25
					Task Discount:	0.00
					Task Total:	467.85
2	RECALL	**RECALL J24 - MOPAR TOW BAR**				
	Complaint	RECALL J24 - MOPAR TOW BAR				
	Cause	CHRYSLER REQUEST				
	Correction	DOES NOT APPLY				
	RECALL	Technician: Nancy Lambert	408		1W	$0.00
					Task Discount:	0.00
					Task Total:	0.00
	Complaint	GENERAL INSPECTION				
	Correction	GENERAL INSPECTION EXTRA MISC ITEMS				
	90	Technician: Nancy Lambert	408		1C	$0.00
					Task Discount:	0.00
					Task Total:	0.00
	Shop Supplies					
		Shop Supplies	34401	1	1C	$15.00

Chrysler p… …is supplier only parts warranty (customer to pay labor)

The Factory W… warranties with… item/items. Unl… showing the ter… contract is furn… the seller hereb… either express … warranty of me… particular purp… nor authorizes … any liability in c… item/items.

$25.00 per day… than three days…

MCMULLAN EQUIPMENT CO
401 BROADWAY DR
HATTIESBURG MS 39401
601-544-2430

Term ID:0001
Ref #: 0004
Clerk: 1

Sale
[redacted]
Entry Method: Swiped
Batch #: 958
MASTERCARD
04/11/11 10:56:49
Inv#: [redacted]
Appr Code: 172308
Total: $ 516.65

…leted and checked by:

…parts had checked by:

Customer Copy

I Signature

Labor:	$217.60
Parts:	$250.25
Miscellaneous:	$15.00
Subtotal:	$482.85
Sales Tax:	$33.80
Total:	$516.65

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Sat May 07 06:39:33 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag failure, starting issue

Comments:

I drive a 2008 RHD Jeep on my rural mail route. In January of 2010, the restraint system warning light came on. The clockspring was identified as the culprit and replaced. A little over a year later, and the light has come back on once again. A search on the web revealed that this is a more common problem for Jeep for RHD owners than I would have expected. It also appears this is a problem dating back sometime for LHD Jeeps. This is a major safety concern since the airbag is not operational. Please tell me you are addressing this problem.

The other problem that is common among us rural carriers with RHD Jeeps is a starting issue. When the key is turned to the starting position, you will hear a clank as if the solenoid is kicking in, but the starter doesn't turn. This had been a random occurrence, but is now occuring 4 out of every 5 starts. Pushing the shift lever forward or placing it in neutral will allow the vehicle to start. I had the dealer look at it under warranty, and at the time they couldn't reproduce the problem. Please advise me on how you are fixing this.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Sat May 07 12:43:12 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Wrangler.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep® and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Due to the nature of your email, your concerns have been escalated. A representative will be in contact with you.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

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

L05 TRANSMISSION COOLER LINES WARRANTY 05/06/2011 INCOMPLETE USA

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.

Thanks again for your email.

Sincerely,

Harry

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=KMM7341387V86592L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Airbag failure, starting issue
Comments:
I drive a 2008 RHD Jeep on my rural mail route. In January of 2010, the restraint system warning light came on. The clockspring was identified as the culprit and replaced. A little over a year later, and the light has come back on once again. A search on the web revealed that this is a more common problem for Jeep for RHD owners than I would have expected. It also appears this is a problem dating back sometime for LHD Jeeps. This is a major safety concern since the airbag is not operational. Please tell me you are addressing this problem. The other problem that is common among us rural carriers with RHD Jeeps is a starting issue. When the key is turned to the starting position, you will hear a clank as if the solenoid is kicking in, but the starter doesn't turn. This had been a random occurrence, but is now occuring 4 out of every 5 starts. Pushing the shift lever forward or placing it in neutral will allow the vehicle to start. I had the dealer look at it under warranty, and at the time they couldn't reproduce the problem. Please advise me on how you are fixing this.

VIN:
8L[redacted]
Mileage:
65600
Servicing Dealer:
Frank Bouche
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Janesville
State:
WI
Zip:
[redacted]

Email: [redacted]

Home Phone: [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Sun May 08 07:21:04 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7341387V86592L0KM)
Reply Comments:

My compliments to Harry for an expedient and thoughtful response. The recall concerning the transmission lines is news to me. I hadn't received any notification. Unfortunately, I am one of those whose line rotted through and dumped the transmission fluid, leaving me stranded with a check engine light on. The code indicated the pump had been deprived of fluid. Currently, the tranmission's shifting pattern has become irregular, leaving me concerned there was damage done. As it was out of warranty, and I took it to a reputable mechanic nearby, not the dealership, Chrysler only reimbursed me $100 for the line. The Jeep is great for the work I do, but it is a work vehicle, and every time there is a breakdown, it costs me money in lost work. Quality is paramount. Thanks for your time and consideration.

From: customerassist@chrysler.com
To: [redacted]
Date: Mon May 09 08:23:21 EDT 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7341387V86592L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center with your email response.

We have received and documented your latest email to your file in order to keep your Case Manager up to date.

Thanks again for your email.

Sincerely,

Harry

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
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7342169V43801L0KM&

Original Message Follows:

Comments:
My compliments to Harry for an expedient and thoughtful response. The recall concerning the transmission lines is news to me. I hadn't received any notification. Unfortunately, I am one of those whose line rotted through and dumped the transmission fluid, leaving me stranded with a check engine light on. The code indicated the pump had been deprived of fluid. Currently, the tranmission's shifting pattern has become irregular, leaving me concerned there was damage done. As it was out of warranty, and I took it to a reputable mechanic nearby, not the dealership, Chrysler only reimbursed me $100 for the line. The Jeep is great for the work I do, but it is a work vehicle, and every time there is a breakdown, it costs me money in lost work. Quality is paramount. Thanks for your time and consideration.

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Thu May 26 15:46:28 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Issue with Gas tank not resolved

Comments:

Contacted you couple months ago in regard to problems with my Jeep Wrangler,
new gas tank was installed and did not fix problem. Contact me at phone
number listed above.

Sender Information:

Title:
First Name: [redacted]
Middle Initial: [redacted]
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu May 26 16:52:53 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2009 Wrangler.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep® and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Harry

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=KMM7359387V43173L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Issue with Gas tank not resolved
Comments:
Contacted you couple months ago in regard to problems with my Jeep Wrangler,
new gas tank was installed and did not fix problem. Contact me at phone
number listed above.

VIN:

9L[redacted]

Mileage:

68000

Servicing Dealer:

Delzell Brothers, Morning Sun, Iowa

Title:

First Name:

[redacted]

Middle Initial:

[redacted]

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Wapello

State:

IA

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Jun 01 16:05:27 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Upset about issues with '07 Jeep Wrangler

Comments:

I took my Jeep in today for maintenance. I have been having issues with the back seat belts locking up on passengers for no reason at all, they notified me they it's normal. That does not seem normal that a seat belt will lock up while driveing down the road for no reason. The check engine light came on for no reason at all then went out after I got gas. While driving down the road several times the airbag light has come on. I was the only person in the Jeep, there was nothing in the passenger seat. When I notified the dealership of the above three issues they wanted to charge me $194.00 for diagnostics on the computer. They checked the seat belts and said they were working fine (I don't agree). I was not going to pay to have them check for a safety issue with the air bag. I believe that safety issues like that should be checked out at no charge. Because of that I didn't have the diagnostics done on the check engine light. I have had issues with the on-board computer in the past there have been several minor fixes that have had to be done to it. I just hope that this is another issue with the computer that can be fixed before the air bag turns off or does not operate in the event of an accident.

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Jun 02 12:56:58 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center concerning diagnostic fees charged to you by your Dealer.

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.

Dealer labor rates vary based on the location of the dealership. The rates are predicated on an average of the labor rates in that retail area. A high cost-of-living area would probably have a higher labor rate than a low cost-of-living area.

Warranty labor rates are based on the dealer's labor rates. Parts prices are determined by each dealer. We offer MRSPs (Manufacturer's Suggested Retail Prices).

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

J24 MOPAR TOW BAR SAFETY 11/19/2009 INCOMPLETE USA

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 for giving us the opportunity to review this with you.

Sincerely,

Harry

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:
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7364764V33818L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
Upset about issues with '07 Jeep Wrangler
Comments:
I took my Jeep in today for maintenance. I have been having issues with the back seat belts locking up on passengers for no reason at all, they notified me they it's normal. That does not seem normal that a seat belt will lock up while driveing down the road for no reason. The check engine light came on for no reason at all then went out after I got gas. While driving down the road several times the airbag light has come on. I was the only person in the Jeep, there was nothing in the passenger seat. When I notified the dealership of the above three issues they wanted to charge me $194.00 for diagnostics on the computer. They checked the seat belts and said they were working fine (I don't agree). I was not going to pay to have them check for a safety issue with the air bag. I believe that safety issues like that should be checked out at no charge. Because of that I didn't have the diagnostics done on the check engine light. I have had issues with the on-board computer in the past there have been several minor fixes that have had to be done to it. I just hope that this is another issue with the computer that can be fixed before the air bag turns off or does not operate in the event of an accident.

VIN:
7L[redacted]
Mileage:
40000
Servicing Dealer:
Midway
Title:
Mr.
First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
San Diego
State:
CA
Zip:
[redacted]
Email:

[redacted]

Work Phone: [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jun 02 13:24:07 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7364764V33818L0KM)
Reply Comments:

I did not get the Tow Bar on my Jeep. I'm not sure it was an option when I went to the dealer and ordered my Jeep.
I'm so glad that safety is such a concern with your company. I shall get great comfort from that when they are trying to figure out why my air bag didn't deploy if I am ever in an accident.

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jun 17 19:39:00 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag light comes on due to bad clockspring. Including the original one, we are now putting in #4.

Comments:

Clockspring went out at about 38,000 miles, 69,000 miles, and 97,000 miles.
Airbag light comes on which makes airbag inoperable. This is a safety issue, which I and others have reported to NHTSA. Not only is this a very expensive nuisance, it is a definite safety issue. You can be assured with all the chatter I have seen on other websites about this same issue, if someone should be injured due to this defect, lawyers will be involved.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Sun Jun 19 10:15:24 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

We are very sorry to learn of the issues you have had with your vehicle.

Your email was reviewed and has been forwarded to a more appropriate area for their attention and response. Someone there will contact you by phone within approximately one business day addressing your issue.

This referral action will provide the best opportunity for your request.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

Recall #
Description
J24 MOPAR
TOW BAR
K13 INNER
FENDER LINERS

We suggest that you contact your local authorized Jeep® 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.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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=KMM7382384V92924L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Airbag light comes on due to bad clockspring. Including the original one,
we are now putting in #4.

Comments:
Clockspring went out at about 38,000 miles, 69,000 miles, and 97,000 miles.
Airbag light comes on which makes airbag inoperable. This is a safety
issue, which I and others have reported to NHTSA. Not only is this a very
expensive nuisance, it is a definite safety issue. You can be assured with
all the chatter I have seen on other websites about this same issue, if
someone should be injured due to this defect, lawyers will be involved.

VIN:
8L[redacted]
Mileage:
98000
Servicing Dealer:
Gary Mathews Clarksville TN
Title:
Mrs.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Cumberland City
State:
TN
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

RECEIVED DATE: 7/5/11

POSTED DATE : 6/27/11

VIN (FIRST 9 DIGITS) 1J4FZ2413

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]
Cumberland City TN [redacted]

Attn: Paul
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills MI 48231

Dear Paul,

As per our conversation Thursday , 6-23-11, I am sending you copies of the repair orders for the clockspring on our 2008 Wrangler. I will be expecting your feedback as to whether Chrysler will reimburse us for the defective parts, or whether we will have to wait for the recall due to the NHTSA investigation.

The case number is [redacted] The vin is 1J4FZ24138L[redacted]

Thank you for you time.

Sincerely,

[redacted]

REPAIR ORDER

GATEWAY AUTOMOTIVE, INC.

1084 Seven Mile Ferry Road
Clarksville, TN 37040
Phone: 931-906-8560

"Your Gateway To Quality Auto Repair"

NAME [redacted]			DATE 10-6-09
ADDRESS [redacted]			
MAKE Jeep	TYPE OR MODEL Wrangler	YEAR 08	RECEIVED A.M. P.M.
ODOMETER 84740	LICENSE NO	ENG.	PROMISED A.M. P.M.
VIN NO.			PHONE WHEN READY ☐ YES ☐ NO
WRITTEN BY	PHONE [redacted]	PHONE	PHONE

MATERIAL USED

QTY	PART NO.	DESCRIPTION	PRICE EA.	EXTENDED
1	68008216AH	Steering Control Module		29375
		TOTAL PARTS		29375

OUTSIDE REPAIRS

		TOTAL ACCESSORIES		

TIME	SERVICE PERFORMED	
1.0	System Analysis	7800
1.0	R+R Steering Control Module	7800

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. Your signature will indicate your estimate selection.
Teardown estimate - I understand that my car will be reassembled within _____ days of the date shown if I choose not to authorize the services recommended.

1. I request an estimate in writing when you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate. _____

I hereby authorize the above repair work to be done along with the necessary material, and do hereby grant you and / or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

X _____

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TOTAL GAS, OIL & GREASE	PRICE
GALS. GAS @	
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS, OIL, & GREASE	

TOTAL LABOR	15600
TOTAL PARTS	29375
SHOP SUPPLIES	500
GAS, OIL & GREASE	
OUTSIDE REPAIRS	
SUB TOTAL	45475
TAX	4320
TOTAL AMOUNT	49795

REPAIR ORDER

GATEWAY AUTOMOTIVE, INC.

1084 Seven Mile Ferry Road
Clarksville, TN 37040
Phone: 931-906-8560

"Your Gateway To Quality Auto Repair"

NAME [redacted]			DATE 8-2-10
ADDRESS			
MAKE Jeep	TYPE OR MODEL Wrangler	YEAR 08	RECEIVED A.M. P.M.
ODOMETER 69601	LICENSE NO.	ENG	PROMISED A.M. P.M.
VIN NO. 1J4FZ24138L[redacted]			PHONE WHEN READY ☐ YES ☐ NO
WRITTEN BY	PHONE [redacted]	PHONE	PHONE

MATERIAL USED

QTY	PART NO	DESCRIPTION	PRICE EA.	EXTENDED
1	5156164AA	Clockspring (Warranty)		N/C
	10/6/09	mileage 41240		
		TOTAL PARTS		
		OUTSIDE REPAIRS		
		TOTAL ACCESSORIES		

TIME	SERVICE PERFORMED	
1.0	R&R Clockspring	8000

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less than the estimate, but will not exceed the estimate without your permission. Your signature will indicate your estimate selection.
Teardown estimate - I understand that my car will be reassembled within _____ days of the date shown if I choose not to authorize the services recommended.

1. I request an estimate in writing when you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate. _____

I hereby authorize the above repair work to be done along with the necessary material, and do hereby grant you and / or your employees permission to operate the car or truck herein described on streets, highways, or elsewhere for the purpose of testing and / or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

[redacted]

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

TOTAL GAS, OIL, & GREASE	PRICE
GALS. GAS @	
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS, OIL, & GREASE	

TOTAL LABOR	8000
TOTAL PARTS	
SHOP SUPPLIES	500
GAS, OIL & GREASE	
OUTSIDE REPAIRS	
SUB TOTAL	8500
TAX	808
TOTAL AMOUNT	9308

NASHVILLE TN 372

29 JUN 2011 PM 2 L



RECEIVED
JUL 05 2011
By

CHRYSLER CUSTOMER ASSISTANCE CENTER
PO Box 21-8004
AUBURN HILLS MI 48321

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-06-29 13:58:30.074350
Files Not Recieved: 0

case # [redacted]

CUSTOMER #: [redacted]

[redacted]

HARRISBURG, PA [redacted]
HOME: [redacted]
BUS: CELL:

INVOICE

PAGE 1

FREEDOM
TOYOTA SCION CHRYSLER Jeep
6060 Allentown Blvd. · Harrisburg, PA 17112
717-545-4726
www.FREEDOMAUTOSTORES.com

SERVICE ADVISOR: 1459 ROBERT A HOLMES JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	09	JEEP WRANGLER	1J4GZ39149L[redacted]		37053/37053	T460

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN09 DD			18:00 22JUN11		0.00	CASH	21JUN11

R.O. OPENED	READY	OPTIONS:
10:32 21JUN11	15:32 21JUN11	DLR:37167 ENG:3.8_Liter

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES AIR BAG LIGHT ON AND VSC LIGHT COMES ON ONLY IN LOCAL DRIVING							
	GM REPLACED CLOCK SPRING ASSEMBLY							
		1466	CC				125.99	125.99
	1	5156106AB	CLKSPRING	STEERING COLUMN		293.82	293.82	293.82
PARTS: 293.82 LABOR: 125.99 OTHER: 0.00 TOTAL LINE A:								419.81
B**	LUBE, OIL & FILTER SERVICE, CHECK BELTS, HOSES, FLUIDS, TIRE PRESSURES, LIGHTS, EXHAUST, SUSPENSION/STEERING, INSPECT AIR FILTERS.							
	M DID NOT CHANGE OIL							
		1466	ISP					(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:								0.00

TOYOTA
SCION
CHRYSLER

YOUR OPINION COUNTS!
We appreciate your feedback! It's a GREAT way for us to consistently meet your expectations as a consumer. So tell us what you think by going to dealerrater.com/rateus and post your experience for others to see!

PAID
Freedom Automotive Harrisburg LLC
JUN 22 2011
Cash or Check
Credit Card #

Case [redacted]

Jeep

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	125.99
PARTS AMOUNT	293.82
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.17
TOTAL CHARGES	421.98
LESS INSURANCE	0.00
SALES TAX	25.32
PLEASE PAY THIS AMOUNT	447.30

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 X512C

ADJUSTMENTS

06/29/2011 12:48PM (GMT-05:00)

Freedom Toyota Scion
Chrysler
6060 Allentown Blvd
Harrisburg, PA 17112
717-545-4726

C O P Y
06/22/2011 20:06
Sale:

Transaction # 31
Card Type: [redacted]
Acc: [redacted]
Entry: Swiped
Sale: 447.30
Reference No: [redacted]

Auth.Code: [redacted]
Response:APPR
Sequence Numb

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Sun Jul 03 21:13:11 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

iam having issues with getting small things fixed on this new purchase from dealer of my 2008 wrangler

Comments:

---

i bought jeep knowing theres was some scratchs on it a a tiny dent hear upper hood.i purchased the extended 2 yrs on the 6 yr 80,000 certified warrenty.I was told by dealer that the first months were bumper to bumper.I paid app 24,000 for this jeep.I had issues with the radio ,they replaced it after 3 times going there and fixed wired that were hanging from the door.Then as i was there i mentioned the door channels and top ,not sealed correctly.Was told they would hose it and see if it leaks,they never did anything to it.So nothing done,I also have some seal wearing on rear window channel that locks in,i mentioned it ,nothing done.I noticed while driving passenger there is a pin hole in my sunrider top i tooka picture and sent it to the sales manager ,have not heard back about the pinhole,I was not aware of the pinhole when i purchased vehicle.I feel for what i have spent on this vehicle this should be fixxed and addressed .I purchased this at just bout reatil price and that price reflects excellent condition.I love the jeep but there are small things that are being brushed off that are important to me as a buyer.If anyone paid what i paid for this used certified vehicle they would be upset also.Being it was a certified warrenty i was told they go threw every nut and bolt on this jeep and check everything.This pinhole is hard to see if you are driving.Its at the very end on a factory seem .This top is the opriginal,isnt there some factory warrenty on this top from defects,what rights do i have buying a certified preowned vehicle and these small issues are not being addressed.there are other things too but to much to type.Please contact me as soon as possible and let me know where i stand on these issues..thank you [redacted]
[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial: [redacted]

Last Name: [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Aug 09 20:12:56 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7432972V13184L0KM)
typo my last email..i was saying i should not have to pay for the
header ch=
annel and seal kit to be installed cause it was already approved...i
never =
implyed i will do it my self...its a appoitmeant issue =2Ci have a
schedual=
e and with out a rental car i cant just drop my jeep off and walk to
work .=
..my wife and i work 30 minutes from each other and both need a
vehicle..ok=
thanks for your time[redacted]
=20

> Date: Mon=2C 8 Aug 2011 10:19:58 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7432972V13184L0KM=
)
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once
again.
>=20
> Unfortunately=2C your case manager does not have an email system
that=20
> accepts in-coming emails. I would recommend that you call her
directly=20
> to discuss your latest experience and to get an update on your
case. I=20
> see by the case notes in your file that she attempted to contact
you on=20
> Aug. 4=2C11 and left a message.
>=20
> I have posted your latest email message into your file for Debbie
to see
> and she will provide you further direction in regards to this when
you=20
> speak with her.
>=20
> Once again=2C Debbie's direct contact information is 800-763-8422 -
ext=20
> #66266.
>=20
> Thanks again for your email.=20
>=20
> Sincerely=2C=20
>=20
> Lorrie=20
>=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to th=
e
> following information:=20
> REFERENCE NUMBER:=20

> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7432972V13184L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ----------
> can you send me a email for debbie directly so i can send a video
we=20
> took of the jeep leaking today as we drove to store while it was
raining
> out i also have pictures of it...
>=20
>=20
> > Date: Wed=2C 27 Jul 2011 11:00:12 -0400
> > From: customerassist@chrysler.com
> > To: [redacted]
> > Subject: RE: Chrysler Group LLC Customer Assistance=20
> (KMM7421674V78779L0KM)
> >=20
> > Dear[redacted]
> >=20
> > Thank you for contacting the Jeep Customer Assistance Center.=20
> >=20
> > Your email has been forwarded on to the case manager.
> >=20
> > Any further discussions will need to be with the case manager -=
20
> > 800-763-8422 - ext #66266 - case manager - Debbie - Reference=20
> #21067475
> >=20
> >=20
> > Thanks again for your email.=20
> >=20
> > Sincerely=2C=20
> >=20
> > Ralph
> >=20
> > Customer Service Representative=20
> > Jeep Customer Assistance Center
> >=20
> > For any future communications related to this email=2C please
refer to=
=20
> the
> > following information:=20
> > REFERENCE NUMBER:=20
> > EMAIL CASE NUMBER: [redacted]
> > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_I=
D=3DKMM7421674V78779L0KM&
> >=20
> >=20
> >=20
> >=20
> > Original Message Follows:
> > ----------
> > Hey ralph..went to carbone on 26th july..back n forth with these=
20
> > guys.they are ordered two gaskets and header channel to replace
for=20

> > water leak...this still doesnt not change the pinhe they
siliconed on=20
> > vynal top nor does it fix the warped header and rain channel on=
20
> > top..first he was gonna ok a new top..now yhey r trying to get
out of=20
> > that by saying its just cosmetic...passenger side of top isnt
warpin=20
> as=20
> > bad but drivers side is and rubber door channel does not seal=20
> > properly.if this top isnt replaced i will have to contact a
lawyer an=20
> > attorneh generals office..about this issue and many others..
Like=20
> within
> > ten days my registration will be run out and by the 9th of
august=20
> > wachovia dealer is gonna make a bad credit report on my credit
file=20
> > because my trade in still is not fully paid off from
carbone..theu=20
> said=20
> > they fixed this...but havent seen it fixed yet=20
> >=20
> >=20
> > -----Original Message-----=20
> > From: customerassist=20
> > Sent: 7/5/2011 7:51:57 PM=20
> > To: [redacted]
> > Subject: Re: Chrysler Group LLC Customer Assistance=20
> > (KMM7398782V95499L0KM)=20
> >=20
> > Dear Todd:
> >=20
> > Thank you for contacting the Jeep Customer Assistance Center
regarding
>=20
> > your 2008 Wrangler.
> >=20
> > Due to the nature of your email=2C your concerns have been
escalated. A=
=20
> > case manager will contact you by phone in one business day.
> >=20
> > Thanks again for your email.=20
> >=20
> > Sincerely=2C=20
> >=20
> > Ralph=20
> >=20
> > Customer Service Representative=20
> > Jeep Customer Assistance Center
> >=20
> > For any future communications related to this email=2C please
refer to=
=20
> > the
> > following information:=20
> > REFERENCE NUMBER: [redacted]
> > EMAIL CASE NUMBER:
> > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_I=
D=3DKMM7398782V95499L0KM&
> >=20

> >=20
> >=20
> >=20
> > Original Message Follows:
> > ------------------------
> > US Customer Service - Jeep Brand Site
> > Brief Description:=20
> > iam having issues with getting small things fixed on this new
purchase
>=20
> > from
> > dealer of my 2008 wrangler
> >=20
> > Comments:
> > i bought jeep knowing theres was some scratchs on it a a tiny
dent=20
> hear
> > upper hood.i purchased the extended 2 yrs on the 6 yr 80=2C000
certifie=
d
> > warrenty.I was told by dealer that the first months were bumper
to=20
> > bumper.I
> > paid app 24=2C000 for this jeep.I had issues with the radio =
2Cthey=20
> > replaced it
> > after 3 times going there and fixed wired that were hanging from
the
> > door.Then as i was there i mentioned the door channels and top =
2Cnot=20
> > sealed
> > correctly.Was told they would hose it and see if it leaks=2Cthey
never=
=20
> > did
> > anything to it.So nothing done=2CI also have some seal wearing on
rear=
=20
> > window
> > channel that locks in=2Ci mentioned it =2Cnothing done.I noticed
while=
=20
> > driving
> > passenger there is a pin hole in my sunrider top i tooka picture
and=20
> > sent
> > it to the sales manager =2Chave not heard back about the pinhole=
2CI wa=
s=20
> > not
> > aware of the pinhole when i purchased vehicle.I feel for what i
have=20
> > spent
> > on this vehicle this should be fixxed and addressed .I purchased
this=20
> > at
> > just bout reatil price and that price reflects excellent
condition.I=20
> > love
> > the jeep but there are small things that are being brushed off
that=20
> > are
> > important to me as a buyer.If anyone paid what i paid for this
used

> > certified vehicle they would be upset also.Being it was a
certified
> > warrenty i was told they go threw every nut and bolt on this jeep
and=20
> > check
> > everything.This pinhole is hard to see if you are driving.Its at
the=20
> > very
> > end on a factory seem .This top is the opriginal=2Cisnt there
some=20
> > factory
> > warrenty on this top from defects=2Cwhat rights do i have buying
a=20
> > certified
> > preowned vehicle and these small issues are not being
addressed.there=20
> > are
> > other things too but to much to type.Please contact me as soon
as=20
> > possible
> > and let me know where i stand on these issues..thank you [redacted]
> > [redacted]
> >=20
> >=20
> >=20
> > VIN:
> > 8I[redacted]
> > Mileage:
> > 40000
> > Servicing Dealer:
> > Carbone/crystler yorkville new york
> > Title:
> > Mr.
> > First Name:
> > [redacted]
> > Middle Initial:
> > [redacted]
> > Last Name:
> > [redacted]
> > Address 1:
> > [redacted]
> > Address 2:
> >=20
> > City:
> > utica
> > State:
> > NY
> > Zip:
> > [redacted]
> > Email:
> > [redacted]
> > Work Phone:
> > [redacted]
=

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Aug 10 09:59:23 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7432972V13184L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted your most recent email message into your case file for your case manager to see. I am glad to hear that your repair concerns are being addressed and would suggest that you contact your case manager when you confirm an appointment with the body shop.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7435695V84763L0KM&

Original Message Follows:

Just a update i brought jeep in to carbone they fixed the clock spring in a timely matter..good job and i did take the seal kit and header channel parts with me,mishap on their paper work saying i will install them myself...I didnt say that.I have to make a appoitmeant with carbone body shop to have the header channel installed and wanted parts on hand when i go there..didnt want to have to wait around for parts.as soon as i can get a appoitmeant that fits my schedual and the body shop guy at carbone i will go there.i cant get there till 4pm because of work hrs so thats what im waiting on a ok on a day at this time so he can do it.Didnt want my parts coming up mia like my jeep manual thats been on order...So thanks for all your support i will inform you when i can get this in and the seal kit and header channel replaced...
Also they mmarked on the paper work they waved a 150.00 deductable as a one time cus favor..not sure on that cause its still under the bumper to bumper warrenty promised to me for the first 3 months or 3,000 miles so there should of been no waver for a deductable...Either way i didnt have to pay ,and should be paying for the header channel kit to be installed cause it was already approved to be done at carbone body shop ,just a matter of a appoitmeant..thanks again have ablessed day ..best number to reach me at is [redacted] during lunch hrs 12 to 1230..or after 330 pm daily..thanks Todd

> Date: Mon, 8 Aug 2011 10:19:58 -0400
> From: customerassist@chrysler.com
> To: [redacted]

> Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7432972V13184L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center once
again.
>
> Unfortunately, your case manager does not have an email system that
> accepts in-coming emails. I would recommend that you call her
directly
> to discuss your latest experience and to get an update on your
case. I
> see by the case notes in your file that she attempted to contact
you on
> Aug. 4,11 and left a message.
>
> I have posted your latest email message into your file for Debbie
to see
> and she will provide you further direction in regards to this when
you
> speak with her.
>
> Once again, Debbie's direct contact information is 800-763-8422 -
ext
> #66266.
>
> Thanks again for your email.
>
> Sincerely,
>
> Lorrie
>
> Customer Service Representative
> Jeep 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=KMM7432972V13184L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> can you send me a email for debbie directly so i can send a video
we
> took of the jeep leaking today as we drove to store while it was
raining
> out i also have pictures of it...
>
>
> > Date: Wed, 27 Jul 2011 11:00:12 -0400
> > From: customerassist@chrysler.com
> > To: doczmann@msn.com
> > Subject: RE: Chrysler Group LLC Customer Assistance
> (KMM7421674V78779L0KM)
> >
> > Dear [redacted]
> >

> > Thank you for contacting the Jeep Customer Assistance Center.
> >
> > Your email has been forwarded on to the case manager.
> >
> > Any further discussions will need to be with the case manager -
> > 800-763-8422 - ext #66266 - case manager - Debbie - Reference
> #21067475
> >
> >
> > Thanks again for your email.
> >
> > Sincerely,
> >
> > Ralph
> >
> > Customer Service Representative
> > Jeep 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:
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trk_ID=KMM7421674V78779L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > Hey ralph..went to carbone on 26th july..back n forth with these
> > guys.they are ordered two gaskets and header channel to replace
for
> > water leak...this still doesnt not change the pinhe they
siliconed on
> > vynal top nor does it fix the warped header and rain channel on
> > top..first he was gonna ok a new top..now yhey r trying to get
out of
> > that by saying its just cosmetic...passenger side of top isnt
warpin
> as
> > bad but drivers side is and rubber door channel does not seal
> > properly.if this top isnt replaced i will have to contact a
lawyer an
> > attorneh generals office..about this issue and many others.. Like
> within
> > ten days my registration will be run out and by the 9th of august
> > wachovia dealer is gonna make a bad credit report on my credit
file
> > because my trade in still is not fully paid off from
carbone..theu
> said
> > they fixed this...but havent seen it fixed yet
> >
> >
> > -----Original Message-----
> > From: customerassist
> > Sent: 7/5/2011 7:51:57 PM
> > To: [redacted]
> > Subject: Re: Chrysler Group LLC Customer Assistance
> > (KMM7398782V95499L0KM)

> >
> > Dear [redacted]
> >
> > Thank you for contacting the Jeep Customer Assistance Center
regarding
>
> > your 2008 Wrangler.
> >
> > Due to the nature of your email, your concerns have been
escalated. A
> > case manager will contact you by phone in one business day.
> >
> > Thanks again for your email.
> >
> > Sincerely,
> >
> > Ralph
> >
> > 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?
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> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > US Customer Service - Jeep Brand Site
> > Brief Description:
> > iam having issues with getting small things fixed on this new
purchase
>
> > from
> > dealer of my 2008 wrangler
> >
> > Comments:
> > i bought jeep knowing theres was some scratchs on it a a tiny
dent
> hear
> > upper hood.i purchased the extended 2 yrs on the 6 yr 80,000
certified
> > warrenty.I was told by dealer that the first months were bumper
to
> > bumper.I
> > paid app 24,000 for this jeep.I had issues with the radio ,they
> > replaced it
> > after 3 times going there and fixed wired that were hanging from
the
> > door.Then as i was there i mentioned the door channels and top
,not
> > sealed
> > correctly.Was told they would hose it and see if it leaks,they
never
> > did
> > anything to it.So nothing done,I also have some seal wearing on

rear
> > window
> > channel that locks in,i mentioned it ,nothing done.I noticed
while
> > driving
> > passenger there is a pin hole in my sunrider top i tooka picture
and
> > sent
> > it to the sales manager ,have not heard back about the pinhole,I
was
> > not
> > aware of the pinhole when i purchased vehicle.I feel for what i
have
> > spent
> > on this vehicle this should be fixxed and addressed .I purchased
this
> > at
> > just bout reatil price and that price reflects excellent
condition.I
> > love
> > the jeep but there are small things that are being brushed off
that
> > are
> > important to me as a buyer.If anyone paid what i paid for this
used
> > certified vehicle they would be upset also.Being it was a
certified
> > warrenty i was told they go threw every nut and bolt on this jeep
and
> > check
> > everything.This pinhole is hard to see if you are driving.Its at
the
> > very
> > end on a factory seem .This top is the opriginal,isnt there some
> > factory
> > warrenty on this top from defects,what rights do i have buying a
> > certified
> > preowned vehicle and these small issues are not being
addressed.there
> > are
> > other things too but to much to type.Please contact me as soon as
> > possible
> > and let me know where i stand on these issues..thank you [redacted]
> > [redacted]
> >
> >
> >
> > VIN:
> > 8[redacted]
> > Mileage:
> > 40000
> > Servicing Dealer:
> > Carbone/crystler yorkville new york
> > Title:
> > Mr.
> > First Name:
> > [redacted]
> > Middle Initial:
> > [redacted]
> > Last Name:
> > [redacted]
> > Address 1:
> > [redacted]
> > Address 2:

> >
> > City:
> > utica
> > State:
> > NY
> > Zip:
> > [redacted]
> > Email:
> > [redacted]
> > Work Phone:
> > [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Aug 15 21:42:30 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7435695V84763L0KM)
Hi [redacted]here..well jeep started leakin again..i have not installe the header channel still unopened in package.i have called carbone body shop 3 times for them to call me back with appointmeant..no responses...

315 736 1275..that is carbones auto shop..scott is the man i talked with before..i need a appojntmeant after3.30 ...or carbone needs to give me a rental and fix this leaku jeep..i had enough...if thiz is not fixed asap im filong a law suit..to much stress for me

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: August 10, 2011 10:00 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7435695V84763L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted your most recent email message into your case file for your case manager to see. I am glad to hear that your repair concerns
are being addressed and would suggest that you contact your case manager
when you confirm an appointment with the body shop.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7435695V84763L0KM&

Original Message Follows:

Just a update i brought jeep in to carbone they fixed the clock spring
in a timely matter..good job and i did take the seal kit and header channel parts with me,mishap on their paper work saying i will install
them myself...I didnt say that.I have to make a appoitmeant with carbone body shop to have the header channel installed and wanted parts

on hand when i go there..didnt want to have to wait around for parts.as
soon as i can get a appoitmeant that fits my schedual and the body shop
guy at carbone i will go there.i cant get there till 4pm because of work
hrs so thats what im waiting on a ok on a day at this time so he can do
it.Didnt want my parts coming up mia like my jeep manual thats been on
order...So thanks for all your support i will inform you when i can get
this in and the seal kit and header channel replaced...
Also they mmarked on the paper work they waved a 150.00 deductable as a
one time cus favor..not sure on that cause its still under the bumper to
bumper warrenty promised to me for the first 3 months or 3,000 miles so
there should of been no waver for a deductable...Either way i didnt have
to pay ,and should be paying for the header channel kit to be installed
cause it was already approved to be done at carbone body shop ,just a
matter of a appoitmeant..thanks again have ablessed day ..best number
to reach me at is [redacted] during lunch hrs 12 to 1230..or after 330
pm daily..thanks [redacted]

> Date: Mon, 8 Aug 2011 10:19:58 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance (KMM7432972V13184L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center once again.
>
> Unfortunately, your case manager does not have an email system that
> accepts in-coming emails. I would recommend that you call her directly

> to discuss your latest experience and to get an update on your case.
I
> see by the case notes in your file that she attempted to contact you
on
> Aug. 4,11 and left a message.
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> I have posted your latest email message into your file for Debbie to
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> and she will provide you further direction in regards to this when you

> speak with her.
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> Once again, Debbie's direct contact information is 800-763-8422 -
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> #66266.
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> Thanks again for your email.
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> Sincerely,
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> Lorrie
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> Customer Service Representative
> Jeep Customer Assistance Center
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> For any future communications related to this email, please refer
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> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
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> can you send me a email for debbie directly so i can send a video
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>
> > Date: Wed, 27 Jul 2011 11:00:12 -0400
> > From: customerassist@chrysler.com
> > To: [redacted]
> > Subject: RE: Chrysler Group LLC Customer Assistance
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> > Dear [redacted]
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> #21067475
> >
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> > Thanks again for your email.
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> > Sincerely,
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> > Ralph
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> > Customer Service Representative
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> > For any future communications related to this email, please
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> > Original Message Follows:
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> > that by saying its just cosmetic...passenger side of top isnt
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> > bad but drivers side is and rubber door channel does not seal
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Like
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> > ten days my registration will be run out and by the 9th of
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> > wachovia dealer is gonna make a bad credit report on my credit
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> > Sent: 7/5/2011 7:51:57 PM
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> > Subject: Re: Chrysler Group LLC Customer Assistance
> > (KMM7398782V95499L0KM)
> >
> > Dear [redacted]
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> > Thank you for contacting the Jeep Customer Assistance Center
regarding
>
> > your 2008 Wrangler.
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escalated.
A
> > case manager will contact you by phone in one business day.
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> > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7398782V95499L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > US Customer Service - Jeep Brand Site
> > Brief Description:
> > iam having issues with getting small things fixed on this new purchase
>
> > from
> > dealer of my 2008 wrangler
> >
> > Comments:
> > i bought jeep knowing theres was some scratchs on it a a tiny dent
> hear
> > upper hood.i purchased the extended 2 yrs on the 6 yr 80,000 certified
> > warrenty.I was told by dealer that the first months were bumper to
> > bumper.I
> > paid app 24,000 for this jeep.I had issues with the radio ,they
> > replaced it
> > after 3 times going there and fixed wired that were hanging from the
> > door.Then as i was there i mentioned the door channels and top ,not
> > sealed
> > correctly.Was told they would hose it and see if it leaks,they never

> > did
> > anything to it.So nothing done,I also have some seal wearing on rear

> > window
> > channel that locks in,i mentioned it ,nothing done.I noticed while
> > driving
> > passenger there is a pin hole in my sunrider top i tooka picture and

> > sent
> > it to the sales manager ,have not heard back about the pinhole,I was

> > not
> > aware of the pinhole when i purchased vehicle.I feel for what i
have

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> > certified vehicle they would be upset also.Being it was a
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> > warrenty i was told they go threw every nut and bolt on this
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> > end on a factory seem .This top is the opriginal,isnt there some
> > factory
> > warrenty on this top from defects,what rights do i have buying a
> > certified
> > preowned vehicle and these small issues are not being
addressed.there
> > are
> > other things too but to much to type.Please contact me as soon
as
> > possible
> > and let me know where i stand on these issues..thank you todd
> > zielinski
> >
> >
> >
> > VIN:
> > 8[redacted]
> > Mileage:
> > 40000
> > Servicing Dealer:
> > Carbone/crystler yorkville new york
> > Title:
> > Mr.
> > First Name:
> > [redacted]
> > Middle Initial:
> > [redacted]
> > Last Name:
> > [redacted]
> > Address 1:
> > [redacted]
> > Address 2:
> >
> > City:
> > utica
> > State:

> > NY
> > Zip:
> > [redacted]
> > Email:
> > [redacted]
> > Work Phone:
> > [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Aug 15 21:48:28 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7435695V84763L0KM)
This jeep is a 2008 this should not be leakon inside the cab
whatsoever...i=
had to put foam sticky tape inside to try n stop the leaks it worked
for a=
few rain days..been raining for over a day here and my jeep keeps
getting =
wet inside and starting to stink in my cab...either jeep or carbone
or them=
combined. Needs to address and fix this issue,this is not fair to me
and m=
y family..its aggravating,try and take jeep and it rains and its
comin insi=
de...thats not normal,the top is up not down.i should not be getting
anywat=
er inside.i want this fixed

-----Original Message-----
From: customerassist
Sent: 8/10/2011 2:00:23 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7435695V84763L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once
again.

I have posted your most recent email message into your case file for
your case manager to see. I am glad to hear that your repair concerns
are being addressed and would suggest that you contact your case
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when you confirm an appointment with the body shop.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to
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following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM7435695V84763L0KM&

Original Message Follows:

Just a update i brought jeep in to carbone they fixed the clock
spring

in a timely matter..good job and i did take the seal kit and header channel parts with me,mishap on their paper work saying i will install
them myself...I didnt say that.I have to make a appoitmeant with carbone body shop to have the header channel installed and wanted parts
on hand when i go there..didnt want to have to wait around for parts.as
soon as i can get a appoitmeant that fits my schedual and the body shop
guy at carbone i will go there.i cant get there till 4pm because of work
hrs so thats what im waiting on a ok on a day at this time so he can do
it.Didnt want my parts coming up mia like my jeep manual thats been on
order...So thanks for all your support i will inform you when i can get
this in and the seal kit and header channel replaced...
 Also they mmarked on the paper work they waved a 150.00 deductable as a
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> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance (KMM7432972V13184L0KM)
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> Dear [redacted]
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>
> Unfortunately, your case manager does not have an email system that
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> see by the case notes in your file that she attempted to contact you
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http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_I=
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> > bad but drivers side is and rubber door channel does not seal
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> >
> > -----Original Message-----
> > From: customerassist
> > Sent: 7/5/2011 7:51:57 PM
> > To: [redacted]
> > Subject: Re: Chrysler Group LLC Customer Assistance
> > (KMM7398782V95499L0KM)
> >
> > Dear [redacted]
> >
> > Thank you for contacting the Jeep Customer Assistance Center
regarding
>
> > your 2008 Wrangler.
> >
> > Due to the nature of your email, your concerns have been
escalated.
A
> > case manager will contact you by phone in one business day.

> >
> > Thanks again for your email.
> >
> > Sincerely,
> >
> > Ralph
> >
> > 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:
> > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_I=
D=3DKMM7398782V95499L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > US Customer Service - Jeep Brand Site
> > Brief Description:
> > iam having issues with getting small things fixed on this new
purchase
>
> > from
> > dealer of my 2008 wrangler
> >
> > Comments:
> > i bought jeep knowing theres was some scratchs on it a a tiny
dent
> hear
> > upper hood.i purchased the extended 2 yrs on the 6 yr 80,000
certified
> > warrenty.I was told by dealer that the first months were bumper
to
> > bumper.I
> > paid app 24,000 for this jeep.I had issues with the radio ,they
> > replaced it
> > after 3 times going there and fixed wired that were hanging from
the
> > door.Then as i was there i mentioned the door channels and top
,not
> > sealed
> > correctly.Was told they would hose it and see if it leaks,they
never

> > did
> > anything to it.So nothing done,I also have some seal wearing on
rear

> > window
> > channel that locks in,i mentioned it ,nothing done.I noticed
while
> > driving
> > passenger there is a pin hole in my sunrider top i tooka picture
and

> > sent
> > it to the sales manager ,have not heard back about the pinhole,I
was

> > not
> > aware of the pinhole when i purchased vehicle.I feel for what i
have

> > spent
> > on this vehicle this should be fixxed and addressed .I purchased
this
> > at
> > just bout reatil price and that price reflects excellent
condition.I

> > love
> > the jeep but there are small things that are being brushed off
that
> > are
> > important to me as a buyer.If anyone paid what i paid for this
used
> > certified vehicle they would be upset also.Being it was a
certified
> > warrenty i was told they go threw every nut and bolt on this jeep
and
> > check
> > everything.This pinhole is hard to see if you are driving.Its at
the

> > very
> > end on a factory seem .This top is the opriginal,isnt there some
> > factory
> > warrenty on this top from defects,what rights do i have buying a
> > certified
> > preowned vehicle and these small issues are not being
addressed.there
> > are
> > other things too but to much to type.Please contact me as soon as
> > possible
> > and let me know where i stand on these issues..thank you todd
> > zielinski
> >
> >
> >
> > VIN:
> > 8[redacted]
> > Mileage:
> > 40000
> > Servicing Dealer:
> > Carbone/crystler yorkville new york
> > Title:
> > Mr.
> > First Name:
> > [redacted]
> > Middle Initial:
> >[redacted]
> > Last Name:
> > [redacted]
> > Address 1:
> > [redacted]
> > Address 2:
> >
> > City:
> > utica

> > State:
> > NY
> > Zip:
> > [redacted]
> > Email:
> > [redacted]
> > Work Phone:
> > [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Aug 16 09:59:54 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7435695V84763L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted your latest email messages into your case file for review by your case manager. I am sorry to hear that you have not been able to confirm an appointment at Carbone to have the repairs completed.

You may want to call your case manager directly at 1-800-763-8422 ext 66266 to inquire if she can assist you in setting an appointment at Carbone.

Thanks again for your email.

Sincerely,

Lorrie
Customer Service Representative
Jeep 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=KMM7441560V3194L0KM&

Original Message Follows:

Hi [redacted] here..well jeep started leakin again..i have not installe the header channel still unopened in package.i have called carbone body shop 3 times for them to call me back with appointmeant..no responses...

315 736 1275..that is carbones auto shop..scott is the man i talked with before..i need a appojntmeant after3.30 ...or carbone needs to give me a rental and fix this leaku jeep..i had enough...if thiz is not fixed asap im filong a law suit..to much stress for me

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: August 10, 2011 10:00 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7435695V84763L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted your most recent email message into your case file for your case manager to see. I am glad to hear that your repair concerns

are being addressed and would suggest that you contact your case manager
when you confirm an appointment with the body shop.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7435695V84763L0KM&

Original Message Follows:

Just a update i brought jeep in to carbone they fixed the clock spring
in a timely matter..good job and i did take the seal kit and header
channel parts with me,mishap on their paper work saying i will install
them myself...I didnt say that.I have to make a appoitmeant with
carbone body shop to have the header channel installed and wanted parts
on hand when i go there..didnt want to have to wait around for parts.as
soon as i can get a appoitmeant that fits my schedual and the body shop
guy at carbone i will go there.i cant get there till 4pm because of work
hrs so thats what im waiting on a ok on a day at this time so he can do
it.Didnt want my parts coming up mia like my jeep manual thats been on
order...So thanks for all your support i will inform you when i can get
this in and the seal kit and header channel replaced...
Also they mmarked on the paper work they waved a 150.00 deductable as a
one time cus favor..not sure on that cause its still under the bumper to
bumper warrenty promised to me for the first 3 months or 3,000 miles so
there should of been no waver for a deductable...Either way i didnt have
to pay ,and should be paying for the header channel kit to be installed
cause it was already approved to be done at carbone body shop ,just a
matter of a appoitmeant..thanks again have ablessed day ..best number
to reach me at is [redacted] during lunch hrs 12 to 1230..or after 330
pm daily..thanks [redacted]

> Date: Mon, 8 Aug 2011 10:19:58 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7432972V13184L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center once
again.
>
> Unfortunately, your case manager does not have an email system
that
> accepts in-coming emails. I would recommend that you call her
directly

> to discuss your latest experience and to get an update on your
case.
I
> see by the case notes in your file that she attempted to contact
you
on
> Aug. 4,11 and left a message.
>
> I have posted your latest email message into your file for Debbie
to
see
> and she will provide you further direction in regards to this when
you

> speak with her.
>
> Once again, Debbie's direct contact information is 800-763-8422 -
ext
> #66266.
>
> Thanks again for your email.
>
> Sincerely,
>
> Lorrie
>
> Customer Service Representative
> Jeep 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=KMM7432972V13184L0KM&
>
>
>
>
> Original Message Follows:
> ----------
> can you send me a email for debbie directly so i can send a video
we
> took of the jeep leaking today as we drove to store while it was

raining
> out i also have pictures of it...
>
>
> > Date: Wed, 27 Jul 2011 11:00:12 -0400
> > From: customerassist@chrysler.com
> > To: [redacted]
> > Subject: RE: Chrysler Group LLC Customer Assistance
> (KMM7421674V78779L0KM)
> >
> > Dear [redacted]
> >
> > Thank you for contacting the Jeep Customer Assistance Center.
> >
> > Your email has been forwarded on to the case manager.
> >
> > Any further discussions will need to be with the case manager -
> > 800-763-8422 - ext #66266 - case manager - Debbie - Reference
> [redacted]
> >
> >
> > Thanks again for your email.
> >
> > Sincerely,
> >
> > Ralph
> >
> > Customer Service Representative
> > Jeep 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=KMM7421674V78779L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > Hey ralph..went to carbone on 26th july..back n forth with these
> > guys.they are ordered two gaskets and header channel to replace
for
> > water leak...this still doesnt not change the pinhe they
siliconed
on
> > vynal top nor does it fix the warped header and rain channel on
> > top..first he was gonna ok a new top..now yhey r trying to get
out
of
> > that by saying its just cosmetic...passenger side of top isnt
warpin

> as
> > bad but drivers side is and rubber door channel does not seal
> > properly.if this top isnt replaced i will have to contact a
lawyer
an

> > attorneh generals office..about this issue and many others..
Like
> within
> > ten days my registration will be run out and by the 9th of
august
> > wachovia dealer is gonna make a bad credit report on my credit
file
> > because my trade in still is not fully paid off from
carbone..theu
> said
> > they fixed this...but havent seen it fixed yet
> >
> >
> > -----Original Message-----
> > From: customerassist
> > Sent: 7/5/2011 7:51:57 PM
> > To: [redacted]
> > Subject: Re: Chrysler Group LLC Customer Assistance
> > (KMM7398782V95499L0KM)
> >
> > Dear [redacted]
> >
> > Thank you for contacting the Jeep Customer Assistance Center
regarding
>
> > your 2008 Wrangler.
> >
> > Due to the nature of your email, your concerns have been
escalated.
A
> > case manager will contact you by phone in one business day.
> >
> > Thanks again for your email.
> >
> > Sincerely,
> >
> > Ralph
> >
> > 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=KMM7398782V95499L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > US Customer Service - Jeep Brand Site
> > Brief Description:
> > iam having issues with getting small things fixed on this new
purchase
>
> > from
> > dealer of my 2008 wrangler

> >
> > Comments:
> > i bought jeep knowing theres was some scratchs on it a a tiny dent
> hear
> > upper hood.i purchased the extended 2 yrs on the 6 yr 80,000 certified
> > warrenty.I was told by dealer that the first months were bumper to
> > bumper.I
> > paid app 24,000 for this jeep.I had issues with the radio ,they
> > replaced it
> > after 3 times going there and fixed wired that were hanging from the
> > door.Then as i was there i mentioned the door channels and top ,not
> > sealed
> > correctly.Was told they would hose it and see if it leaks,they never

> > did
> > anything to it.So nothing done,I also have some seal wearing on rear

> > window
> > channel that locks in,i mentioned it ,nothing done.I noticed while
> > driving
> > passenger there is a pin hole in my sunrider top i tooka picture and

> > sent
> > it to the sales manager ,have not heard back about the pinhole,I was

> > not
> > aware of the pinhole when i purchased vehicle.I feel for what i have

> > spent
> > on this vehicle this should be fixxed and addressed .I purchased this
> > at
> > just bout reatil price and that price reflects excellent condition.I

> > love
> > the jeep but there are small things that are being brushed off that
> > are
> > important to me as a buyer.If anyone paid what i paid for this used
> > certified vehicle they would be upset also.Being it was a certified
> > warrenty i was told they go threw every nut and bolt on this jeep
and
> > check
> > everything.This pinhole is hard to see if you are driving.Its at the

> > very
> > end on a factory seem .This top is the opriginal,isnt there some
> > factory

> > warrenty on this top from defects,what rights do i have buying a
> > certified
> > preowned vehicle and these small issues are not being
addressed.there
> > are
> > other things too but to much to type.Please contact me as soon
as
> > possible
> > and let me know where i stand on these issues..thank you[redacted]
> >[redacted]
> >
> >
> >
> > VIN:
> > 8L[redacted]
> > Mileage:
> > 40000
> > Servicing Dealer:
> > Carbone/crystler yorkville new york
> > Title:
> > Mr.
> > First Name:
> > [redacted]
> > Middle Initial:
> >[redacted]
> > Last Name:
> >[redacted]
> > Address 1:
> >[redacted]
> > Address 2:
> >
> > City:
> > utica
> > State:
> > NY
> > Zip:
> > [redacted]
> > Email:
> > [redacted]
> > Work Phone:
> > [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Aug 19 06:54:39 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7441560V3194L0KM)
Hi [redacted] here i called lwfr message with body shop...this jeep has to be fixed asap...last night it poured outside and my inside jeep cab soaked..the front carpets will need to be cleaned or replaced cause jeep is startin to have a oder from all the water and the front speakers are gettin wet and im noticing a slight craklin souns when playing music.i have been patient and i had it..if this jeep is not fixed in next few days or so.im filing a complaint at attorney generals.calling a laywer and filing. A complaint..i cant stand this stress.you have no idea...drivin to store and rainin out and rainin down the doors in jeep on inside everything getting wet....i neex this jeep fixed

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: August 16, 2011 10:00 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7441560V3194L0KM)

[The entire original message is not included]

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Aug 19 12:13:32 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7441560V3194L0KM)
Ok carbone collition gonna try and get this jeep parts in
tonight..just updating going after work and they r gonna try n get ot
done

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: August 16, 2011 10:00 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7441560V3194L0KM)

[The entire original message is not included]

From: [redacted]
To: customerassist@chrysler.com
Date: Sun Sep 11 08:33:03 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7441560V3194L0KM)
please forward this link to my case manager Debbie..like here to read
what =
is posted by me with my jeep..and have a tec see this issue with the
top[wh=
ich seems to be a malfunction by jeep...
=20

http://www.wranglerforum.com/f33/jk-08-leak-fixes-
110642.html#post1559434
=20
=20

> Date: Tue=2C 16 Aug 2011 10:00:25 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7441560V3194L0KM)
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once
again.
>=20
> I have posted your latest email messages into your case file for
review=20
> by your case manager. I am sorry to hear that you have not been
able to=20
> confirm an appointment at Carbone to have the repairs completed.=20
>=20
> You may want to call your case manager directly at 1-800-763-8422
ext=20
> 66266 to inquire if she can assist you in setting an appointment
at=20
> Carbone.
>=20
> Thanks again for your email.=20
>=20
> Sincerely=2C=20
>=20
> Lorrie=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to th=
e
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7441560V3194L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ----------
> Hi [redacted] here..well jeep started leakin again..i have not installe

the=20
> header channel still unopened in package.i have called carbone body
shop
> 3 times for them to call me back with appointmeant..no responses...
>=20
> 315 736 1275..that is carbones auto shop..scott is the man i
talked=20
> with before..i need a appojntmeant after3.30 ...or carbone needs
to=20
> give me a rental and fix this leaku jeep..i had enough...if thiz is
not=20
> fixed asap im filong a law suit..to much stress for me
>=20
> -----Original Message-----
> From: customerassist <customerassist@chrysler.com>
> Sent: August 10=2C 2011 10:00 AM
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance=20
> (KMM7435695V84763L0KM)
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once=
20
> again.
>=20
> I have posted your most recent email message into your case file
for
> your case manager to see. I am glad to hear that your repair
concerns
> are being addressed and would suggest that you contact your case=20
> manager
> when you confirm an appointment with the body shop.
>=20
> Thanks again for your email.   =20
>=20
> Sincerely=2C
>=20
> Lorrie=20
>=20
> Customer Service Representative
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to=20
> the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7435695V84763L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ------------------------
> Just a update i brought jeep in to carbone they fixed the clock
spring
> in a timely matter..good job and i did take the seal kit and header
> channel parts with me=2Cmishap on their paper work saying i will
install
> them myself...I didnt say that.I have to make a appoitmeant with

> carbone body shop to have the header channel installed and wanted
parts
> on hand when i go there..didnt want to have to wait around for
parts.as
> soon as i can get a appoitmeant that fits my schedual and the body
shop
> guy at carbone i will go there.i cant get there till 4pm because
of=20
> work
> hrs so thats what im waiting on a ok on a day at this time so he
can do
> it.Didnt want my parts coming up mia like my jeep manual thats
been on
> order...So thanks for all your support i will inform you when i can
get
> this in and the seal kit and header channel replaced...
> Also they mmarked on the paper work they waved a 150.00 deductable
as=20
> a
> one time cus favor..not sure on that cause its still under the
bumper=20
> to
> bumper warrenty promised to me for the first 3 months or 3=2C000
miles=20
> so
> there should of been no waver for a deductable...Either way i
didnt=20
> have
> to pay =2Cand should be paying for the header channel kit to be
installed
> cause it was already approved to be done at carbone body shop =
2Cjust a
> matter of a appoitmeant..thanks again have ablessed day ..best
number
> to reach me at is [redacted]during lunch hrs 12 to 1230..or
after=20
> 330
> pm daily..thanks [redacted]
> =20
>=20
> > Date: Mon=2C 8 Aug 2011 10:19:58 -0400
> > From: customerassist@chrysler.com
> > To: [redacted]
> > Subject: RE: Chrysler Group LLC Customer Assistance
> (KMM7432972V13184L0KM)
> >
> > Dear [redacted]
> >
> > Thank you for contacting the Jeep Customer Assistance Center once
> again.
> >
> > Unfortunately=2C your case manager does not have an email system
that
> > accepts in-coming emails. I would recommend that you call her=20
> directly
>=20
> > to discuss your latest experience and to get an update on your
case.
> I
> > see by the case notes in your file that she attempted to contact
you
> on
> > Aug. 4=2C11 and left a message.
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> > I have posted your latest email message into your file for Debbie
to
> see
> > and she will provide you further direction in regards to this
when=20
> you
>=20
> > speak with her.
> >
> > Once again=2C Debbie's direct contact information is 800-763-8422
- ext
> > #66266.
> >
> > Thanks again for your email.
> >
> > Sincerely=2C
> >
> > Lorrie
> >
> > Customer Service Representative
> > Jeep Customer Assistance Center
> >
> > For any future communications related to this email=2C 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_I=
D=3DKMM7432972V13184L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > can you send me a email for debbie directly so i can send a video
we
> > took of the jeep leaking today as we drove to store while it was
> raining
> > out i also have pictures of it...
> >
> >
> > > Date: Wed=2C 27 Jul 2011 11:00:12 -0400
> > > From: customerassist@chrysler.com
> > > To: [redacted]
> > > Subject: RE: Chrysler Group LLC Customer Assistance
> > (KMM7421674V78779L0KM)
> > >
> > > Dear [redacted]
> > >
> > > Thank you for contacting the Jeep Customer Assistance Center.
> > >
> > > Your email has been forwarded on to the case manager.
> > >
> > > Any further discussions will need to be with the case manager -
> > > 800-763-8422 - ext #66266 - case manager - Debbie - Reference
> > [redacted]
> > >
> > >
> > >
> > > Thanks again for your email.
> > >
> > > Sincerely=2C

> > >
> > > Ralph
> > >
> > > Customer Service Representative
> > > Jeep Customer Assistance Center
> > >
> > > For any future communications related to this email=2C please
refer=20
> to
>=20
> > the
> > > following information:
> > > REFERENCE NUMBER:
> > > EMAIL CASE NUMBER: [redacted]
> > > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk=
_ID=3DKMM7421674V78779L0KM&
> > >
> > >
> > >
> > >
> > > Original Message Follows:
> > > ------------------------
> > > Hey ralph..went to carbone on 26th july..back n forth with
these
> > > guys.they are ordered two gaskets and header channel to replace
for
> > > water leak...this still doesnt not change the pinhe they
siliconed
> on
> > > vynal top nor does it fix the warped header and rain channel on
> > > top..first he was gonna ok a new top..now yhey r trying to get
out
> of
> > > that by saying its just cosmetic...passenger side of top isnt=
20
> warpin
>=20
> > as
> > > bad but drivers side is and rubber door channel does not seal
> > > properly.if this top isnt replaced i will have to contact a
lawyer
> an
> > > attorneh generals office..about this issue and many others..
Like
> > within
> > > ten days my registration will be run out and by the 9th of
august
> > > wachovia dealer is gonna make a bad credit report on my credit
file
> > > because my trade in still is not fully paid off from
carbone..theu
> > said
> > > they fixed this...but havent seen it fixed yet
> > >
> > >
> > > -----Original Message-----
> > > From: customerassist
> > > Sent: 7/5/2011 7:51:57 PM
> > > To: [redacted]
> > > Subject: Re: Chrysler Group LLC Customer Assistance
> > > (KMM7398782V95499L0KM)
> > >
> > > Dear [redacted]

> > >
> > > Thank you for contacting the Jeep Customer Assistance Center
> regarding
> >
> > > your 2008 Wrangler.
> > >
> > > Due to the nature of your email=2C your concerns have been
escalated.
> A
> > > case manager will contact you by phone in one business day.
> > >
> > > Thanks again for your email.
> > >
> > > Sincerely=2C
> > >
> > > Ralph
> > >
> > > Customer Service Representative
> > > Jeep Customer Assistance Center
> > >
> > > For any future communications related to this email=2C please
refer=20
> to
>=20
> > > the
> > > following information:
> > > REFERENCE NUMBER: [redacted]
> > > EMAIL CASE NUMBER [redacted]
> > > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk=
_ID=3DKMM7398782V95499L0KM&
> > >
> > >
> > >
> > >
> > > Original Message Follows:
> > > ------------------------
> > > US Customer Service - Jeep Brand Site
> > > Brief Description:
> > > iam having issues with getting small things fixed on this new
> purchase
> >
> > > from
> > > dealer of my 2008 wrangler
> > >
> > > Comments:
> > > i bought jeep knowing theres was some scratchs on it a a tiny
dent
> > hear
> > > upper hood.i purchased the extended 2 yrs on the 6 yr 80=2C000
> certified
> > > warrenty.I was told by dealer that the first months were bumper
to
> > > bumper.I
> > > paid app 24=2C000 for this jeep.I had issues with the radio =
2Cthey
> > > replaced it
> > > after 3 times going there and fixed wired that were hanging
from=20
> the
> > > door.Then as i was there i mentioned the door channels and top
=2Cnot
> > > sealed
> > > correctly.Was told they would hose it and see if it leaks=

2Cthey=20
> never
>=20
> > > did
> > > anything to it.So nothing done=2CI also have some seal wearing
on=20
> rear
>=20
> > > window
> > > channel that locks in=2Ci mentioned it =2Cnothing done.I
noticed whil=
e
> > > driving
> > > passenger there is a pin hole in my sunrider top i tooka
picture=20
> and
>=20
> > > sent
> > > it to the sales manager =2Chave not heard back about the
pinhole=2CI=
=20
> was
>=20
> > > not
> > > aware of the pinhole when i purchased vehicle.I feel for what
i=20
> have
>=20
> > > spent
> > > on this vehicle this should be fixxed and addressed .I
purchased
> this
> > > at
> > > just bout reatil price and that price reflects excellent=20
> condition.I
>=20
> > > love
> > > the jeep but there are small things that are being brushed off
that
> > > are
> > > important to me as a buyer.If anyone paid what i paid for this
used
> > > certified vehicle they would be upset also.Being it was a
certified
> > > warrenty i was told they go threw every nut and bolt on this
jeep
> and
> > > check
> > > everything.This pinhole is hard to see if you are driving.Its
at=20
> the
>=20
> > > very
> > > end on a factory seem .This top is the opriginal=2Cisnt there
some
> > > factory
> > > warrenty on this top from defects=2Cwhat rights do i have
buying a
> > > certified
> > > preowned vehicle and these small issues are not being
> addressed.there
> > > are
> > > other things too but to much to type.Please contact me as soon
as

> > > possible
> > > and let me know where i stand on these issues..thank you [redacted]
> > > [redacted]
> > >
> > >
> > >
> > > VIN:
> > > 8[redacted]
> > > Mileage:
> > > 40000
> > > Servicing Dealer:
> > > Carbone/crystler yorkville new york
> > > Title:
> > > Mr.
> > > First Name:
> > > [redacted]
> > > Middle Initial:
> > > [redacted]
> > > Last Name:
> > > [redacted]
> > > Address 1:
> > > [redacted]
> > > Address 2:
> > >
> > > City:
> > > utica
> > > State:
> > > NY
> > > Zip:
> > > [redacted]
> > > Email:
> > > [redacted]
> > > Work Phone:
> > > [redacted]
>=20
> &#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=
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=

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Sep 12 11:30:59 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7441560V3194L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted your most recent message including the link for your case manager to see.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7467444V41459L0KM&

Original Message Follows:
---
please forward this link to my case manager Debbie..like here to read what is posted by me with my jeep..and have a tec see this issue with the top[which seems to be a malfunction by jeep...

http://www.wranglerforum.com/f33/jk-08-leak-fixes-110642.html#post1559434

> Date: Tue, 16 Aug 2011 10:00:25 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance (KMM7441560V3194L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center once again.
>
> I have posted your latest email messages into your case file for review
> by your case manager. I am sorry to hear that you have not been able to
> confirm an appointment at Carbone to have the repairs completed.
>
> You may want to call your case manager directly at 1-800-763-8422 ext
> 66266 to inquire if she can assist you in setting an appointment at

> Carbone.
>
> Thanks again for your email.
>
> Sincerely,
>
> Lorrie
> Customer Service Representative
> Jeep 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=KMM7441560V3194L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> Hi [redacted]ere..well jeep started leakin again..i have not installe
the
> header channel still unopened in package.i have called carbone body
shop
> 3 times for them to call me back with appointmeant..no responses...
>
> 315 736 1275..that is carbones auto shop..scott is the man i talked
> with before..i need a appojntmeant after3.30 ...or carbone needs to
> give me a rental and fix this leaku jeep..i had enough...if thiz is
not
> fixed asap im filong a law suit..to much stress for me
>
> -----Original Message-----
> From: customerassist <customerassist@chrysler.com>
> Sent: August 10, 2011 10:00 AM
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
> (KMM7435695V84763L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center once
> again.
>
> I have posted your most recent email message into your case file
for
> your case manager to see. I am glad to hear that your repair
concerns
> are being addressed and would suggest that you contact your case
> manager
> when you confirm an appointment with the body shop.
>
> Thanks again for your email.
>
> Sincerely,
>
> Lorrie
>
> Customer Service Representative
> Jeep 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=KMM7435695V84763L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> Just a update i brought jeep in to carbone they fixed the clock
spring
> in a timely matter..good job and i did take the seal kit and header
> channel parts with me,mishap on their paper work saying i will
install
> them myself...I didnt say that.I have to make a appoitmeant with
> carbone body shop to have the header channel installed and wanted
parts
> on hand when i go there..didnt want to have to wait around for
parts.as
> soon as i can get a appoitmeant that fits my schedual and the body
shop
> guy at carbone i will go there.i cant get there till 4pm because of
> work
> hrs so thats what im waiting on a ok on a day at this time so he
can do
> it.Didnt want my parts coming up mia like my jeep manual thats
been on
> order...So thanks for all your support i will inform you when i can
get
> this in and the seal kit and header channel replaced...
> Also they mmarked on the paper work they waved a 150.00 deductable
as
> a
> one time cus favor..not sure on that cause its still under the
bumper
> to
> bumper warrenty promised to me for the first 3 months or 3,000
miles
> so
> there should of been no waver for a deductable...Either way i didnt
> have
> to pay ,and should be paying for the header channel kit to be
installed
> cause it was already approved to be done at carbone body shop ,just
a
> matter of a appoitmeant..thanks again have ablessed day ..best
number
> to reach me at is [redacted] during lunch hrs 12 to 1230..or
after
> 330
> pm daily..thanks [redacted]
>
>
> > Date: Mon, 8 Aug 2011 10:19:58 -0400
> > From: customerassist@chrysler.com
> > To: [redacted]
> > Subject: RE: Chrysler Group LLC Customer Assistance
> (KMM7432972V13184L0KM)
> >

> > Dear [redacted]
> >
> > Thank you for contacting the Jeep Customer Assistance Center once
> again.
> >
> > Unfortunately, your case manager does not have an email system
that
> > accepts in-coming emails. I would recommend that you call her
> directly
>
> > to discuss your latest experience and to get an update on your
case.
> I
> > see by the case notes in your file that she attempted to contact
you
> on
> > Aug. 4,11 and left a message.
> >
> > I have posted your latest email message into your file for Debbie
to
> see
> > and she will provide you further direction in regards to this
when
> you
>
> > speak with her.
> >
> > Once again, Debbie's direct contact information is 800-763-8422 -
ext
> > #66266.
> >
> > Thanks again for your email.
> >
> > Sincerely,
> >
> > Lorrie
> >
> > Customer Service Representative
> > Jeep 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=KMM7432972V13184L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > can you send me a email for debbie directly so i can send a video
we
> > took of the jeep leaking today as we drove to store while it was
> raining
> > out i also have pictures of it...
> >
> >
> > > Date: Wed, 27 Jul 2011 11:00:12 -0400
> > > From: customerassist@chrysler.com

> > > To: [redacted]
> > > Subject: RE: Chrysler Group LLC Customer Assistance
> > (KMM7421674V78779L0KM)
> > >
> > > Dear [redacted]
> > >
> > > Thank you for contacting the Jeep Customer Assistance Center.
> > >
> > > Your email has been forwarded on to the case manager.
> > >
> > > Any further discussions will need to be with the case manager -
> > > 800-763-8422 - ext #66266 - case manager - Debbie - Reference
> > > #[redacted]
> > >
> > >
> > > Thanks again for your email.
> > >
> > > Sincerely,
> > >
> > > Ralph
> > >
> > > Customer Service Representative
> > > Jeep 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=KMM7421674V78779L0KM&
> > >
> > >
> > >
> > >
> > > Original Message Follows:
> > > ------------------------
> > > Hey ralph..went to carbone on 26th july..back n forth with
these
> > > guys.they are ordered two gaskets and header channel to replace
for
> > > water leak...this still doesnt not change the pinhe they
siliconed
> on
> > > vynal top nor does it fix the warped header and rain channel on
> > > top..first he was gonna ok a new top..now yhey r trying to get
out
> of
> > > that by saying its just cosmetic...passenger side of top isnt
> warpin
>
> > as
> > > bad but drivers side is and rubber door channel does not seal
> > > properly.if this top isnt replaced i will have to contact a
lawyer
> an
> > > attorneh generals office..about this issue and many others..
Like
> > within
> > > ten days my registration will be run out and by the 9th of

august
> > > wachovia dealer is gonna make a bad credit report on my credit
file
> > > because my trade in still is not fully paid off from
carbone..theu
> > said
> > > they fixed this...but havent seen it fixed yet
> > >
> > >
> > > -----Original Message-----
> > > From: customerassist
> > > Sent: 7/5/2011 7:51:57 PM
> > > To: [redacted]
> > > Subject: Re: Chrysler Group LLC Customer Assistance
> > > (KMM7398782V95499L0KM)
> > >
> > > Dear [redacted]
> > >
> > > Thank you for contacting the Jeep Customer Assistance Center
> regarding
> >
> > > your 2008 Wrangler.
> > >
> > > Due to the nature of your email, your concerns have been
escalated.
> A
> > > case manager will contact you by phone in one business day.
> > >
> > > Thanks again for your email.
> > >
> > > Sincerely,
> > >
> > > Ralph
> > >
> > > 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=KMM7398782V95499L0KM&
> > >
> > >
> > >
> > >
> > > Original Message Follows:
> > > ------------------------
> > > US Customer Service - Jeep Brand Site
> > > Brief Description:
> > > iam having issues with getting small things fixed on this new
> purchase
> >
> > > from
> > > dealer of my 2008 wrangler
> > >
> > > Comments:
> > > i bought jeep knowing theres was some scratchs on it a a tiny

dent
> > hear
> > > upper hood.i purchased the extended 2 yrs on the 6 yr 80,000
> certified
> > > warrenty.I was told by dealer that the first months were bumper
to
> > > bumper.I
> > > paid app 24,000 for this jeep.I had issues with the radio ,they
> > > replaced it
> > > after 3 times going there and fixed wired that were hanging
from
> the
> > > door.Then as i was there i mentioned the door channels and top
,not
> > > sealed
> > > correctly.Was told they would hose it and see if it leaks,they
> never
>
> > > did
> > > anything to it.So nothing done,I also have some seal wearing on
> rear
>
> > > window
> > > channel that locks in,i mentioned it ,nothing done.I noticed
while
> > > driving
> > > passenger there is a pin hole in my sunrider top i tooka
picture
> and
>
> > > sent
> > > it to the sales manager ,have not heard back about the
pinhole,I
> was
>
> > > not
> > > aware of the pinhole when i purchased vehicle.I feel for what i
> have
>
> > > spent
> > > on this vehicle this should be fixxed and addressed .I
purchased
> this
> > > at
> > > just bout reatil price and that price reflects excellent
> condition.I
>
> > > love
> > > the jeep but there are small things that are being brushed off
that
> > > are
> > > important to me as a buyer.If anyone paid what i paid for this
used
> > > certified vehicle they would be upset also.Being it was a
certified
> > > warrenty i was told they go threw every nut and bolt on this
jeep
> and
> > > check
> > > everything.This pinhole is hard to see if you are driving.Its
at
> the
>
> > > very

> > > end on a factory seem .This top is the opriginal,isnt there
some
> > > factory
> > > warrenty on this top from defects,what rights do i have buying
a
> > > certified
> > > preowned vehicle and these small issues are not being
> addressed.there
> > > are
> > > other things too but to much to type.Please contact me as soon
as
> > > possible
> > > and let me know where i stand on these issues..thank you [redacted]
> > > [redacted]
> > >
> > >
> > >
> > > VIN:
> > > 8L[redacted]
> > > Mileage:
> > > 40000
> > > Servicing Dealer:
> > > Carbone/crystler yorkville new york
> > > Title:
> > > Mr.
> > > First Name:
> > > [redacted]
> > > Middle Initial:
> > > [redacted]
> > > Last Name:
> > > [redacted]
> > > Address 1:
> > > [redacted]
> > > Address 2:
> > >
> > > City:
> > > utica
> > > State:
> > > NY
> > > Zip:
> > > [redacted]
> > > Email:
> > > [redacted]
> > > Work Phone:
> > > [redacted]
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From: [redacted]
To: customerassist@chrysler.com
Date: Wed Sep 14 09:10:39 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7467444V41459L0KM)
I have not heard back in a while about the email i sent with links
showing my jeep...is there a recall on why these tops r like
this...or has a tec looked at pics why mu softop that was replaced is
messed up just like the factory top

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: September 12, 2011 11:31 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7467444V41459L0KM)

[The entire original message is not included]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jul 05 15:51:39 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.

Thanks again for your email.

Sincerely,

Ralph

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=KMM7398782V95499L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
iam having issues with getting small things fixed on this new purchase from
dealer of my 2008 wrangler

Comments:
i bought jeep knowing theres was some scratchs on it a a tiny dent hear
upper hood.i purchased the extended 2 yrs on the 6 yr 80,000 certified
warrenty.I was told by dealer that the first months were bumper to bumper.I
paid app 24,000 for this jeep.I had issues with the radio ,they replaced it
after 3 times going there and fixed wired that were hanging from the
door.Then as i was there i mentioned the door channels and top ,not sealed
correctly.Was told they would hose it and see if it leaks,they never did
anything to it.So nothing done,I also have some seal wearing on rear window
channel that locks in,i mentioned it ,nothing done.I noticed while driving
passenger there is a pin hole in my sunrider top i tooka picture and sent
it to the sales manager ,have not heard back about the pinhole,I was not
aware of the pinhole when i purchased vehicle.I feel for what i have spent
on this vehicle this should be fixxed and addressed .I purchased

this at
just bout reatil price and that price reflects excellent condition.I love
the jeep but there are small things that are being brushed off that are
important to me as a buyer.If anyone paid what i paid for this used
certified vehicle they would be upset also.Being it was a certified
warrenty i was told they go threw every nut and bolt on this jeep and check
everything.This pinhole is hard to see if you are driving.Its at the very
end on a factory seem .This top is the opriginal,isnt there some factory
warrenty on this top from defects,what rights do i have buying a certified
preowned vehicle and these small issues are not being addressed.there are
other things too but to much to type.Please contact me as soon as possible
and let me know where i stand on these issues..thank you [redacted]
[redacted]

VIN:
[redacted]
Mileage:
40000
Servicing Dealer:
Carbone/crystler yorkville new york
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
utica
State:
NY
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Sep 14 11:55:04 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7467444V41459L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I again have posted your latest message for your case manager to see. I note by the notes in your file that your case manager has tried to contact you by phone on Sept. 13 at 3:35 pm and again today Sept. 14, 11 at 11:14 AM with messages for you to return her call.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7470231V15704L0KM&

Original Message Follows:

I have not heard back in a while about the email i sent with links showing my jeep...is there a recall on why these tops r like this...or has a tec looked at pics why mu softop that was replaced is messed up just like the factory top

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: September 12, 2011 11:31 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7467444V41459L0KM)

[The entire original message is not included]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Sep 14 13:11:34 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7470231V15704L0KM)
Ok well i work and cant answer phone at work....the other day i
missed a ca=
ll at 345...but she can still call again at.345 ...another time cause
ill b=
e out of work....my lunch hr is 12 pm to 1230 pm durning week...and
can be =
reached then also

-----Original Message-----
From: customerassist
Sent: 9/14/2011 3:55:08 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7470231V15704L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once
again.

I again have posted your latest message for your case manager to see.
I
note by the notes in your file that your case manager has tried to
contact you by phone on Sept. 13 at 3:35 pm and again today Sept. 14,
11
at 11:14 AM with messages for you to return her call.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=3D=
KMM7470231V15704L0KM&

Original Message Follows:

I have not heard back in a while about the email i sent with links
showing my jeep...is there a recall on why these tops r like
this...or
has a tec looked at pics why mu softop that was replaced is messed up
just like the factory top

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

From: customerassist <customerassist@chrysler.com>
Sent: September 12, 2011 11:31 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7467444V41459L0KM)

[The entire original message is not included]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Sep 14 13:52:56 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470231V15704L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted the information in your latest email for your case manager to see.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7470465V22776L0KM&

Original Message Follows:

Ok well i work and cant answer phone at work....the other day i missed a call at 345...but she can still call again at.345 ...another time cause ill be out of work....my lunch hr is 12 pm to 1230 pm durning week...and can be reached then also

-----Original Message-----
From: customerassist
Sent: 9/14/2011 3:55:08 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470231V15704L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I again have posted your latest message for your case manager to see. I note by the notes in your file that your case manager has tried to contact you by phone on Sept. 13 at 3:35 pm and again today Sept. 14, 11 at 11:14 AM with messages for you to return her call.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7470231V15704L0KM&

Original Message Follows:

I have not heard back in a while about the email i sent with links showing my jeep...is there a recall on why these tops r like this...or
has a tec looked at pics why mu softop that was replaced is messed up
just like the factory top

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: September 12, 2011 11:31 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7467444V41459L0KM)

[The entire original message is not included]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Sep 21 09:09:02 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7470465V22776L0KM)
Hi debbie i contacted victory and talked with scott as tom was not
in...he =
was ? Who is authorizing the repairs and said i need to leave vehicle
and t=
hey would give me a rental provided its authorized by
crystler....havent be=
en able to go there cause i work till ,.330 and they are all of a hr
away.h=
e told me. The tecs leave at 5pm..so i have to leave the jeep and
have a ca=
r authorized for the rental

-----Original Message-----
From: customerassist
Sent: 9/14/2011 5:52:59 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7470465V22776L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once
again.

I have posted the information in your latest email for your case
manager
to see.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=3D=
KMM7470465V22776L0KM&

Original Message Follows:

Ok well i work and cant answer phone at work....the other day i
missed a
call at 345...but she can still call again at.345 ...another time
cause
ill be out of work....my lunch hr is 12 pm to 1230 pm durning
week...and
can be reached then also

-----Original Message-----
From: customerassist
Sent: 9/14/2011 3:55:08 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7470231V15704L0KM)

Dear[redacted]

Thank you for contacting the Jeep Customer Assistance Center once
again.

I again have posted your latest message for your case manager to
see. I

note by the notes in your file that your case manager has tried to
contact you by phone on Sept. 13 at 3:35 pm and again today Sept.
14,
11
at 11:14 AM with messages for you to return her call.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=
=3DKMM7470231V15704L0KM&

Original Message Follows:

I have not heard back in a while about the email i sent with links
showing my jeep...is there a recall on why these tops r like
this...or
has a tec looked at pics why mu softop that was replaced is messed
up
just like the factory top

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: September 12, 2011 11:31 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7467444V41459L0KM)

[The entire original message is not included]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Sep 21 09:46:59 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470465V22776L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted your latest message into your case file for your case manager to see.

If you have an opportunity, you may also wish to contact your case manager by phone to further discuss your rental request and your converation with the service area at the dealer. Your case manager can be reached at 800-763-8422 - ext #66266.

Thanks again for your email and enjoy your day.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7477845V12819L0KM&

Original Message Follows:

Hi debbie i contacted victory and talked with scott as tom was not in...he was ? Who is authorizing the repairs and said i need to leave vehicle and they would give me a rental provided its authorized by crystler....havent been able to go there cause i work till ,.330 and they are all of a hr away.he told me. The tecs leave at 5pm..so i have to leave the jeep and have a car authorized for the rental

-----Original Message-----
From: customerassist
Sent: 9/14/2011 5:52:59 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470465V22776L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted the information in your latest email for your case manager
to see.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7470465V22776L0KM&

Original Message Follows:

Ok well i work and cant answer phone at work....the other day i missed a
call at 345...but she can still call again at.345 ...another time cause
ill be out of work....my lunch hr is 12 pm to 1230 pm durning week...and
can be reached then also

-----Original Message-----
From: customerassist
Sent: 9/14/2011 3:55:08 PM
To: doczmann@msn.com
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470231V15704L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I again have posted your latest message for your case manager to see. I

note by the notes in your file that your case manager has tried to
contact you by phone on Sept. 13 at 3:35 pm and again today Sept. 14,
11
at 11:14 AM with messages for you to return her call.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7470231V15704L0KM&

Original Message Follows:

I have not heard back in a while about the email i sent with links showing my jeep...is there a recall on why these tops r like this...or
has a tec looked at pics why mu softop that was replaced is messed up
just like the factory top

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: September 12, 2011 11:31 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7467444V41459L0KM)

[The entire original message is not included]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Sep 22 12:04:39 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7477845V12819L0KM)
I have missed debbies cals as i explained my lunch is from noon to
1230 pm.=
..i dont gwt outsode building until 12.05 ....same as after work cant
get t=
o phone until bout 3.45

-----Original Message-----
From: customerassist
Sent: 9/21/2011 1:47:18 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7477845V12819L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once
again.

I have posted your latest message into your case file for your case
manager to see.

If you have an opportunity, you may also wish to contact your case
manager by phone to further discuss your rental request and your
converation with the service area at the dealer. Your case manager
can
be reached at 800-763-8422 - ext #66266.

Thanks again for your email and enjoy your day.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=3D=
KMM7477845V12819L0KM&

Original Message Follows:

Hi debbie i contacted victory and talked with scott as tom was not
in...he was ? Who is authorizing the repairs and said i need to leave
vehicle and they would give me a rental provided its authorized by
crystler....havent been able to go there cause i work till ,.330 and
they are all of a hr away.he told me. The tecs leave at 5pm..so i
have
to leave the jeep and have a car authorized for the rental

-----Original Message-----
From: customerassist
Sent: 9/14/2011 5:52:59 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470465V22776L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted the information in your latest email for your case manager
to see.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=
=3DKMM7470465V22776L0KM&

Original Message Follows:

Ok well i work and cant answer phone at work....the other day i missed
a
call at 345...but she can still call again at.345 ...another time cause

ill be out of work....my lunch hr is 12 pm to 1230 pm durning week...and
can be reached then also

-----Original Message-----
From: customerassist
Sent: 9/14/2011 3:55:08 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470231V15704L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I again have posted your latest message for your case manager to see.

I

note by the notes in your file that your case manager has tried to contact you by phone on Sept. 13 at 3:35 pm and again today Sept. 14, 11 at 11:14 AM with messages for you to return her call.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=
=3DKMM7470231V15704L0KM&

Original Message Follows:

I have not heard back in a while about the email i sent with links showing my jeep...is there a recall on why these tops r like this...or

has a tec looked at pics why mu softop that was replaced is messed up

just like the factory top

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: September 12, 2011 11:31 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7467444V41459L0KM)

[The entire original message is not included]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Sep 23 10:39:13 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7477845V12819L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

Again, I have posted your latest message into your case file for your case manager to see.

I have also included a notation for your case manager in regards to your phone contact availability.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7480185V88753L0KM&

Original Message Follows:

I have missed debbies cals as i explained my lunch is from noon to 1230 pm...i dont gwt outsode building until 12.05 ....same as after work cant get to phone until bout 3.45

-----Original Message-----
From: customerassist
Sent: 9/21/2011 1:47:18 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7477845V12819L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted your latest message into your case file for your case manager to see.

If you have an opportunity, you may also wish to contact your case manager by phone to further discuss your rental request and your converation with the service area at the dealer. Your case manager can be reached at 800-763-8422 - ext #66266.

Thanks again for your email and enjoy your day.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7477845V12819L0KM&

Original Message Follows:

Hi debbie i contacted victory and talked with scott as tom was not in...he was ? Who is authorizing the repairs and said i need to leave
vehicle and they would give me a rental provided its authorized by crystler....havent been able to go there cause i work till ,.330 and they are all of a hr away.he told me. The tecs leave at 5pm..so i have
to leave the jeep and have a car authorized for the rental

-----Original Message-----
From: customerassist
Sent: 9/14/2011 5:52:59 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470465V22776L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have posted the information in your latest email for your case manager
to see.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7470465V22776L0KM&

Original Message Follows:

Ok well i work and cant answer phone at work....the other day i missed
a
call at 345...but she can still call again at.345 ...another time cause

ill be out of work....my lunch hr is 12 pm to 1230 pm durning week...and
can be reached then also

-----Original Message-----
From: customerassist
Sent: 9/14/2011 3:55:08 PM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7470231V15704L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I again have posted your latest message for your case manager to see.
I

note by the notes in your file that your case manager has tried to contact you by phone on Sept. 13 at 3:35 pm and again today Sept. 14,
11
at 11:14 AM with messages for you to return her call.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7470231V15704L0KM&

Original Message Follows:

I have not heard back in a while about the email i sent with links showing my jeep...is there a recall on why these tops r like

this...or

has a tec looked at pics why mu softop that was replaced is messed up

just like the factory top

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Sent: September 12, 2011 11:31 AM
To: [redacted]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7467444V41459L0KM)

[The entire original message is not included]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Sep 26 19:59:09 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7480185V88753L0KM)
hi debbie i did get your message =2C=2Ci have not been able to get to
victo=
ry motors cause they leave at 5pm...and i been working alot..i have
went th=
ru this jeep =2Cleft n right and with the crystler pdfs...i get some
water =
when it rains heavy..only thing that is gonna fix it and make it stop
compl=
etly is a top that is made right..my link showed how my top is...its
a bad =
quality made top..i cant get there right now=2Cworking alot of
hrs...what i=
 dont understand is why havent they just replaced the hole top and
hardware=
 all together and fix it completly...when you purchase a new top with
hardw=
are kit it comes with the new hardware=2Cdoor surrounds=2Ctop windows
..and=
 every seal...
=20
i have noticed alot of jeep locally and looed at the tops=2C=2Cand
they do =
not look like =2Cthe way mine seals...theirs look right=2C=2Cmine has
the m=
anufactor defects as i posted in my link below
=20
http://www.wranglerforum.com/f33/jk-08-leak-fixes-
110642.html#post1531623
=20
user name docz that is me and the pictures are of my jeep..its very
evidant=
 what the problem is..the top does not properly fit around header bar
and t=
he door rubbers do not seal correctly...
=20

=20

> Date: Fri=2C 23 Sep 2011 10:40:08 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7480185V88753L0KM=
)
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once
again.
>=20
> Again=2C I have posted your latest message into your case file for
your=20
> case manager to see.
>=20
> I have also included a notation for your case manager in regards to
your
> phone contact availability.
>=20
> Thanks again for your email.=20

>=20
> Sincerely=2C=20
>=20
> Lorrie=20
>=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to th=
e
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER:[redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7480185V88753L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ------------------------
> I have missed debbies cals as i explained my lunch is from noon to
1230=20
> pm...i dont gwt outsode building until 12.05 ....same as after work
cant
> get to phone until bout 3.45=20
>=20
>=20
> -----Original Message-----=20
> From: customerassist=20
> Sent: 9/21/2011 1:47:18 PM=20
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance=20
> (KMM7477845V12819L0KM)=20
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once=
20
> again.
>=20
> I have posted your latest message into your case file for your
case=20
> manager to see.=20
>=20
> If you have an opportunity=2C you may also wish to contact your
case=20
> manager by phone to further discuss your rental request and your=20
> converation with the service area at the dealer. Your case manager
can=20
> be reached at 800-763-8422 - ext #66266.
>=20
> Thanks again for your email and enjoy your day.=20
>=20
> Sincerely=2C=20
>=20
> Lorrie=20
>=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer

to=20
> the
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7477845V12819L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ------------------------
> Hi debbie i contacted victory and talked with scott as tom was not=
20
> in...he was ? Who is authorizing the repairs and said i need to
leave=20
> vehicle and they would give me a rental provided its authorized by=
20
> crystler....havent been able to go there cause i work till =2C.330
and=20
> they are all of a hr away.he told me. The tecs leave at 5pm..so i
have=20
> to leave the jeep and have a car authorized for the rental=20
>=20
>=20
> -----Original Message-----=20
> From: customerassist=20
> Sent: 9/14/2011 5:52:59 PM=20
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance=20
> (KMM7470465V22776L0KM)=20
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once=
20
> again.
>=20
> I have posted the information in your latest email for your case=20
> manager
> to see.
>=20
> Thanks again for your email.=20
>=20
> Sincerely=2C=20
>=20
> Lorrie=20
>=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to=20
> the
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7470465V22776L0KM&
>=20
>=20

>=20
>=20
> Original Message Follows:
> ------------------------
> Ok well i work and cant answer phone at work....the other day i
missed
>=20
> a
> call at 345...but she can still call again at.345 ...another time=
20
> cause
>=20
> ill be out of work....my lunch hr is 12 pm to 1230 pm durning=20
> week...and
> can be reached then also=20
>=20
>=20
> -----Original Message-----=20
> From: customerassist=20
> Sent: 9/14/2011 3:55:08 PM=20
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance=20
> (KMM7470231V15704L0KM)=20
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once=
20
> again.
>=20
> I again have posted your latest message for your case manager to
see.
>=20
> I
>=20
> note by the notes in your file that your case manager has tried to=
20
> contact you by phone on Sept. 13 at 3:35 pm and again today Sept.
14=2C
>=20
> 11
> at 11:14 AM with messages for you to return her call.=20
>=20
> Thanks again for your email.=20
>=20
> Sincerely=2C=20
>=20
> Lorrie=20
>=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to=20
> the
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7470231V15704L0KM&
>=20
>=20
>=20

>=20
> Original Message Follows:
> ------------------------
> I have not heard back in a while about the email i sent with links=
20
> showing my jeep...is there a recall on why these tops r like=20
> this...or
>=20
> has a tec looked at pics why mu softop that was replaced is messed
up
>=20
> just like the factory top
>=20
>=20
>=20
> -----Original Message-----
> From: customerassist <customerassist@chrysler.com>
> Sent: September 12=2C 2011 11:31 AM
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance=20
> (KMM7467444V41459L0KM)
>=20
>=20
>=20
> [The entire original message is not included]
=

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Mar 24 02:38:38 EDT 2012
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7441560V3194L0KM)
hi i dbbie had called me and needed info from me.can you please
forward thi=
s to debbie =2Cshe needed to confirm my mailing address and full
name=2Ca=
n i cant contact here by phone...thank you
=20
[redacted]

Utica =2CNew York
cell [redacted]
=20

> Date: Tue=2C 16 Aug 2011 10:00:25 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7441560V3194L0KM)
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once
again.
>=20
> I have posted your latest email messages into your case file for
review=20
> by your case manager. I am sorry to hear that you have not been
able to=20
> confirm an appointment at Carbone to have the repairs completed.=20
>=20
> You may want to call your case manager directly at 1-800-763-8422
ext=20
> 66266 to inquire if she can assist you in setting an appointment
at=20
> Carbone.
>=20
> Thanks again for your email.=20
>=20
> Sincerely=2C=20
>=20
> Lorrie=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to th=
e
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7441560V3194L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ----------
> Hi [redacted] here..well jeep started leakin again..i have not installe

the=20
> header channel still unopened in package.i have called carbone body
shop
> 3 times for them to call me back with appointmeant..no responses...
>=20
> 315 736 1275..that is carbones auto shop..scott is the man i
talked=20
> with before..i need a appojntmeant after3.30 ...or carbone needs
to=20
> give me a rental and fix this leaku jeep..i had enough...if thiz is
not=20
> fixed asap im filong a law suit..to much stress for me
>=20
> -----Original Message-----
> From: customerassist <customerassist@chrysler.com>
> Sent: August 10=2C 2011 10:00 AM
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance=20
> (KMM7435695V84763L0KM)
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once=
20
> again.
>=20
> I have posted your most recent email message into your case file
for
> your case manager to see. I am glad to hear that your repair
concerns
> are being addressed and would suggest that you contact your case=20
> manager
> when you confirm an appointment with the body shop.
>=20
> Thanks again for your email.   =20
>=20
> Sincerely=2C
>=20
> Lorrie=20
>=20
> Customer Service Representative
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to=20
> the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7435695V84763L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ------------------------
> Just a update i brought jeep in to carbone they fixed the clock
spring
> in a timely matter..good job and i did take the seal kit and header
> channel parts with me=2Cmishap on their paper work saying i will
install
> them myself...I didnt say that.I have to make a appoitmeant with

> carbone body shop to have the header channel installed and wanted
parts
> on hand when i go there..didnt want to have to wait around for
parts.as
> soon as i can get a appoitmeant that fits my schedual and the body
shop
> guy at carbone i will go there.i cant get there till 4pm because
of=20
> work
> hrs so thats what im waiting on a ok on a day at this time so he
can do
> it.Didnt want my parts coming up mia like my jeep manual thats
been on
> order...So thanks for all your support i will inform you when i can
get
> this in and the seal kit and header channel replaced...
> Also they mmarked on the paper work they waved a 150.00 deductable
as=20
> a
> one time cus favor..not sure on that cause its still under the
bumper=20
> to
> bumper warrenty promised to me for the first 3 months or 3=2C000
miles=20
> so
> there should of been no waver for a deductable...Either way i
didnt=20
> have
> to pay =2Cand should be paying for the header channel kit to be
installed
> cause it was already approved to be done at carbone body shop =
2Cjust a
> matter of a appoitmeant..thanks again have ablessed day ..best
number
> to reach me at is [redacted] during lunch hrs 12 to 1230..or
after=20
> 330
> pm daily..thanks [redacted]
> =20
>=20
> > Date: Mon=2C 8 Aug 2011 10:19:58 -0400
> > From: customerassist@chrysler.com
> > To: [redacted]
> > Subject: RE: Chrysler Group LLC Customer Assistance
> (KMM7432972V13184L0KM)
> >
> > Dear [redacted]
> >
> > Thank you for contacting the Jeep Customer Assistance Center once
> again.
> >
> > Unfortunately=2C your case manager does not have an email system
that
> > accepts in-coming emails. I would recommend that you call her=20
> directly
>=20
> > to discuss your latest experience and to get an update on your
case.
> I
> > see by the case notes in your file that she attempted to contact
you
> on
> > Aug. 4=2C11 and left a message.
> >

> > I have posted your latest email message into your file for Debbie
to
> see
> > and she will provide you further direction in regards to this
when=20
> you
>=20
> > speak with her.
> >
> > Once again=2C Debbie's direct contact information is 800-763-8422
- ext
> > #66266.
> >
> > Thanks again for your email.
> >
> > Sincerely=2C
> >
> > Lorrie
> >
> > Customer Service Representative
> > Jeep Customer Assistance Center
> >
> > For any future communications related to this email=2C 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_I=
D=3DKMM7432972V13184L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > can you send me a email for debbie directly so i can send a video
we
> > took of the jeep leaking today as we drove to store while it was
> raining
> > out i also have pictures of it...
> >
> >
> > > Date: Wed=2C 27 Jul 2011 11:00:12 -0400
> > > From: customerassist@chrysler.com
> > > To: [redacted]
> > > Subject: RE: Chrysler Group LLC Customer Assistance
> > (KMM7421674V78779L0KM)
> > >
> > > Dear [redacted]
> > >
> > > Thank you for contacting the Jeep Customer Assistance Center.
> > >
> > > Your email has been forwarded on to the case manager.
> > >
> > > Any further discussions will need to be with the case manager -
> > > 800-763-8422 - ext #66266 - case manager - Debbie - Reference
> > [redacted]
> > >
> > >
> > >
> > > Thanks again for your email.
> > >
> > > Sincerely=2C

> > >
> > > Ralph
> > >
> > > Customer Service Representative
> > > Jeep Customer Assistance Center
> > >
> > > For any future communications related to this email=2C please
refer=20
> to
>=20
> > the
> > > following information:
> > > REFERENCE NUMBER:
> > > EMAIL CASE NUMBER:[redacted]
> > > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk=
_ID=3DKMM7421674V78779L0KM&
> > >
> > >
> > >
> > >
> > > Original Message Follows:
> > > ------------------------
> > > Hey ralph..went to carbone on 26th july..back n forth with
these
> > > guys.they are ordered two gaskets and header channel to replace
for
> > > water leak...this still doesnt not change the pinhe they
siliconed
> on
> > > vynal top nor does it fix the warped header and rain channel on
> > > top..first he was gonna ok a new top..now yhey r trying to get
out
> of
> > > that by saying its just cosmetic...passenger side of top isnt=
20
> warpin
>=20
> > as
> > > bad but drivers side is and rubber door channel does not seal
> > > properly.if this top isnt replaced i will have to contact a
lawyer
> an
> > > attorneh generals office..about this issue and many others..
Like
> > within
> > > ten days my registration will be run out and by the 9th of
august
> > > wachovia dealer is gonna make a bad credit report on my credit
file
> > > because my trade in still is not fully paid off from
carbone..theu
> > said
> > > they fixed this...but havent seen it fixed yet
> > >
> > >
> > > -----Original Message-----
> > > From: customerassist
> > > Sent: 7/5/2011 7:51:57 PM
> > > To: [redacted]
> > > Subject: Re: Chrysler Group LLC Customer Assistance
> > > (KMM7398782V95499L0KM)
> > >
> > > Dear [redacted]

> > >
> > > Thank you for contacting the Jeep Customer Assistance Center
> regarding
> >
> > > your 2008 Wrangler.
> > >
> > > Due to the nature of your email=2C your concerns have been
escalated.
> A
> > > case manager will contact you by phone in one business day.
> > >
> > > Thanks again for your email.
> > >
> > > Sincerely=2C
> > >
> > > Ralph
> > >
> > > Customer Service Representative
> > > Jeep Customer Assistance Center
> > >
> > > For any future communications related to this email=2C please
refer=20
> to
>=20
> > > the
> > > following information:
> > > REFERENCE NUMBER: [redacted]
> > > EMAIL CASE NUMBER [redacted]
> > > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk=
_ID=3DKMM7398782V95499L0KM&
> > >
> > >
> > >
> > >
> > > Original Message Follows:
> > > ------------------------
> > > US Customer Service - Jeep Brand Site
> > > Brief Description:
> > > iam having issues with getting small things fixed on this new
> purchase
> >
> > > from
> > > dealer of my 2008 wrangler
> > >
> > > Comments:
> > > i bought jeep knowing theres was some scratchs on it a a tiny
dent
> > hear
> > > upper hood.i purchased the extended 2 yrs on the 6 yr 80=2C000
> certified
> > > warrenty.I was told by dealer that the first months were bumper
to
> > > bumper.I
> > > paid app 24=2C000 for this jeep.I had issues with the radio =
2Cthey
> > > replaced it
> > > after 3 times going there and fixed wired that were hanging
from=20
> the
> > > door.Then as i was there i mentioned the door channels and top
=2Cnot
> > > sealed
> > > correctly.Was told they would hose it and see if it leaks=

2Cthey=20
> never
>=20
> > > did
> > > anything to it.So nothing done=2CI also have some seal wearing
on=20
> rear
>=20
> > > window
> > > channel that locks in=2Ci mentioned it =2Cnothing done.I
noticed whil=
e
> > > driving
> > > passenger there is a pin hole in my sunrider top i tooka
picture=20
> and
>=20
> > > sent
> > > it to the sales manager =2Chave not heard back about the
pinhole=2CI=
=20
> was
>=20
> > > not
> > > aware of the pinhole when i purchased vehicle.I feel for what
i=20
> have
>=20
> > > spent
> > > on this vehicle this should be fixxed and addressed .I
purchased
> this
> > > at
> > > just bout reatil price and that price reflects excellent=20
> condition.I
>=20
> > > love
> > > the jeep but there are small things that are being brushed off
that
> > > are
> > > important to me as a buyer.If anyone paid what i paid for this
used
> > > certified vehicle they would be upset also.Being it was a
certified
> > > warrenty i was told they go threw every nut and bolt on this
jeep
> and
> > > check
> > > everything.This pinhole is hard to see if you are driving.Its
at=20
> the
>=20
> > > very
> > > end on a factory seem .This top is the opriginal=2Cisnt there
some
> > > factory
> > > warrenty on this top from defects=2Cwhat rights do i have
buying a
> > > certified
> > > preowned vehicle and these small issues are not being
> addressed.there
> > > are
> > > other things too but to much to type.Please contact me as soon
as

> > > possible
> > > and let me know where i stand on these issues..thank you [redacted]
> > > [redacted]
> > >
> > >
> > >
> > > VIN:
> > > 8I[redacted]
> > > Mileage:
> > > 40000
> > > Servicing Dealer:
> > > Carbone/crystler yorkville new york
> > > Title:
> > > Mr.
> > > First Name:
> > > [redacted]
> > > Middle Initial:
> > > [redacted]
> > > Last Name:
> > > [redacted]
> > > Address 1:
> > > [redacted]
> > > Address 2:
> > >
> > > City:
> > > utica
> > > State:
> > > NY
> > > Zip:
> > > [redacted]
> > > Email:
> > > [redacted]
> > > Work Phone:
> > > [redacted]
>=20
> &#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=
3B&#0=3B&=
#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=
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=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=
3B&#0=3B=
&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0=3B&#0
=3B&#0=
=3B&#0=3B&#0=3B&#0=3B&#0=3B
=

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Mar 26 09:48:48 EDT 2012
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7441560V3194L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

I have received and posted your email confirming your mailing address to your case file for your case manager to see.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7679823V69728L0KM&

Original Message Follows:
---
hi i dbbie had called me and needed info from me.can you please forward this to debbie ,she needed to confirm my mailing address and full name,an i cant contact here by phone...thank you

[redacted]
Utica ,New York
cell [redacted]

> Date: Tue, 16 Aug 2011 10:00:25 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance (KMM7441560V3194L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center once again.
>
> I have posted your latest email messages into your case file for review
> by your case manager. I am sorry to hear that you have not been able to
> confirm an appointment at Carbone to have the repairs completed.
>
> You may want to call your case manager directly at 1-800-763-8422 ext

> 66266 to inquire if she can assist you in setting an appointment at
> Carbone.
>
> Thanks again for your email.
>
> Sincerely,
>
> Lorrie
> Customer Service Representative
> Jeep 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=KMM7441560V3194L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> Hi [redacted]here..well jeep started leakin again..i have not installe
the
> header channel still unopened in package.i have called carbone body
shop
> 3 times for them to call me back with appointmeant..no responses...
>
> 315 736 1275..that is carbones auto shop..scott is the man i talked
> with before..i need a appojntmeant after3.30 ...or carbone needs to
> give me a rental and fix this leaku jeep..i had enough...if thiz is
not
> fixed asap im filong a law suit..to much stress for me
>
> -----Original Message-----
> From: customerassist <customerassist@chrysler.com>
> Sent: August 10, 2011 10:00 AM
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
> (KMM7435695V84763L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center once
> again.
>
> I have posted your most recent email message into your case file
for
> your case manager to see. I am glad to hear that your repair
concerns
> are being addressed and would suggest that you contact your case
> manager
> when you confirm an appointment with the body shop.
>
> Thanks again for your email.
>
> Sincerely,
>
> Lorrie
>
> Customer Service Representative
> Jeep 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=KMM7435695V84763L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> Just a update i brought jeep in to carbone they fixed the clock spring
> in a timely matter..good job and i did take the seal kit and header
> channel parts with me,mishap on their paper work saying i will install
> them myself...I didnt say that.I have to make a appoitmeant with
> carbone body shop to have the header channel installed and wanted parts
> on hand when i go there..didnt want to have to wait around for parts.as
> soon as i can get a appoitmeant that fits my schedual and the body shop
> guy at carbone i will go there.i cant get there till 4pm because of
> work
> hrs so thats what im waiting on a ok on a day at this time so he can do
> it.Didnt want my parts coming up mia like my jeep manual thats been on
> order...So thanks for all your support i will inform you when i can get
> this in and the seal kit and header channel replaced...
> Also they mmarked on the paper work they waved a 150.00 deductable as
> a
> one time cus favor..not sure on that cause its still under the bumper
> to
> bumper warrenty promised to me for the first 3 months or 3,000 miles
> so
> there should of been no waver for a deductable...Either way i didnt
> have
> to pay ,and should be paying for the header channel kit to be installed
> cause it was already approved to be done at carbone body shop ,just a
> matter of a appoitmeant..thanks again have ablessed day ..best number
> to reach me at is 315 921 2259 during lunch hrs 12 to 1230..or after
> 330
> pm daily..thanks [redacted]
>
>
> > Date: Mon, 8 Aug 2011 10:19:58 -0400
> > From: customerassist@chrysler.com
> > To: [redacted]
> > Subject: RE: Chrysler Group LLC Customer Assistance
> (KMM7432972V13184L0KM)

> >
> > Dear [redacted]
> >
> > Thank you for contacting the Jeep Customer Assistance Center once
> again.
> >
> > Unfortunately, your case manager does not have an email system
that
> > accepts in-coming emails. I would recommend that you call her
> directly
>
> > to discuss your latest experience and to get an update on your
case.
> I
> > see by the case notes in your file that she attempted to contact
you
> on
> > Aug. 4,11 and left a message.
> >
> > I have posted your latest email message into your file for Debbie
to
> see
> > and she will provide you further direction in regards to this
when
> you
>
> > speak with her.
> >
> > Once again, Debbie's direct contact information is 800-763-8422 -
ext
> > #66266.
> >
> > Thanks again for your email.
> >
> > Sincerely,
> >
> > Lorrie
> >
> > Customer Service Representative
> > Jeep 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=KMM7432972V13184L0KM&
> >
> >
> >
> >
> > Original Message Follows:
> > ------------------------
> > can you send me a email for debbie directly so i can send a video
we
> > took of the jeep leaking today as we drove to store while it was
> raining
> > out i also have pictures of it...
> >
> >
> > > Date: Wed, 27 Jul 2011 11:00:12 -0400

> > > From: customerassist@chrysler.com
> > > To: [redacted]
> > > Subject: RE: Chrysler Group LLC Customer Assistance
> > (KMM7421674V78779L0KM)
> > >
> > > Dear [redacted]
> > >
> > > Thank you for contacting the Jeep Customer Assistance Center.
> > >
> > > Your email has been forwarded on to the case manager.
> > >
> > > Any further discussions will need to be with the case manager -
> > > 800-763-8422 - ext #66266 - case manager - Debbie - Reference
> > > #[redacted]
> > >
> > >
> > > Thanks again for your email.
> > >
> > > Sincerely,
> > >
> > > Ralph
> > >
> > > Customer Service Representative
> > > Jeep 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=KMM7421674V78779L0KM&
> > >
> > >
> > >
> > >
> > > Original Message Follows:
> > > ------------------------
> > > Hey ralph..went to carbone on 26th july..back n forth with
these
> > > guys.they are ordered two gaskets and header channel to replace
for
> > > water leak...this still doesnt not change the pinhe they
siliconed
> on
> > > vynal top nor does it fix the warped header and rain channel on
> > > top..first he was gonna ok a new top..now yhey r trying to get
out
> of
> > > that by saying its just cosmetic...passenger side of top isnt
> warpin
>
> > as
> > > bad but drivers side is and rubber door channel does not seal
> > > properly.if this top isnt replaced i will have to contact a
lawyer
> an
> > > attorneh generals office..about this issue and many others..
Like
> > within

> > > ten days my registration will be run out and by the 9th of
august
> > > wachovia dealer is gonna make a bad credit report on my credit
file
> > > because my trade in still is not fully paid off from
carbone..theu
> > said
> > > they fixed this...but havent seen it fixed yet
> > >
> > >
> > > -----Original Message-----
> > > From: customerassist
> > > Sent: 7/5/2011 7:51:57 PM
> > > To: [redacted]
> > > Subject: Re: Chrysler Group LLC Customer Assistance
> > > (KMM7398782V95499L0KM)
> > >
> > > Dear [redacted]
> > >
> > > Thank you for contacting the Jeep Customer Assistance Center
> regarding
> >
> > > your 2008 Wrangler.
> > >
> > > Due to the nature of your email, your concerns have been
escalated.
> A
> > > case manager will contact you by phone in one business day.
> > >
> > > Thanks again for your email.
> > >
> > > Sincerely,
> > >
> > > Ralph
> > >
> > > 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=KMM7398782V95499L0KM&
> > >
> > >
> > >
> > >
> > > Original Message Follows:
> > > ------------------------
> > > US Customer Service - Jeep Brand Site
> > > Brief Description:
> > > iam having issues with getting small things fixed on this new
> purchase
> >
> > > from
> > > dealer of my 2008 wrangler
> > >
> > > Comments:

> > > i bought jeep knowing theres was some scratchs on it a a tiny
dent
> > hear
> > > upper hood.i purchased the extended 2 yrs on the 6 yr 80,000
> certified
> > > warrenty.I was told by dealer that the first months were bumper
to
> > > bumper.I
> > > paid app 24,000 for this jeep.I had issues with the radio ,they
> > > replaced it
> > > after 3 times going there and fixed wired that were hanging
from
> the
> > > door.Then as i was there i mentioned the door channels and top
,not
> > > sealed
> > > correctly.Was told they would hose it and see if it leaks,they
> never
>
> > > did
> > > anything to it.So nothing done,I also have some seal wearing on
> rear
>
> > > window
> > > channel that locks in,i mentioned it ,nothing done.I noticed
while
> > > driving
> > > passenger there is a pin hole in my sunrider top i tooka
picture
> and
>
> > > sent
> > > it to the sales manager ,have not heard back about the
pinhole,I
> was
>
> > > not
> > > aware of the pinhole when i purchased vehicle.I feel for what i
> have
>
> > > spent
> > > on this vehicle this should be fixxed and addressed .I
purchased
> this
> > > at
> > > just bout reatil price and that price reflects excellent
> condition.I
>
> > > love
> > > the jeep but there are small things that are being brushed off
that
> > > are
> > > important to me as a buyer.If anyone paid what i paid for this
used
> > > certified vehicle they would be upset also.Being it was a
certified
> > > warrenty i was told they go threw every nut and bolt on this
jeep
> and
> > > check
> > > everything.This pinhole is hard to see if you are driving.Its
at
> the
>

> > > very
> > > end on a factory seem .This top is the opriginal,isnt there
some
> > > factory
> > > warrenty on this top from defects,what rights do i have buying
a
> > > certified
> > > preowned vehicle and these small issues are not being
> addressed.there
> > > are
> > > other things too but to much to type.Please contact me as soon
as
> > > possible
> > > and let me know where i stand on these issues..thank you [redacted]
> > >[redacted]
> > >
> > >
> > >
> > > VIN:
> > > 8L[redacted]
> > > Mileage:
> > > 40000
> > > Servicing Dealer:
> > > Carbone/crystler yorkville new york
> > > Title:
> > > Mr.
> > > First Name:
> > > [redacted]
> > > Middle Initial:
> > >[redacted]
> > > Last Name:
> > >[redacted]
> > > Address 1:
> > >[redacted]
> > > Address 2:
> > >
> > > City:
> > > utica
> > > State:
> > > NY
> > > Zip:
> > > [redacted]
> > > Email:
> > >[redacted]
> > > Work Phone:
> > >[redacted]
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From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jul 11 18:25:27 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7398782V95499L0KM)
Reply Comments:

REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:
ok on the 4th of
july i gave my uncle a ride home and noticed alot of noise from the
jeep
..rattling,n metal noise.a clicking while driving..so i
investigated..my
certified preown vehile had the heat shrowd over muffler hanging my
two
sheet metal screws someone screwed up thru floor in my
carpet...ripping the
carpet a little..i removed the shorwd as it was bangin on the
muffler..still have all the other noise went to dealer.they could not
get
me in because they were backed up..i agrred to come back following
day on
the 6th of july..on my way home it started screcching when i turned
wheel
to the left.i went back to dealer..and requested it be takin in i
could not
drive it that way..they gave me a hard time bout a rental said the
jeep had
to be diagnosised first to give me a vehicle.they offered a ride
home.i
said i get a vehicle or im calling a lawyer..well i got a
rental..gave me
a nice ultima..which put a halt in our camping trimp for our
vacation.so i
waited a day and back and forth with these guys no one would ok for
the
ordering of the parts...i explained i needed a suv we had plans on
our
vacation..so i got a suv ..thankss you..anyways long story shorts
with some
lies and being brushed off here or there..the did some work ,fixed
the heat
shrowd,fixed the rear sliders on brakes they were bad,fixed the
backing
plated as wheels were rubbing ,tighten syuspension and links that
needed
..to much to list.i drove it ,,it drove nice..far as top goes said
they had
a girl to come sew the hole..well she didnt sew anything...20 thous
something dollars and she puts silicone over the hole...your kidding
me..i
have heard back about my top ..and the rear window seal ill have to
fix
myself cause nothing done..and after taking top down i noticed the
pasenger
side ogf the top took me 5 minutes to lock in it would not lock in
kept
popping out...this top and frame should be replaced..this is horse
crap
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jul 11 18:57:26 EDT 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7398782V95499L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry to hear that some of the issues have not been resolved. I have forwarded your email to the case manager that is handling your case. You may also call direct to 1-800-521-9922 and asked to be transferred to the case manager line. Refer to CAIR number 2106-7475 and ask for Debbie.

Thanks again for your email.

Sincerely,

Ralph

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=KMM7404729V25046L0KM&

Original Message Follows:

Comments:
REFERENCE NUMBER: [redacted] EMAIL CASE NUMBER: [redacted]ok on the 4th of
july i gave my uncle a ride home and noticed alot of noise from the jeep
..rattling,n metal noise.a clicking while driving..so i investigated..my
certified preown vehile had the heat shrowd over muffler hanging my two
sheet metal screws someone screwed up thru floor in my carpet...ripping the
carpet a little..i removed the shorwd as it was bangin on the
muffler..still have all the other noise went to dealer.they could not get
me in because they were backed up..i agrred to come back following day on
the 6th of july..on my way home it started screcching when i turned wheel
to the left.i went back to dealer..and requested it be takin in i could not
drive it that way..they gave me a hard time bout a rental said the jeep had
to be diagnosised first to give me a vehicle.they offered a ride home.i
said i get a vehicle or im calling a lawyer..well i got a rental..gave me
a nice ultima..which put a halt in our camping trimp for our vacation.so i
waited a day and back and forth with these guys no one would ok for

the
ordering of the parts...i explained i needed a suv we had plans on
our
vacation..so i got a suv ..thankss you..anyways long story shorts
with some
lies and being brushed off here or there..the did some work ,fixed
the heat
shrowd,fixed the rear sliders on brakes they were bad,fixed the
backing
plated a[redacted] wheels were rubbing ,tighten syuspension and links that
needed
..to much to list.i drove it ,,it drove nice..far as top goes said
they had
a girl to come sew the hole..well she didnt sew anything...20 thous
something dollars and she puts silicone over the hole...your kidding
me..i
have heard back about my top ..and the rear window seal ill have to
fix
myself cause nothing done..and after taking top down i noticed the
pasenger
side ogf the top took me 5 minutes to lock in it would not lock in
kept
popping out...this top and frame should be replaced..this is horse
crap
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jul 27 09:11:07 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7398782V95499L0KM)
Hey ralph..went to carbone on 26th july..back n forth with these
guys.they =
are ordered two gaskets and header channel to replace for water
leak...this=
still doesnt not change the pinhe they siliconed on vynal top nor
does it =
fix the warped header and rain channel on top..first he was gonna ok
a new =
top..now yhey r trying to get out of that by saying its just
cosmetic...pas=
senger side of top isnt warpin as bad but drivers side is and rubber
door c=
hannel does not seal properly.if this top isnt replaced i will have
to cont=
act a lawyer an attorneh generals office..about this issue and many
others.=
. Like within ten days my registration will be run out and by the 9th
of au=
gust wachovia dealer is gonna make a bad credit report on my credit
file be=
cause my trade in still is not fully paid off from carbone..theu said
they =
fixed this...but havent seen it fixed yet

-----Original Message-----
From: customerassist
Sent: 7/5/2011 7:51:57 PM
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7398782V95499L0KM)
Dear [redacted]

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

Due to the nature of your email, your concerns have been escalated. A
case manager will contact you by phone in one business day.

Thanks again for your email.

Sincerely,

Ralph

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=
KMM7398782V95499L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
iam having issues with getting small things fixed on this new purchase
from
dealer of my 2008 wrangler

Comments:
i bought jeep knowing theres was some scratchs on it a a tiny dent hear
upper hood.i purchased the extended 2 yrs on the 6 yr 80,000 certified
warrenty.I was told by dealer that the first months were bumper to bumper.I
paid app 24,000 for this jeep.I had issues with the radio ,they replaced it
after 3 times going there and fixed wired that were hanging from the
door.Then as i was there i mentioned the door channels and top ,not sealed
correctly.Was told they would hose it and see if it leaks,they never did
anything to it.So nothing done,I also have some seal wearing on rear window
channel that locks in,i mentioned it ,nothing done.I noticed while driving
passenger there is a pin hole in my sunrider top i tooka picture and sent
it to the sales manager ,have not heard back about the pinhole,I was not
aware of the pinhole when i purchased vehicle.I feel for what i have spent
on this vehicle this should be fixxed and addressed .I purchased this
at
just bout reatil price and that price reflects excellent condition.I love
the jeep but there are small things that are being brushed off that are
important to me as a buyer.If anyone paid what i paid for this used
certified vehicle they would be upset also.Being it was a certified
warrenty i was told they go threw every nut and bolt on this jeep and
check
everything.This pinhole is hard to see if you are driving.Its at the very
end on a factory seem .This top is the opriginal,isnt there some factory
warrenty on this top from defects,what rights do i have buying a certified
preowned vehicle and these small issues are not being addressed.there
are
other things too but to much to type.Please contact me as soon as possible
and let me know where i stand on these issues..thank you [redacted]
[redacted]

VIN:

8L[redacted]

Mileage:

40000

Servicing Dealer:

Carbone/crystler yorkville new york

Title:

Mr.

First Name:

[redacted]

Middle Initial:

[redacted]

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

utica

State:

NY

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Jul 27 10:59:39 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7398782V95499L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Your email has been forwarded on to the case manager.

Any further discussions will need to be with the case manager - 800-763-8422 - ext #66266 - case manager - Debbie - Reference [redacted]

Thanks again for your email.

Sincerely,

Ralph

Customer Service Representative
Jeep 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=KMM7421674V78779L0KM&

Original Message Follows:

Hey ralph..went to carbone on 26th july..back n forth with these guys.they are ordered two gaskets and header channel to replace for water leak...this still doesnt not change the pinhe they siliconed on vynal top nor does it fix the warped header and rain channel on top..first he was gonna ok a new top..now yhey r trying to get out of that by saying its just cosmetic...passenger side of top isnt warpin as bad but drivers side is and rubber door channel does not seal properly.if this top isnt replaced i will have to contact a lawyer an attorneh generals office..about this issue and many others.. Like within ten days my registration will be run out and by the 9th of august wachovia dealer is gonna make a bad credit report on my credit file because my trade in still is not fully paid off from carbone..theu said they fixed this...but havent seen it fixed yet

-----Original Message-----
From: customerassist
Sent: 7/5/2011 7:51:57 PM
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7398782V95499L0KM)

Dear [redacted]

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

Due to the nature of your email, your concerns have been escalated.

A
case manager will contact you by phone in one business day.

Thanks again for your email.

Sincerely,

Ralph

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
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7398782V95499L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
iam having issues with getting small things fixed on this new purchase
from
dealer of my 2008 wrangler

Comments:
i bought jeep knowing theres was some scratchs on it a a tiny dent hear
upper hood.i purchased the extended 2 yrs on the 6 yr 80,000 certified
warrenty.I was told by dealer that the first months were bumper to bumper.I
paid app 24,000 for this jeep.I had issues with the radio ,they replaced it
after 3 times going there and fixed wired that were hanging from the
door.Then as i was there i mentioned the door channels and top ,not sealed
correctly.Was told they would hose it and see if it leaks,they never did
anything to it.So nothing done,I also have some seal wearing on rear window
channel that locks in,i mentioned it ,nothing done.I noticed while driving
passenger there is a pin hole in my sunrider top i tooka picture and sent
it to the sales manager ,have not heard back about the pinhole,I was not
aware of the pinhole when i purchased vehicle.I feel for what i have spent
on this vehicle this should be fixxed and addressed .I purchased this

at
just bout reatil price and that price reflects excellent condition.I
love
the jeep but there are small things that are being brushed off that are
important to me as a buyer.If anyone paid what i paid for this used
certified vehicle they would be upset also.Being it was a certified
warrenty i was told they go threw every nut and bolt on this jeep and
check
everything.This pinhole is hard to see if you are driving.Its at the
very
end on a factory seem .This top is the opriginal,isnt there some
factory
warrenty on this top from defects,what rights do i have buying a
certified
preowned vehicle and these small issues are not being addressed.there
are
other things too but to much to type.Please contact me as soon as
possible
and let me know where i stand on these issues..thank you [redacted]

VIN:
8L[redacted]
Mileage:
40000
Servicing Dealer:
Carbone/crystler yorkville new york
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
utica
State:
NY
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Sun Aug 07 01:32:00 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7421674V78779L0KM)
can you send me a email for debbie directly so i can send a video we
took o=
f the jeep leaking today as we drove to store while it was raining
out i al=
so have pictures of it...
=20

> Date: Wed=2C 27 Jul 2011 11:00:12 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7421674V78779L0KM=
)
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center.=20
>=20
> Your email has been forwarded on to the case manager.
>=20
> Any further discussions will need to be with the case manager -=20
> 800-763-8422 - ext #66266 - case manager - Debbie - Reference #
[redacted]
>=20
>=20
> Thanks again for your email.=20
>=20
> Sincerely=2C=20
>=20
> Ralph
>=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to th=
e
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7421674V78779L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ------------------------
> Hey ralph..went to carbone on 26th july..back n forth with these=20
> guys.they are ordered two gaskets and header channel to replace
for=20
> water leak...this still doesnt not change the pinhe they siliconed
on=20
> vynal top nor does it fix the warped header and rain channel on=20
> top..first he was gonna ok a new top..now yhey r trying to get out
of=20
> that by saying its just cosmetic...passenger side of top isnt
warpin as=20

> bad but drivers side is and rubber door channel does not seal=20
> properly.if this top isnt replaced i will have to contact a lawyer
an=20
> attorneh generals office..about this issue and many others.. Like
within
> ten days my registration will be run out and by the 9th of august=
20
> wachovia dealer is gonna make a bad credit report on my credit
file=20
> because my trade in still is not fully paid off from carbone..theu
said=20
> they fixed this...but havent seen it fixed yet=20
>=20
>=20
> -----Original Message-----=20
> From: customerassist=20
> Sent: 7/5/2011 7:51:57 PM=20
> To: [redacted]
> Subject: Re: Chrysler Group LLC Customer Assistance=20
> (KMM7398782V95499L0KM)=20
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center
regarding=20
> your 2008 Wrangler.
>=20
> Due to the nature of your email=2C your concerns have been
escalated. A=20
> case manager will contact you by phone in one business day.
>=20
> Thanks again for your email.=20
>=20
> Sincerely=2C=20
>=20
> Ralph=20
>=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to=20
> the
> following information:=20
> REFERENCE NUMBER: [redacted]
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7398782V95499L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ------------------------
> US Customer Service - Jeep Brand Site
> Brief Description:=20
> iam having issues with getting small things fixed on this new
purchase=20
> from
> dealer of my 2008 wrangler
>=20
> Comments:
> i bought jeep knowing theres was some scratchs on it a a tiny dent

hear
> upper hood.i purchased the extended 2 yrs on the 6 yr 80=2C000
certified
> warrenty.I was told by dealer that the first months were bumper to=
20
> bumper.I
> paid app 24=2C000 for this jeep.I had issues with the radio =
2Cthey=20
> replaced it
> after 3 times going there and fixed wired that were hanging from
the
> door.Then as i was there i mentioned the door channels and top =
2Cnot=20
> sealed
> correctly.Was told they would hose it and see if it leaks=2Cthey
never=20
> did
> anything to it.So nothing done=2CI also have some seal wearing on
rear=20
> window
> channel that locks in=2Ci mentioned it =2Cnothing done.I noticed
while=20
> driving
> passenger there is a pin hole in my sunrider top i tooka picture
and=20
> sent
> it to the sales manager =2Chave not heard back about the pinhole=
2CI was=
=20
> not
> aware of the pinhole when i purchased vehicle.I feel for what i
have=20
> spent
> on this vehicle this should be fixxed and addressed .I purchased
this=20
> at
> just bout reatil price and that price reflects excellent
condition.I=20
> love
> the jeep but there are small things that are being brushed off
that=20
> are
> important to me as a buyer.If anyone paid what i paid for this used
> certified vehicle they would be upset also.Being it was a certified
> warrenty i was told they go threw every nut and bolt on this jeep
and=20
> check
> everything.This pinhole is hard to see if you are driving.Its at
the=20
> very
> end on a factory seem .This top is the opriginal=2Cisnt there some=
20
> factory
> warrenty on this top from defects=2Cwhat rights do i have buying a=
20
> certified
> preowned vehicle and these small issues are not being
addressed.there=20
> are
> other things too but to much to type.Please contact me as soon as=
20
> possible
> and let me know where i stand on these issues..thank you [redacted]0
> [redacted]

>=20
>=20
>=20
> VIN:
> 8I[redacted]
> Mileage:
> 40000
> Servicing Dealer:
> Carbone/crystler yorkville new york
> Title:
> Mr.
> First Name:
> [redacted]
> Middle Initial:
> [redacted]
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>=20
> City:
> utica
> State:
> NY
> Zip:
> [redacted]
> Email:
> [redacted]
> Work Phone:
> [redacted]

=

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Aug 08 10:19:44 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7421674V78779L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center once again.

Unfortunately, your case manager does not have an email system that accepts in-coming emails. I would recommend that you call her directly to discuss your latest experience and to get an update on your case. I see by the case notes in your file that she attempted to contact you on Aug. 4,11 and left a message.

I have posted your latest email message into your file for Debbie to see and she will provide you further direction in regards to this when you speak with her.

Once again, Debbie's direct contact information is 800-763-8422 - ext #66266.

Thanks again for your email.

Sincerely,

Lorrie

Customer Service Representative
Jeep 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=KMM7432972V13184L0KM&

Original Message Follows:
---
can you send me a email for debbie directly so i can send a video we took of the jeep leaking today as we drove to store while it was raining out i also have pictures of it...

> Date: Wed, 27 Jul 2011 11:00:12 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance (KMM7421674V78779L0KM)
>
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center.
>
> Your email has been forwarded on to the case manager.
>
> Any further discussions will need to be with the case manager -
> 800-763-8422 - ext #66266 - case manager - Debbie - Reference #
[redacted]

>
>
> Thanks again for your email.
>
> Sincerely,
>
> Ralph
>
> Customer Service Representative
> Jeep 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=KMM7421674V78779L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> Hey ralph..went to carbone on 26th july..back n forth with these
> guys.they are ordered two gaskets and header channel to replace for
> water leak...this still doesnt not change the pinhe they siliconed
on
> vynal top nor does it fix the warped header and rain channel on
> top..first he was gonna ok a new top..now yhey r trying to get out
of
> that by saying its just cosmetic...passenger side of top isnt
warpin as
> bad but drivers side is and rubber door channel does not seal
> properly.if this top isnt replaced i will have to contact a lawyer
an
> attorneh generals office..about this issue and many others.. Like
within
> ten days my registration will be run out and by the 9th of august
> wachovia dealer is gonna make a bad credit report on my credit file
> because my trade in still is not fully paid off from carbone..theu
said
> they fixed this...but havent seen it fixed yet
>
>
> -----Original Message-----
> From: customerassist
> Sent: 7/5/2011 7:51:57 PM
> To: [redacted]
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM7398782V95499L0KM)
>
> Dear[redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center
regarding
> your 2008 Wrangler.
>
> Due to the nature of your email, your concerns have been escalated.
A
> case manager will contact you by phone in one business day.
>
> Thanks again for your email.
>

> Sincerely,
>
> Ralph
>
> 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=KMM7398782V95499L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> US Customer Service - Jeep Brand Site
> Brief Description:
> iam having issues with getting small things fixed on this new
purchase
> from
> dealer of my 2008 wrangler
>
> Comments:
> i bought jeep knowing theres was some scratchs on it a a tiny dent
hear
> upper hood.i purchased the extended 2 yrs on the 6 yr 80,000
certified
> warrenty.I was told by dealer that the first months were bumper to
> bumper.I
> paid app 24,000 for this jeep.I had issues with the radio ,they
> replaced it
> after 3 times going there and fixed wired that were hanging from
the
> door.Then as i was there i mentioned the door channels and top ,not
> sealed
> correctly.Was told they would hose it and see if it leaks,they
never
> did
> anything to it.So nothing done,I also have some seal wearing on
rear
> window
> channel that locks in,i mentioned it ,nothing done.I noticed while
> driving
> passenger there is a pin hole in my sunrider top i tooka picture
and
> sent
> it to the sales manager ,have not heard back about the pinhole,I
was
> not
> aware of the pinhole when i purchased vehicle.I feel for what i
have
> spent
> on this vehicle this should be fixxed and addressed .I purchased
this
> at
> just bout reatil price and that price reflects excellent
condition.I
> love

> the jeep but there are small things that are being brushed off that
> are
> important to me as a buyer.If anyone paid what i paid for this used
> certified vehicle they would be upset also.Being it was a certified
> warrenty i was told they go threw every nut and bolt on this jeep
and
> check
> everything.This pinhole is hard to see if you are driving.Its at
the
> very
> end on a factory seem .This top is the opriginal,isnt there some
> factory
> warrenty on this top from defects,what rights do i have buying a
> certified
> preowned vehicle and these small issues are not being
addressed.there
> are
> other things too but to much to type.Please contact me as soon as
> possible
> and let me know where i stand on these issues..thank you [redacted]
> [redacted]
>
>
> VIN:
> 8[redacted]
> Mileage:
> 40000
> Servicing Dealer:
> Carbone/crystler yorkville new york
> Title:
> Mr.
> First Name:
> [redacted]
> Middle Initial:
> [redacted]
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> utica
> State:
> NY
> Zip:
> [redacted]
> Email:
> [redacted]
> Work Phone:
> [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Aug 09 20:08:06 EDT 2011
Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7432972V13184L0KM)
Just a update i brought jeep in to carbone they fixed the clock
spring in a=
timely matter..good job and i did take the seal kit and header
channel par=
ts with me=2Cmishap on their paper work saying i will install them
myself..=
.I didnt say that.I have to make a appoitmeant with carbone body
shop to h=
ave the header channel installed and wanted parts on hand when i go
there..=
didnt want to have to wait around for parts.as soon as i can get a
appoitme=
ant that fits my schedual and the body shop guy at carbone i will go
there.=
i cant get there till 4pm because of work hrs so thats what im
waiting on a=
ok on a day at this time so he can do it.Didnt want my parts coming
up mi=
a like my jeep manual thats been on order...So thanks for all your
support =
i will inform you when i can get this in and the seal kit and header
channe=
l replaced...
Also they mmarked on the paper work they waved a 150.00 deductable as
a one=
time cus favor..not sure on that cause its still under the bumper to
bumpe=
r warrenty promised to me for the first 3 months or 3=2C000 miles so
there=
should of been no waver for a deductable...Either way i didnt have
to pay =
=2Cand should be paying for the header channel kit to be installed
cause it=
was already approved to be done at carbone body shop =2Cjust a
matter of a=
appoitmeant..thanks again have ablessed day ..best number to reach
me at =
is [redacted]during lunch hrs 12 to 1230..or after 330 pm
daily..thanks =
Todd
=20

> Date: Mon=2C 8 Aug 2011 10:19:58 -0400
> From: customerassist@chrysler.com
> To: [redacted]
> Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7432972V13184L0KM=
)
>=20
> Dear [redacted]
>=20
> Thank you for contacting the Jeep Customer Assistance Center once
again.
>=20
> Unfortunately=2C your case manager does not have an email system
that=20
> accepts in-coming emails. I would recommend that you call her
directly=20
> to discuss your latest experience and to get an update on your

case. I=20
> see by the case notes in your file that she attempted to contact
you on=20
> Aug. 4=2C11 and left a message.
>=20
> I have posted your latest email message into your file for Debbie
to see
> and she will provide you further direction in regards to this when
you=20
> speak with her.
>=20
> Once again=2C Debbie's direct contact information is 800-763-8422 -
ext=20
> #66266.
>=20
> Thanks again for your email.=20
>=20
> Sincerely=2C=20
>=20
> Lorrie=20
>=20
> Customer Service Representative=20
> Jeep Customer Assistance Center
>=20
> For any future communications related to this email=2C please refer
to th=
e
> following information:=20
> REFERENCE NUMBER:=20
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=
=3DKMM7432972V13184L0KM&
>=20
>=20
>=20
>=20
> Original Message Follows:
> ----------
> can you send me a email for debbie directly so i can send a video
we=20
> took of the jeep leaking today as we drove to store while it was
raining
> out i also have pictures of it...
>=20
>=20
> > Date: Wed=2C 27 Jul 2011 11:00:12 -0400
> > From: customerassist@chrysler.com
> > To: [redacted]
> > Subject: RE: Chrysler Group LLC Customer Assistance=20
> (KMM7421674V78779L0KM)
> >=20
> > Dear [redacted]
> >=20
> > Thank you for contacting the Jeep Customer Assistance Center.=20
> >=20
> > Your email has been forwarded on to the case manager.
> >=20
> > Any further discussions will need to be with the case manager -=
20
> > 800-763-8422 - ext #66266 - case manager - Debbie - Reference=20
> #21067475
> >=20
> >=20

> > Thanks again for your email.=20
> >=20
> > Sincerely=2C=20
> >=20
> > Ralph
> >=20
> > Customer Service Representative=20
> > Jeep Customer Assistance Center
> >=20
> > For any future communications related to this email=2C please
refer to=
=20
> the
> > following information:=20
> > REFERENCE NUMBER:=20
> > EMAIL CASE NUMBER: [redacted]
> > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_I=
D=3DKMM7421674V78779L0KM&
> >=20
> >=20
> >=20
> >=20
> > Original Message Follows:
> > ------------------------
> > Hey ralph..went to carbone on 26th july..back n forth with these=
20
> > guys.they are ordered two gaskets and header channel to replace
for=20
> > water leak...this still doesnt not change the pinhe they
siliconed on=20
> > vynal top nor does it fix the warped header and rain channel on=
20
> > top..first he was gonna ok a new top..now yhey r trying to get
out of=20
> > that by saying its just cosmetic...passenger side of top isnt
warpin=20
> as=20
> > bad but drivers side is and rubber door channel does not seal=20
> > properly.if this top isnt replaced i will have to contact a
lawyer an=20
> > attorneh generals office..about this issue and many others..
Like=20
> within
> > ten days my registration will be run out and by the 9th of
august=20
> > wachovia dealer is gonna make a bad credit report on my credit
file=20
> > because my trade in still is not fully paid off from
carbone..theu=20
> said=20
> > they fixed this...but havent seen it fixed yet=20
> >=20
> >=20
> > -----Original Message-----=20
> > From: customerassist=20
> > Sent: 7/5/2011 7:51:57 PM=20
> > To: [redacted]
> > Subject: Re: Chrysler Group LLC Customer Assistance=20
> > (KMM7398782V95499L0KM)=20
> >=20
> > Dear [redacted]
> >=20
> > Thank you for contacting the Jeep Customer Assistance Center

regarding
>=20
> > your 2008 Wrangler.
> >=20
> > Due to the nature of your email=2C your concerns have been
escalated. A=
=20
> > case manager will contact you by phone in one business day.
> >=20
> > Thanks again for your email.=20
> >=20
> > Sincerely=2C=20
> >=20
> > Ralph=20
> >=20
> > Customer Service Representative=20
> > Jeep Customer Assistance Center
> >=20
> > For any future communications related to this email=2C please
refer to=
=20
> > the
> > following information:=20
> > REFERENCE NUMBER: [redacted]
> > EMAIL CASE NUMBER:
> > REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_I=
D=3DKMM7398782V95499L0KM&
> >=20
> >=20
> >=20
> >=20
> > Original Message Follows:
> > ------------------------
> > US Customer Service - Jeep Brand Site
> > Brief Description:=20
> > iam having issues with getting small things fixed on this new
purchase
>=20
> > from
> > dealer of my 2008 wrangler
> >=20
> > Comments:
> > i bought jeep knowing theres was some scratchs on it a a tiny
dent=20
> hear
> > upper hood.i purchased the extended 2 yrs on the 6 yr 80=2C000
certifie=
d
> > warrenty.I was told by dealer that the first months were bumper
to=20
> > bumper.I
> > paid app 24=2C000 for this jeep.I had issues with the radio =
2Cthey=20
> > replaced it
> > after 3 times going there and fixed wired that were hanging from
the
> > door.Then as i was there i mentioned the door channels and top =
2Cnot=20
> > sealed
> > correctly.Was told they would hose it and see if it leaks=2Cthey
never=
=20
> > did

> > anything to it.So nothing done=2CI also have some seal wearing on rear=
=20
> > window
> > channel that locks in=2Ci mentioned it =2Cnothing done.I noticed while=
=20
> > driving
> > passenger there is a pin hole in my sunrider top i tooka picture and=20
> > sent
> > it to the sales manager =2Chave not heard back about the pinhole=2CI wa=
s=20
> > not
> > aware of the pinhole when i purchased vehicle.I feel for what i have=20
> > spent
> > on this vehicle this should be fixxed and addressed .I purchased this=20
> > at
> > just bout reatil price and that price reflects excellent condition.I=20
> > love
> > the jeep but there are small things that are being brushed off that=20
> > are
> > important to me as a buyer.If anyone paid what i paid for this used
> > certified vehicle they would be upset also.Being it was a certified
> > warrenty i was told they go threw every nut and bolt on this jeep and=20
> > check
> > everything.This pinhole is hard to see if you are driving.Its at the=20
> > very
> > end on a factory seem .This top is the opriginal=2Cisnt there some=20
> > factory
> > warrenty on this top from defects=2Cwhat rights do i have buying a=20
> > certified
> > preowned vehicle and these small issues are not being addressed.there=20
> > are
> > other things too but to much to type.Please contact me as soon as=20
> > possible
> > and let me know where i stand on these issues..thank you [redacted]0
> > [redacted]
> >=20
> >=20
> >=20
> > VIN:
> > 8L[redacted]
> > Mileage:
> > 40000
> > Servicing Dealer:
> > Carbone/crystler yorkville new york
> > Title:
> > Mr.
> > First Name:
> > [redacted]

> > Middle Initial:
> > [redacted]
> > Last Name:
> > [redacted]
> > Address 1:
> > [redacted]
> > Address 2:
> >=20
> > City:
> > utica
> > State:
> > NY
> > Zip:
> > [redacted]
> > Email:
> > [redacted]
> > Work Phone:
> > [redacted]

=

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



RECEIVED DATE: 7/18/11

POSTED DATE : 7/15/11

VIN (FIRST 9 DIGITS) 1J4F2 24 14

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO (circled)

YES

[redacted]

Cameron, TX [redacted]

Chrysler Customer Service Center
PO Box 21-8004
Auburn Hills, MI 48321

Vin# 1J4FZ24148L[redacted]
2008 JeepLORANGLERX
Clockspring REPLACEMENT assem

Sirs:

My vehicle is only 3 years old (2008 Jeep Wrangler X). The airbags light was on & they said to bring it in as it could deploy or not deploy if needed. Something was wrong with the airbags. I took it in. To me it is a safety concern. So I called Chrysler about a newer vehicle w/ an airbag problem.

The part also is rather expensive for a newer vehicle, but the main concern is a couple Jeeps has been seen @ this dealership for the; or an airbag problems and we are a small town. It may need to be checked into. As there are bigger dealerships w/ service areas that may have similar issues. Also as it is a newer vehicle & there have been no accidents w/ me, should this part have gone out? Is it faulty? Could there be an issue w/ airbags & this Jeep? Could you all help w/ cost possibly?

Thank you for your all's concern.

Respectfully,

[redacted]

STANLEY-LYND AUTOPLEX

DODGE CHRYSLER Jeep Jeep CHRYSLER DODGE

308 N. Fannin, P. O. Box 910 • Cameron, TX 76520 • 254-697-4903 • 800-697-4907 • Fax 254-697-6963 • www.stanleylynd.com

R/O [redacted]	VIN J4FZ241481 [redacted]			DATE IN 07/01/11	
YEAR 2008	MAKE JEEP	MODEL WRANGLER X	COLOR O	[redacted] CAMERON TX [redacted]	TIME IN 08:48 13:28
MILES IN 92801	MILES OUT 92801	FIRST USE 00/00/00	USC. TX		CLOSED 07/06/11
SEE ALSO			H: (254) [redacted]		WRITER 1463 JEREMIAH

(1)	RECALL J24 NO TOW BAR PRESENT (41-8896 MARSHALL-8896) A	Recall Claim 13J24182 T41 .....(Warranty).....			
(2)	RECALL J34 REPLACE STEERING DAMPNER AND BRACKET (41-8896 MARSHALL-8896) A	Recall Claim 19J34182 T41 4 (F)CBBDJ340AA (DAMPER) 1 .....(Warranty).....			
(3)	RECALL K13 MODIFY WHEEL LINERS, INSPECT BRAKE TUBES AND INSTALL NEW WHEEL LINER FASTENERS (41-8896 MARSHALL-8896) A	Recall Claim 05K13182 T41 3 (F)CATCK134AA (NUT KIT) 1 .....(Warranty).....			
(4)	C/S THAT AT TIMES THE VEHICLE WILL NOT START AND JUST MAKES A CLICKING NOISE BATTERY TERMINALS CORRODED, LOOSE CONNECTIONS CLEAN BATTERY POSTS AND TIGHTEN ALL CONECTION AT BATTERY (41-8896 MARSHALL-8896) A	Labor T41 .00 Total Repair (Customer)..... .00			
(5)	C/S THE AIR BAG LIGHT IS ON DTC B1B02-DRIVERS AIRBAG SQUIB CIRCUIT 1 OPEN . WHEN STEERING WHEEL IS TURNED AIRBAG LIGHT GOES OFF AND CODE GOES TO STORED. INTERAL CLO CKSPRING OPEN CIRCUIT. REPLACE CLOCKSPRING ASSEMBLEY (41-8896 MARSHALL-8896) A	Labor T41 90.00 5156106AB (CLKSPRING) 1 248.83 Total Labor ..... 90.00 Total Parts ..... 248.83 Total Repair (Customer)..... 338.83			
(6)	REPLACE REAR WIPER BLADE COMPLETED (41-8896 MARSHALL-8896) A	Labor T41 7.00 68018929AA (BLADE) 1 19.97 Total Labor ..... 7.00 Total Parts ..... 19.97 Total Repair (Customer)..... 26.97			
(7)	REPLACE LICENSE PLATE BRACKET COMPLETED (41-8896 MARSHALL-8896) A	Labor T41 7.00 Total Labor ..... 7.00 Total Repair (Customer)..... 7.00			

	W/C	INT.		CUSTOMER

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

[redacted] [redacted]

Customer Copy

AUTOSOFT FORMS 1-877-427-4367

STANLEY-LYND AUTOPLEX

DODGE CHRYSLER Jeep

308 N. Fannin, P. O. Box 910 • Cameron, TX 76520 • 254-697-4903 • 800-697-4907 • Fax 254-697-6963 • www.stanleylynd.com

R/O	VIN		DATE IN
[redacted]	J 4 F Z 2 4 1 4 8 L [redacted]	[redacted]	07/01/11
YEAR 2008	MAKE JEEP	MODEL WRANGLER X	COLOR O
MILES IN 92801	MILES OUT 92801	FIRST USE 00/00/00	USC. TX
SEE ALSO		H: (254) [redacted]	WRITER JEREMIAH

CAMERON TX [redacted]

TIME IN 08:48 13:28

CLOSED 07/06/11 1463

(8) PRICE TUNE-UP
REPLACE SPARK PLUGS AND WIRES-DONE

Labor	T41		77.00
S3RE14PLP5	(SPARKPLUG)	6	78.00
68017712AC	(CABLE PKG)	1	79.87
Total Labor			77.00
Total Parts			157.87
Total Repair (Customer)			234.87

(41-8896 MARSHALL-8896) A

Check: (8097) 654.62

7/13/11

LANCE

Chrysler Customer Assist Center
PO Box 21-8004
Auburn Hills, MI 48321

Next Service SEP '11 Lube-Oil-Filter

	W/C	INT.	CUSTOMER
Labor			181.00
Parts			426.67
Sublet			.00
Waste Dispos			10.86
Oil/Grease			.00
Sub Total			618.53
.00 Tax			36.09
Total (Cash)			654.62

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

[redacted]

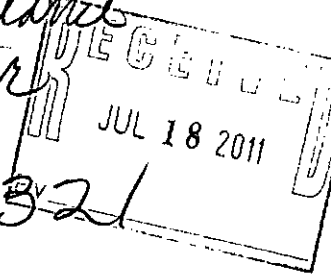
Customer Copy

AUTOSOFT FORMS 1-877-427-4367

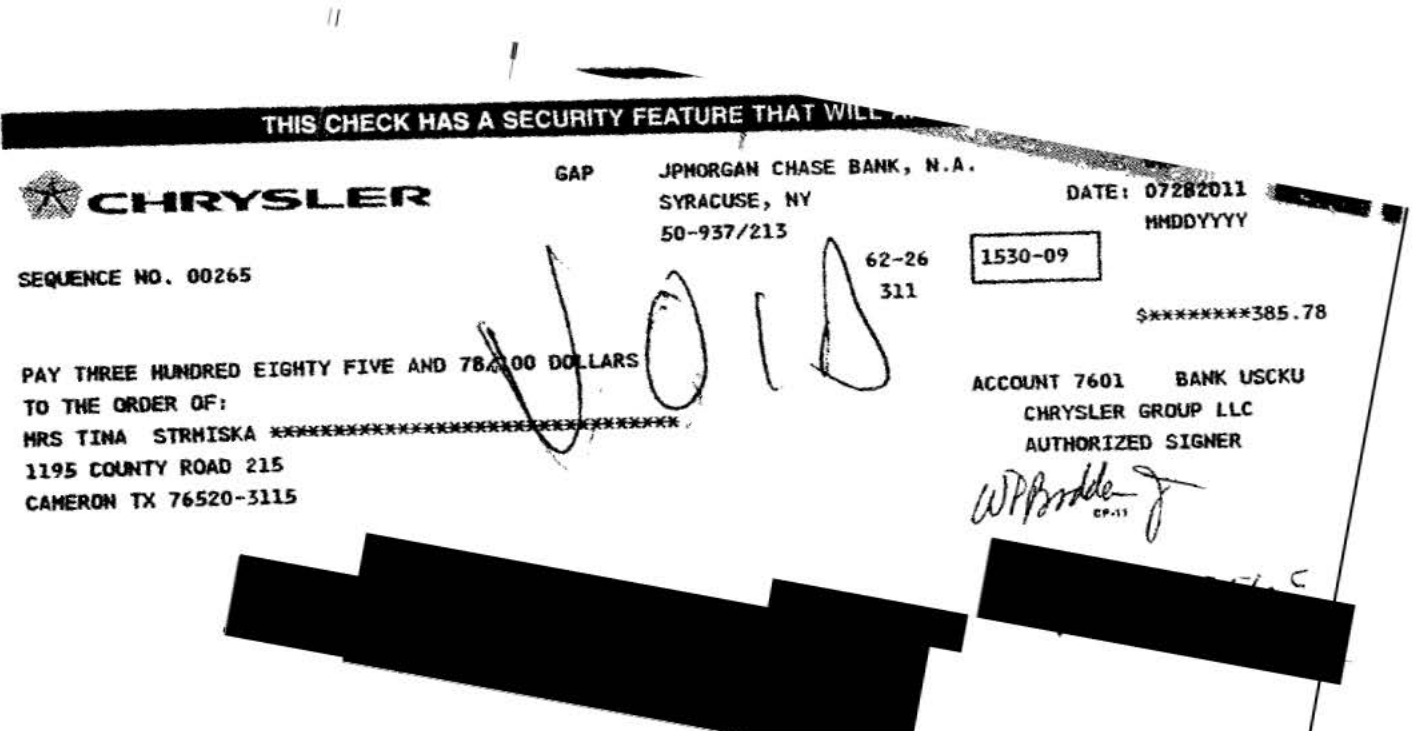




Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321



48321$8004



THIS CHECK HAS A SECURITY FEATURE THAT WILL

CHRYSLER

GAP

JPMORGAN CHASE BANK, N.A.
SYRACUSE, NY
50-937/213

DATE: 07282011
MMDDYYYY

62-26
311

1530-09

SEQUENCE NO. 00265

$********385.78

PAY THREE HUNDRED EIGHTY FIVE AND 78/100 DOLLARS

VOID

TO THE ORDER OF:
MRS TINA STRMISKA **********
1195 COUNTY ROAD 215
CAMERON TX 76520-3115

ACCOUNT 7601 BANK USCKU
CHRYSLER GROUP LLC
AUTHORIZED SIGNER

WPBridde Jr
CP-11

				432008 remove truck clock spring 1008 Dodge Air bag recall
	TOTALS		385.78	385.78

REMOVE CHECK ALONG THIS PERFORATION

I received a check for 385. I tore it from the stub & the routing number was still glued to the stub - unremovable. I am sending the check back for replacement (as instructed).

Please reimburse me w/ a new check. The bank wouldn't accept it without a proper routing number.

I deeply appreciate it & am sorry for the problem.

Sincerely,

[redacted]

(PS) Check enclosed

[redacted]

Carrollton TX [redacted]

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS. FOLD AT DOTTED LINE

CERTIFIED MAIL™



[redacted]





U.S. POSTAGE
PAID
ROGERS, TX
76569
AUG 05 ' 11
AMOUNT
$5.59
00099382-01

0000 48321

Remittance Advice
Chrysler Group LLC
CIMS: 431-00-00
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jul 11 15:00:14 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Safety Issue - Airbag/Clockspring failure

Comments:

My vehicle has experienced a failure of the "clockspring", causing an airbag system fault (airbag light and chime). I have found numerous reports of premature failures of this part. However, the dealer indicated there is currently not a recall for this issue. I would not expect Chrysler to accept failures to a key safety system without addressing this. While my Jeep is beyond the basic warrenty period I was hoping Chrysler would be willing offer some coverage given the frequency of failure on this part.
Any assistance you can provide would be greatly appreciated.
Thank you,
[redacted]

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jul 12 14:32:16 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Ref [redacted]

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

Could you please advise us the dealers name and phone number were you went to. Also is there an estimate cost for this.

Thanking you in advance.

Sincerely,

Ralph

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:
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7405553V95536L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Safety Issue - Airbag/Clockspring failure
Comments:
My vehicle has experienced a failure of the "clockspring", causing an airbag
system fault (airbag light and chime). I have found numerous reports of
premature failures of this part. However, the dealer indicated there is
currently not a recall for this issue. I would not expect Chrysler to
accept failures to a key safety system without addressing this. While my
Jeep is beyond the basic warrenty period I was hoping Chrysler would be
willing offer some coverage given the frequency of failure on this part.
Any assistance you can provide would be greatly appreciated. Thank you,
Ray Kling

VIN:
8L[redacted]
Mileage:
58500
Servicing Dealer:

ED TOMKO,
Title:

First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Olmsted Twp.
State:
OH
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jul 12 16:35:50 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7405553V95536L0KM)

I called Ed Tomko Chrysler Jeep Dodge, 440-835-5900, to find out the cost of the part ($249). I gave them my VIN so they could check if it would be covered under warranty or recall. They indicated it was not covered.

I have not had the Jeep in for them to give me a total cost for the repair. I understand it is typically between $400 and $500.

Thank you for your attention on this matter.

-[redacted]

Sent from my iPhone

On Jul 12, 2011, at 2:33 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear[redacted]
>
> Ref #[redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center regarding
> your 2008 Wrangler
>
> Could you please advise us the dealers name and phone number were you
> went to. Also is there an estimate cost for this.
>
> Thanking you in advance.
>
> Sincerely,
>
> Ralph
>
> 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=KMM7405553V95536L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> US Customer Service - Chrysler Brand Site
> Brief Description:
> Safety Issue - Airbag/Clockspring failure
> Comments:
> My vehicle has experienced a failure of the "clockspring", causing an
> airbag
> system fault (airbag light and chime). I have found numerous reports of
> premature failures of this part. However, the dealer indicated there is

> currently not a recall for this issue. I would not expect Chrysler
to
> accept failures to a key safety system without addressing this.
While
> my
> Jeep is beyond the basic warrenty period I was hoping Chrysler
would be
> willing offer some coverage given the frequency of failure on this
> part.
> Any assistance you can provide would be greatly appreciated. Thank
you,
> [redacted]
>
>
>
> VIN:
> 8L[redacted]
> Mileage:
> 58500
> Servicing Dealer:
> ED TOMKO,
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
> [redacted]
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> Olmsted Twp.
> State:
> OH
> Zip:
> [redacted]
> Email:
> [redacted]
> Work Phone:
> [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jul 12 16:55:24 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7405553V95536L0KM)
Dear [redacted]

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

Due to the nature of your email, your concerns have been escalated. A case manager will contact you by phone in one business day.

Thanks again for your email and have a great day.

Sincerely,

Ralph

Customer Service Representative
Jeep 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=KMM7405816V4124L0KM&

Original Message Follows:

I called Ed Tomko Chrysler Jeep Dodge, 440-835-5900, to find out the cost of the part ($249). I gave them my VIN so they could check if it would be covered under warranty or recall. They indicated it was not covered.
I have not had the Jeep in for them to give me a total cost for the repair. I understand it is typically between $400 and $500.
Thank you for your attention on this matter.
-Ray Kling

Sent from my iPhone

On Jul 12, 2011, at 2:33 PM, customerassist <customerassist@chrysler.com> wrote:

> Dear [redacted]
>
> Ref [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center regarding
> your 2008 Wrangler
>
> Could you please advise us the dealers name and phone number were you
> went to. Also is there an estimate cost for this.
>
> Thanking you in advance.
>
> Sincerely,
>

> Ralph
>
> 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=KMM7405553V95536L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> US Customer Service - Chrysler Brand Site
> Brief Description:
> Safety Issue - Airbag/Clockspring failure
> Comments:
> My vehicle has experienced a failure of the "clockspring", causing
an
> airbag
> system fault (airbag light and chime). I have found numerous
reports of
> premature failures of this part. However, the dealer indicated
there is
> currently not a recall for this issue. I would not expect Chrysler
to
> accept failures to a key safety system without addressing this.
While
> my
> Jeep is beyond the basic warrenty period I was hoping Chrysler
would be
> willing offer some coverage given the frequency of failure on this
> part.
> Any assistance you can provide would be greatly appreciated. Thank
you,
> [redacted]
>
>
>
> VIN:
>   8L[redacted]
> Mileage:
>   58500
> Servicing Dealer:
>   ED TOMKO,
> Title:
>
> First Name:
>   [redacted]
> Middle Initial:
>   [redacted]
> Last Name:
>   [redacted]
> Address 1:
>   [redacted]
> Address 2:
>
> City:
>   Olmsted Twp.

> State:
> OH
> Zip:
> [redacted]
> Email:
> [redacted]
> Work Phone:
> [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



RECEIVED DATE: 8/1/11

POSTED DATE : 7-27-11

VIN (FIRST 9 DIGITS) 1J4F22413

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000 0600

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

BEST WEST TIRE & SVC INC

1020 W MAIN ST
STERLING, CO 80751
(970)522-4141
FEDERAL TAX ID# 8411122333

GOODYEAR

INVOICE [redacted]

10/23/09 10/23/09
03:59 PM 05:36 PM
TERR: 7649
NONSIG: 153854

PAGE: 01

BILL TO: [redacted]
FLEMING, CO [redacted]

PHONE 1..... [redacted] EXT.
PHONE 2.....
DATE REQUESTED 10/23/09
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 108 / 108

VEH YEAR/MAKE. 08 JEEP
VEHICLE MODEL. WRANGLER
VEHICLE COLOR.
LICENSE/STATE.
ODOMETR IN/OUT 55717 / 55717
PRIOR INVOICE. NEW CUSTOMER

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
764900005	V	01	01745	0 CO	630914	5708

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
108	068	047-200	R	1	STABOLIZER SHOCK	109.82	.00	109.82
108	068	046-100	R	1	INSTALL SHOCK	.00	30.00	30.00
108	068	077-205	R	1	LUBE-OIL CHANGE-OIL FILTER (UP TO 5 QTS)	32.95	.00	32.95
108	108	040-218	R	1	USED OIL HAZARDOUS DISPOSAL CHARGE	1.00	.00	1.00
108	068	048-000	R	1	VEHICLE MAINTENANCE INSPECTION	.00	.00	.00
108	108	046-880	R	1	SERVICE SUPPLIES	4.31	.90	5.21

THANK YOU FOR YOUR BUSINESS! PLEASE REMEMBER THAT WE OFFER AUTO SERVICE REPAIRS ON ALL VEHICLES!

Although this is called something different it was to cure the same problem. I am not seeking re-enbursement for the service, oil change, only for the shock deal, labor + tax to install it

		PARTS TOTAL.....	148.08
		LABOR TOTAL.....	30.90
CHARGED AMOUNT	189.28	SUB TOTAL.....	178.98
TAXABLE AMOUNT	147.08	SALES TAX.....	10.30

X----------
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL $189.28

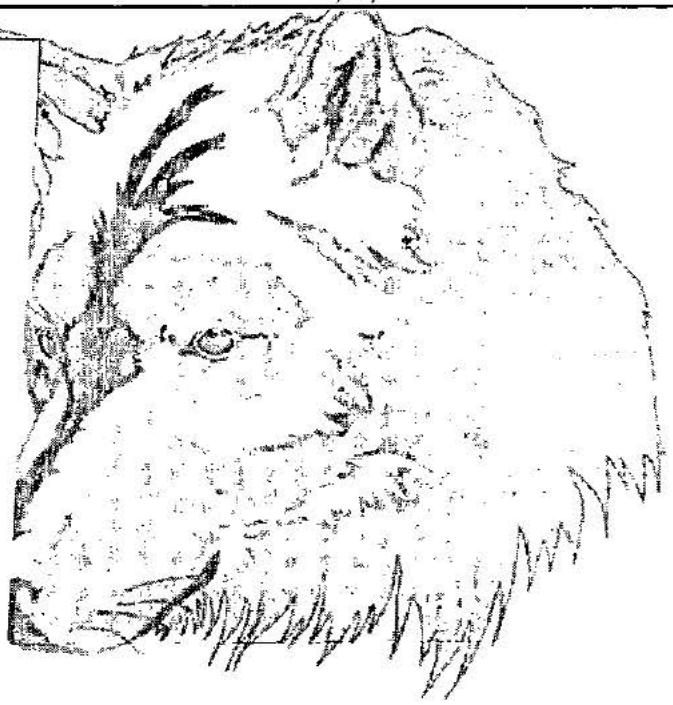
SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

Wolf Auto Center Sterling LLC

P.O. Box 430, 520 E. Chestnut St., Sterling, CO 80751-0430
Phone: (970) 522-2523 Fax: (970) 521-0715
service.sterling@wolfauto.com

R/O	VIN		DATE IN
34017	1J4FZ24138L[redacted]	[redacted]	03/24/10
YEAR / MAKE	MODEL / COLOR		TIME IN
2008 JEEP	WRANGLER X YELLOW N		04:02
MILES IN / MILES OUT	FIRST USE / USC		CLOSED
68314 / 68316	12/17/07 / CO MAIL80	FLEMING CO [redacted]	03/24/10
SEE ALSO		RES [redacted]	WRITER 7255 RYAN

(1) STEERING STABILZER				
TECH:REMOVED & REPLACED STEERING STABILZER	Labor	T32		79.00
SYSTEM.	6104240AA	(BOLT)	1	3.20
(32/37)	6508590AA	(NUT)	1	2.30
	52060058AF	(DAMPER)	1	63.10
	68068854AA	(BRACKET)	1	63.10
(32-6495 B JURGENS-) F	Total Repair	(Customer)		210.70



BEST REST TIRE & SVC
1020 W. MAIN ST
STERLING, CO 80751

Merchant ID: [redacted]
Term ID: 219:S507
433296616283

Sale

VISA
XXXXXXXXXXXX[redacted]
Entry Method: Swiped
Approvd: Online Batch#: [redacted]
10/23/09 17:26:48

Inv #: 089097 Appr Code: [redacted]

Total: $ 185.26

Custo r Copy

Pd. 13387
3/24/10

AUTHORIZED SIGNATURE AND DATE

	W/C	INT.		CUSTOMER
Next Service JUN '10 Lube-Oil-Filter	.00	.00	Labor	79.00
	.00	.00	Parts	131.70
	.00	.00	Sublet	.00
	.00	.00	Shop\epa\haz	5.53
	.00	.00	Oil/Grease	.00
	.00	.00	Sub Total	216.23
	.00	.00	Tax	9.61
	.00	.00	Total (Cash)	225.84

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
WE GUARANTEE OUR SERVICE WORK FOR 30 DAY OR 1,000 MILES, WHICHEVER COMES FIRST.
OEM PARTS WARRANTY: 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

X CUSTOMER SIGNATURE

[redacted] Customer Copy

Form 0411 ©The Country Printer, Dix, NE

Dear Chrysler, 7-26-11

I am seeking to be re-enbursed for the steering damper shock problem that has turned into Recall # J34 since I have paid twice to have it done. First I had the trouble in October, 2009. I am not seeking the full amount of this invoice because it also included a service/oil change. The amount of the shock + labor is $139.82 plus tax. The Wolf Auto invoice is only for the recalled work so I would request that it be paid in full. Thanks for your consideration.

[redacted]

Fleming Co. [redacted]

phone [redacted]

VIN# 1J4FZ241381 [redacted]

[redacted]
Fleming CO[redacted]

RECEIVED
AUG 0 1 2011
By

Chrysler Custom
P.O. Box 21
Auburn Hill

48321/8007

RECEIVED DATE:

8/1/11

POSTED DATE : 7-27-11

VIN (FIRST 9 DIGITS) 1J4F22413

VIN (LAST 8 DIGITS) 8L[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Amount Requested $ 332.72

[redacted]

Case # [redacted]

Fleming Co [redacted]

Phone # [redacted]

7-26-11

Chrysler Corporation,

To Whom it may Concern

I am writing Concerning the Clockspring wire problem of my 2008 Jeep Wrangler Right Hand Driv VIN # 1J4FZ24138L[redacted]

I am seeking re-embursement because my air bag light came on and would not go off. My first invoice in the amount of $ 79.00 was for diagnostics to find the problem. I declined the repair at that time because I wanted to discuss it with my husband. I paid that on June 5th with Check # 13257. On July 8th I got the air bag replaced and the clockspring wire was ordered & found to be on back order. I paid $ 411.50 that day but as part of that invoice was for brake work & am only seeking $ 207.20 for replacement of the airbag. This was only part of the cost of it because my husband negotiated with the dealership, reasoning that an airbag could hardly go bad as it had never been deployed and had no moving parts and had always been garaged. We believe it was never bad and should not have been replaced as the air bag light stayed on anyway. This was paid with Check # 13275. Finally in Sept. when the part came in I paid $ 95.52 with Check # 13291

Thanks for your consideration,

[redacted]

Mead

Wolf Auto Center Sterling LLC

P.O. Box 430, 520 E. Chestnut St., Sterling, CO 80751-0430
Phone: (970) 522-2523 Fax: (970) 521-0715
service.sterling@wolfautogroup.com

LINCOLN Mercury | ONLY IN A Jeep | DODGE

[redacted] | VIN 1J4FZ241138L[redacted]

YEAR	MAKE	MODEL	COLOR
2008	JEEP	WRANGLER X	YELLOW

MILES IN	MILES OUT	FIRST USE	LISC.
45933	45933	12/17/07	

SEE ALSO

[redacted]
FLEMING CO [redacted]

RES: [redacted]
H: [redacted] W: (970) -

DATE IN 07/08/0
TIME IN 08:07
CLOSED 07/10/0
WRITER 7965 ROD

****** Warranty Claim Repairs Remain Open ******

(1) REPLACE DRIVER'S AIR BAG PER PREVIOUS DIAGNOS IS. AIRBAG LIGHT ON. CLOCKSPRING HAS A INTERMITTENT SHORT IN ONE OF THE WIRES. ORDERED A CLOCKSPRING. PART ON BACK ORDER. (37-4514 T ISELI-) B	Warranty Claim				
	Labor		T37		.00
	(F)5KC81XDVAG	(AIR BAG)		1	207.20
	Total Repair (Warranty)				207.20
(2) CHECK RUBBING NOISE IN BRAKES. LEFT REAR INNER BRAKE PAD IS METAL TO METAL. RIGHT REAR WAS CLOSE. REPLACE REAR BRAKE PADS , RESURFACE RIGHT REAR ROTOR, AND REPLACE LEF T REAR ROTOR. (37-4514 T ISELI-) B	Labor		T37		158.00
	68003776AA	(PAD KIT)		1	120.00
	52060147AA	(ROTOR)		1	91.08
	Total Repair (Customer)				369.08

Pd. Chk # 13375 July 13 Cleared Bank $411.50

P & A CODE 03888

AUTHORIZED SIGNATURE AND DATE

Next Service ' Lube-Oil-Filter

	W/C	INT.	CUSTOMER
Labor	.00	.00	158.00
Parts	207.20	.00	211.08
Sublet	.00	.00	.00
Shop\epa\haz	.00	.00	25.84
Oil/Grease	.00	.00	.00
Sub Total	207.20	.00	394.92
Tax	.00	.00	16.58
Total (Cash)	207.20	.00	411.50

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
GUARANTEE OUR SERVICE WORK FOR 30 DAY OR 1,000 MILES, WHICHEVER COMES FIRST.
PARTS WARRANTY: 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

X CUSTOMER SIGNATURE

Page 1 of 1 Job [redacted]

[redacted] Customer Copy

Form DA11 ©The Country Printer Div. DE

Wolf Auto Center Sterling LLC

P.O. Box 430, 520 E. Chestnut St., Sterling, CO 80751-0430
Phone: (970) 522-2523 Fax: (970) 521-0715
service.sterling@wolfautogroup.com

[redacted]	VIN 1J4FZ241 38L[redacted]	[redacted]			DATE IN 06/05/09
YEAR 2008	MAKE JEEP	MODEL WRANGLER X	COLOR YELLOW		TIME IN 02:11
MILES IN 44657	MILES OUT 44657	FIRST USE 12/17/07	LISC	FLEMING CO[redacted]	CLOSED 06/05/09
SEE ALSO		RES: H: [redacted]	BUS W: (970) -		WRITER 7965 ROD

(1) AIRBAG LIGHT IS ON
RUN DIAGNOSTICS AND CHECK SENSORS AND WIRING. THE DRIVER'S AIRBAG IN THE STEERING WHEEL IS BAD. CUSTOMER DECLINED REPAIR AT THIS TIME.
(37-4514 T ISELI-) F

Labor T37 79.00

Total Repair (Customer)..... 79.00

Mike



Pd July
Chk# 13257
$ 79.00

P & A CODE 03888

AUTHORIZED SIGNATURE AND DATE

Next Service Lube-Oil-Filter

WTY	INT.		CUSTOMER
.00	.00	Labor	79.00
.00	.00	Parts	.00
.00	.00	Sublet	.00
.00	.00	Shop\epa\haz	.00
.00	.00	Oil/Grease	.00
.00	.00	Sub Total	79.00
.00	.00	Tax	.00
.00	.00	Total (Cash)	79.00

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
GUARANTEE OUR SERVICE WORK FOR 30 DAY OR 1,000 MILES, WHICHEVER COMES FIRST.
NEW PARTS WARRANTY: 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

X CUSTOMER SIGNATURE

 Job [redacted]

[redacted] Customer Copy

Form 0411 ©The Reynolds Printer, Dix, NE

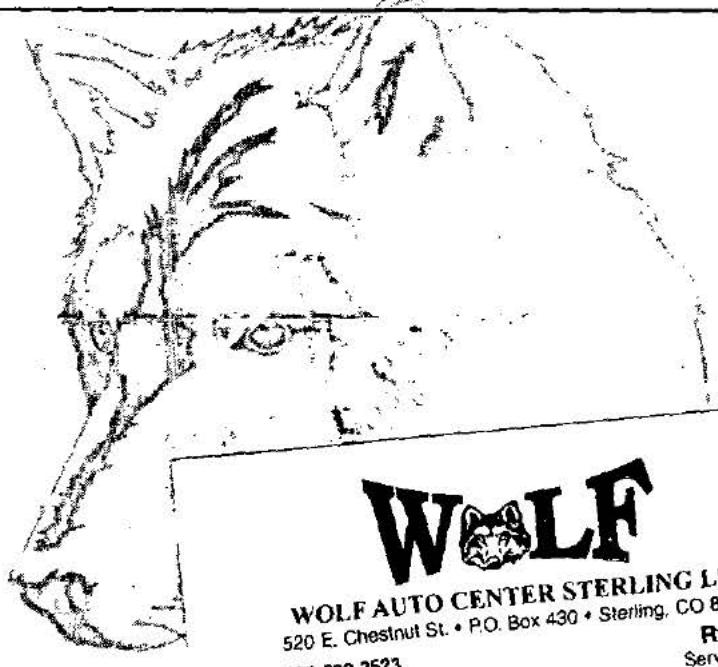
Wolf Auto Center Sterling LLC

P.O. Box 430, 520 E. Chestnut St., Sterling, CO 80751-0430
Phone: (970) 522-2523 Fax: (970) 521-0715
service.sterling@wolfautogroup.com

R/O	VIN		DATE IN
31315	1J4FZ24138L[redacted]	[redacted]	09/10/09
YEAR 2008	MAKE JEEP	MODEL WRANGLER X	COLOR YELLOW	TIME IN 02:01
MILES IN 51702	MILES OUT 51702	FIRST USE 12/17/07	LIC.	FLEMING CO [redacted]	CLOSED 09/10/09
SEE ALSO		CRES([redacted] H: ([redacted] W: (970) -	WRITER 7965 ROD

(1) AIRBAG LIGHT IS ON — Warranty Claim

TECH:VERIFIED AIR BAG LIGHT ON, SCANNED	19852502	T37	5	30.20
RETRIEVED CODE FOR SQUIB LINE 2 ON DRIVERS	(F)68003216AH (CLKSPRING)		1	197.40
AIRBAG. PERFORMED PINPOINT TEST & FOUND OPEN				
IN CLOCKSPRING.				
R&R CLOCKSPRING AND CLEARED CODE. TEST DROVE				
& NO CODE RESET.				
(37-4514 T ISELI-)	B		Total Repair (Warranty).....	227.60



PD
Chk # 13291

WOLF
WOLF AUTO CENTER STERLING LLC
520 E. Chestnut St. • P.O. Box 430 • Sterling, CO 80751
Bus: 970-522-2523
Cell: 970-405-4743
Fax: 970-521-0715
RYAN KAYS
Service Advisor
service.sterling@wolfauto.com
CHRYSLER DODGE Jeep Ford LINCOLN MERCURY

P & A CODE 03888

AUTHORIZED SIGNATURE AND DATE

Next Service ' Lube-Oil-Filter

W/C	INT.		CUSTOMER
30.20	.00	Labor	.00
197.40	.00	Parts	.00
.00	.00	Sublet	.00
-45.52	.00	Warr Deduct	45.52
.00	.00	Shop\epa\haz	.00
.00	.00	Oil/Grease	.00
182.08	.00	Sub Total	45.52
.00	.00	Tax	.00
182.08	.00	Total (Cash)	45.52

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
WE GUARANTEE OUR SERVICE WORK FOR 30 DAY OR 1,000 MILES, WHICHEVER COMES FIRST.
OEM PARTS WARRANTY: 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

X CUSTOMER SIGNATURE

[redacted] Customer Copy

[redacted]

DENVER CO 802
27 JUL 2011 PM 3 L

Fleming Co [redacted]

RECEIVED
AUG 01 2011
By

Chrysler Customer Assistance
P.O. BOX 21-8004
Auburn Hills MI
48321

48321+8004

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jul 26 22:49:31 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Clock Spring defective/replacement 2008 Jeep Wrangler X RHD

Comments:

To Whom it may concern:
Last week the airbag light on my Jeep Wrangler X RHD came on while driving and stayed on, today I had the dealer check for the problem and was shocked to hear that the clock spring is defective and needs replacement (cost approx $400 plus tax). I could not believe it, not only can I not afford a costly repair like this, but my Jeep is just over 3 yrs old and therefore just out of the 3 yr/36000 miles warranty. So I did some research and found out that many other Jeep/Chrysler owners have the very same problem, and there are already several recalls on other cars regarding this issue. I also found out that it is currently under open investigation with the NHTSA under action # PE11-019. This is a major safety issue and concern, and because of all these circumstances, I would appreciate if you would have my Jeep repaired at the dealership without cost to myself, since I truly believe that this clock spring is a faulty part and should absolutely not need replacement after just 3 yrs or 39000 miles. You can contact me by phone or email at any time. I am looking forward to hearing from you.
Thank you for your consideration.
Sincerely,
[redacted]

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Jul 27 13:11:15 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.

Your email was reviewed by Customer Care for Jeep vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one business day.

We appreciate the time and effort you took to tell us of your concern with our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

J24 MOPAR TOW BAR
L05 TRANSMISSION COOLER LINES

We suggest that you contact your local authorized Jeep 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.

Thanks again for your email.

Sincerely,

Lynn

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:
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7421920V86675L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Clock Spring defective/replacement 2008 Jeep Wrangler X RHD
Comments:
To Whom it may concern: Last week the airbag light on my Jeep Wrangler X
RHD came on while driving and stayed on, today I had the dealer check for
the problem and was shocked to hear that the clock spring is defective and
needs replacement (cost approx $400 plus tax). I could not believe it, not
only can I not afford a costly repair like this, but my Jeep is just over 3
yrs old and therefore just out of the 3 yr/36000 miles warranty. So I did
some research and found out that many other Jeep/Chrysler owners have the
very same problem, and there are already several recalls on other cars
regarding this issue. I also found out that it is currently under open
investigation with the NHTSA under action # PE11-019. This is a major
safety issue and concern, and because of all these circumstances, I would
appreciate if you would have my Jeep repaired at the dealership without
cost to myself, since I truly believe that this clock spring is a faulty
part and should absolutely not need replacement after just 3 yrs or 39000
miles. You can contact me by phone or email at any time. I am looking
forward to hearing from you. Thank you for your consideration.
Sincerely,
[redacted]

VIN:
8L[redacted]
Mileage:
38927
Servicing Dealer:
Keffer Jeep, Charlotte NC
Title:
Mrs.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Indian Trail
State:

NC
Zip: [redacted]
Email: [redacted]
Work Phone: [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jul 27 15:38:13 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

X34 Repair

Comments:

Repaired this problem myself, when the vehicle had about 49,000 miles. 2
Hours of my time. Now I get a notice that I could have it repaired by a
dealer as long as it's under 70,000 mi. which it is 10 mile shy of.

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Jul 27 16:41:23 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

I have also sent you a link to your e-mail if you choose to submit your documents electronically. The link will expire in 7 days, please respond as soon as possible.

OR

Please forward your original repair order and proof of payment receipt for consideration to the address below:

Chrysler Group Customer Care Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

OR

You can fax a copy of the information for review to telephone #248-512-1322. Please note that originals may need to be mailed if required.

The issue will be reviewed and you will be contacted with the response.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

Recall # ?..Description
H17 ??..REAR BRAKE TUBE CLEARANCE
J24 ???MOPAR TOW BAR
J30 ???TRANSMISSION FLUID TEMPERATURE WARNING
J34 ???STEERING DAMPER
K13 ??...INNER FENDER LINERS

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.

Thanks again for your email.

Sincerely,

Nick

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=KMM7422358V99283L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
X34 Repair
Comments:
Repaired this problem myself, when the vehicle had about 49,000 miles. 2
Hours of my time. Now I get a notice that I could have it repaired by a
dealer as long as it's under 70,000 mi. which it is 10 mile shy of.

VIN:
8L[redacted]
Mileage:
69990
Servicing Dealer:
n/a
Title:

First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Stout
State:
OH
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Jul 30 05:35:05 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7422358V99283L0KM)
Reply Comments:

REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
X34
Repair
Comments:
Repaired this problem myself, when the vehicle had about
49,000 miles. 2
Hours of my time. Now I get a notice that I could have it
repaired by a
dealer as long as it's under 70,000 mi. which it is 10 mile
shy of.

H17 ??..REAR BRAKE TUBE CLEARANCE
My vehicle has the clip
installed. Brake tube is not contacting the steering shaft.
J24 ???MOPAR
TOW BAR
Don't have a tow bar.
J30 ???TRANSMISSION FLUID TEMPERATURE
WARNING
I installed a transmission cooler. Somehow this makes more sense
than a warning light and a chime.
J34 ???STEERING DAMPER
I installed a
TeraFlex damper in 2009, which cured the "death wobble".
K13 ??...INNER
FENDER LINERS

Have checked these myself, and have found no problem. If I
do find this to be a problem in the future, I will repair it myself.
That
is a better solution than missing a day of work so I can take it to a
dealer.
The one problem that I have not taken care of yet is replacing the
clock spring in the steering column. The air bag light has been on
and the
horn has not worked for about nine months now.
The reason I bought this
vehicle new in 2008 was so I would not have to be performing repairs
other
than normal routine maintenance. The rear brake pads on this vehicle
were
wore down to the metal in 20,000 miles. In my 37 years of driving, I
don't
ever recall wearing out brakes that soon. The original tires were
also wore
out in 20,000 mi. The replacement tires I bought lasted twice that.
The
wipers have fell off, the rear window washer hose came loose and
sprayed me
in the back of the head, I installed the clamp that should have been
installed at the factory. The door seals and the rear window seals
leak.
My wife has a 2007 Liberty that the A/C compressor failed after just
over 2 years at around 60,000 miles. This cost $1300 to have
repaired. We
just purchased a new 2011 vehicle, needless to say, it was not a

Chrysler/Jeep product, nor will we ever buy a new Chrysler/Jeep vehicle
again. When I encounter people that ask how I like my Jeep, I do not hesitate to tell them about the problems I've had, and in my line of work,
I encounter quite a few people. They get this funny look on their face,
when I tell them about the recall and the "fix" for the transmission overheating problem.

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Jul 30 18:53:45 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7422358V99283L0KM)
Reply Comments:

REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:

Oh, and I forgot
to mention that it uses 2 qts. of oil every 3000 miles and has done
so
since I bought it. I had a 30 year old Jeep Dispatcher that only used
a
pint between changes.

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Aug 16 05:23:00 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7422358V99283L0KM)

I do not have documentation, as I have repaired this myself.

On 7/27/2011 4:41 PM, customerassist wrote:
> Dear [redacted]
>
> Thank you for contacting the Jeep Customer Assistance Center.
>
> I have also sent you a link to your e-mail if you choose to submit your
> documents electronically. The link will expire in 7 days, please
> respond as soon as possible.
>
> OR
>
> Please forward your original repair order and proof of payment receipt
> for consideration to the address below:
>
> Chrysler Group Customer Care Center
> P.O. Box 21-8004
> Auburn Hills, MI 48321-8004
>
> OR
>
> You can fax a copy of the information for review to telephone
> #248-512-1322. Please note that originals may need to be mailed if
> required.
>
> The issue will be reviewed and you will be contacted with the response.
>
> Our records indicate that the following recall campaign(s) have not been
> performed by an authorized dealer:
>
> Recall # ?..Description
> H17 ??..REAR BRAKE TUBE CLEARANCE
> J24 ???MOPAR TOW BAR
> J30 ???TRANSMISSION FLUID TEMPERATURE WARNING
> J34 ???STEERING DAMPER
> K13 ??...INNER FENDER LINERS
>
> 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.
>

> Thanks again for your email.
>
> Sincerely,
>
> Nick
>
> Customer Service Representative
> Jeep Customer Assistance Center
>
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER: 21165612
> EMAIL CASE NUMBER: [redacted]
> REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7422358V99283L0KM&
>
>
>
>
> Original Message Follows:
> ------------------------
> US Customer Service - Jeep Brand Site
> Brief Description:
> X34 Repair
> Comments:
> Repaired this problem myself, when the vehicle had about 49,000
miles. 2
> Hours of my time. Now I get a notice that I could have it
repaired by a
> dealer as long as it's under 70,000 mi. which it is 10 mile shy
of.
>
>
>
> VIN:
> 8L[redacted]
> Mileage:
> 69990
> Servicing Dealer:
> n/a
> Title:
>
> First Name:
> [redacted]
> Middle Initial:
> M
> Last Name:
> [redacted]
> Address 1:
> [redacted]
> Address 2:
>
> City:
> Stout
> State:
> OH
> Zip:
> [redacted]
> Email: [redacted]
>
> Home Phone:
> [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-08-08 23:11:07.711798
Files Not Recieved: 0

Here is the information you requested, if you have any more questions, please e-mail me.



MARTIN SWANTY CDJ
2620 EAST ANDY DEVINE
KINGMAN, AZ 86401
928-753-3131

Merchant ID: 267395187838
Term ID: 1113

Sale

VISA
XXXXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000008
07/23/11 09:10:49
Inv#: [redacted] Auth Code: 08671A
Total: $ 100.00

Customer Copy

THANK YOU
FOR VISITING!

MARTIN SWANTY

Chrysler Dodge Jeep

2340 E. Andy Devine Ave - Kingman, AZ 86401
Phone: (928) 753-3131 - Fax: (928) 718-0331

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 3:00 p.m. Saturday

R/O Open Date	R/O Number
7/21/11	[redacted]
R/O Close Date	**Status**
7/23/11	Pre-Invoice
Mileage In	**Mileage Out**
42932	42933
Service Advisor / Tag #	
Jack Fields/1041	

[redacted]
KINGMAN, AZ [redacted]

Work Phone	Vehicle Identification Number	
[redacted]	1J4FA24117L[redacted]	
	Delivery Date	**In-Service Date**
		7/20/10

Year	Make	Model	Body	Color	License Number
2007	JEEP	WRANGLER	2DR 4WD X	YELLOW	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 12CHZ16: FREE 16 POINT INSPECTION.		
Work performed by Brian Trobaugh (321)		
Sub Total: .00		
#2 - 23CHZ: BODY DIAGNOSTIC		
CUSTOMER STATES AIR BAG LIHGT KEEPS COMING ON AND GOING OFF		
Caused by		
SCAN TO FIND CODE B1306 RUN DIAGNOSTICS ON		
CODE TO FIND OPEN IN SQUIB CLOCK SPRING		
Work performed by Brian Trobaugh (321)		186.20
Installed 68003216AH :CLKSPRING: STEERING COLUMN C	1@249.00	249.00
REPLACE CLOCK SPRING ASSEMBLY, CLEAR CODE AND RETEST, CONCERN CORRECTED		
Sub Total: 435.20		
Sub Total: .00		
Purchase Order:27149417		
CALLED Ego 992-1997		
CASE # [redacted]		

#1 LIMITED WARRANTY BY VEHICLE MANUFACTOR, SEE ADVISOR FACTORY PARTS WARRANTIED FOR FIRST 12 MONTHS, 12,000 MILES WHICH EVER OCCURS FIRST AT ANY CHRYSLER, DODGE, JEEP, KIA DEALERSHIP. SEE ADVISOR FOR FURTHER DETAILS AND RESTRICTIONS.

#2. LIMITED WARRANTY BY MARTIN SWANTY C-D-J KIA, PARTS INSTALLED NEW OR REBUILT NON FACTORY PARTS WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. VALID ONLY AT MARTIN SWANTY C-D-J KIA SERVICE DEPARTMENTS.

#3. NO WARRANTY ON PARTS OR LABOR ON USED PARTS.

#4 PLEASE REFER TO REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

#5 MARTIN SWANTY C-D-J- KIA IS NOT RESPONSIBLE FOR ANY OR ITEMS LEFT IN VEHICLE WHILE BEING WORKED ON.

THANK YOU FOR CHOOSING US FOR ALL YOUR SERVICE NEEDS
++ PLEASE MARK YOUR SURVEY (VERY SATISFIED 1ST VISIT)++

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-9228

LABOR	186.20
PARTS	249.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	22.04
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	457.24

$100.00 customer

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Aug 12 17:47:53 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Complaint about clockspring failure

Comments:

I have a rhd jeep wrangler unlimited that is out of warranty, I took it in
because airbag light is coming on, I was told it is a clockspring and estimate for repair is over 400.00 I have had several recalls on this vehicle since i purchased it and numerous problems. This is my work vehicle
since I am a rural carrier for the USPS. I am very dissatisfied with the
quality of this vehicle, I cannot afford to keep making repairs on a vehicle that is only 2 years old. I have done research and the clockspring
seems to be a common issue in this vehicle, may this also be a recall issue? I would appreciate feedback on this issue.

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Aug 12 18:08:47 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

Please be advised that your vehicle VIN #1J4GZ39119L[redacted]is not currently included in a clockspring recall .

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

Recall #
Description
K13 INNER FENDER LINERS

We suggest that you contact your local authorized Jeep® 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.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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=KMM7438979V86927L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Complaint about clockspring failure
Comments:
I have a rhd jeep wrangler unlimited that is out of warranty, I took

it in
because airbag light is coming on, I was told it is a clockspring and
estimate for repair is over 400.00 I have had several recalls on this
vehicle since i purchased it and numerous problems. This is my work vehicle
since I am a rural carrier for the USPS. I am very dissatisfied with the
quality of this vehicle, I cannot afford to keep making repairs on a
vehicle that is only 2 years old. I have done research and the clockspring
seems to be a common issue in this vehicle, may this also be a recall
issue? I would appreciate feedback on this issue.

VIN:
9L[redacted]
Mileage:
50000
Servicing Dealer:
McCords
Title:
Ms.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Cathlamet
State:
WA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Fri Aug 12 22:18:22 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7438979V86927L0KM)
Reply Comments:

I just had this recall completed yesterday at the dealer and I have already
replaced the transmision lines that were included in the recent issue and
paid out of pocket around 10 months ago so I have no proof of purchase for
this, not a happy consumer!

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Aug 15 13:39:13 EDT 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7438979V86927L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center, your emails are important to us!

In regards to your email reply, your vehicle does have an extended warranty for the Trans Oil Cooler Lines. If you wish to seek reimbursement for this issue, it is our recommendation to speak with the dealership that repaired this for you to see if you can obtain paid receipts. Once we have received documentation you may re-contact us and we can look into this matter further for you.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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=KMM7440606V29953L0KM&

Original Message Follows:

Comments:
I just had this recall completed yesterday at the dealer and I have already
replaced the transmision lines that were included in the recent issue and
paid out of pocket around 10 months ago so I have no proof of purchase for
this, not a happy consumer!

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassistre@chrysler.com
Date: Sun Aug 21 11:51:05 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

2008 Jeep Wrangler airbag light came on and now my cruise control does not even work. Recently gave to my daughter to drive but worried airbag will not work in accident.

Comments:

Is there a recall on this issue? Safety concern to me. Dealership said
would cost about 450 to fix? Thats painful. Don

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Aug 22 18:46:03 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Your concerns, such as the expense involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

In addition, a review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any recalls that are published. Simply go to your brand website Owners page: http://www.Jeep.com/en/owners and enter your Vehicle Identification Number (VIN) where appropriate.

Furthermore, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Thank you for taking the time to communicate with us.

Sincerely,

Alyssa

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=KMM7448170V53163L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
2008 Jeep Wrangler airbag light came on and now my cruise control does not
even work. Recently gave to my daughter to drive but worried airbag will
not work in accident.

Comments:
Is there a recall on this issue? Safety concern to me. Dealership

said
would cost about 450 to fix? Thats painful. [redacted]

VIN:
8L[redacted]
Mileage:
60000
Servicing Dealer:
Van Andel and Flikkema
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
grand rapids
State:
MI
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Luxenburg & Levin LLC Attorneys at Law

Mitchel E. Luxenburg (Ohio, North Carolina, Maryland Federal Courts*) *** licensed in these states**
David B. Levin (Ohio, West Virginia, Illinois*)
Jonathan E. Agin, Of Counsel (Maryland, District of Columbia*)
James M. Ervin, Of Counsel (South Carolina*)
Kyle R. Salyer, Of Counsel (Kentucky*)
Celia Banks Washington, Of Counsel (Michigan*)

3-7

March 7, 2013

RECEIVED
MAR 12
SPECIAL INVESTIGATIONS

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

RE: [redacted] **v. Chrysler Group, LLC**
Vehicle: 2009 Jeep Wrangler
VIN: 1J4GZ39189[redacted]

To Whom It May Concern:

Please be advised our firm has been retained by the above-named individual regarding claims against your company, based upon violations of the North Carolina Lemon Law and the Federal Magnuson-Moss Warranty Act. **All future contacts and correspondence should be directed to my attention.**

Our client's vehicle has been to an authorized dealership of Chrysler on repeated occasions for attempted repairs to non-conformities that have caused a substantial impairment to the use, value and/or safety of the vehicle. These non-conformities have caused our client to justifiably lose confidence in the vehicle.

N.C. Gen. Stat. § 20-351.3 states, in pertinent part:

> [I]f the manufacturer is unable, after a reasonable number of attempts, to conform the motor vehicle to any express warranty by repairing or correcting, or arranging for the repair or correction of, any defect or condition or series of defects or conditions which substantially impair the value of the motor vehicle to the consumer, and which occurred no later than 24 months or 24,000 miles following original delivery of the vehicle, the manufacturer shall, at the option of the consumer, replace the vehicle with a comparable new motor vehicle or accept return of the vehicle from the consumer and refund to the consumer the following:

23875 Commerce Park | Suite 105 | Beachwood, Ohio 44122
Direct: (216) 452-9301 | Toll Free: (888) 493-0770, ext. 301
Fax: (866) 551-7791 | Email: Mitch@LuxenburgLevin.com

(1) The full contract price including, but not limited to, charges for undercoating, dealer preparation and transportation, and installed options, plus the non-refundable portions of extended warranties and service contracts;
(2) All collateral charges, including but not limited to, sales tax, license and registration fees, and similar government charges;
(3) All finance charges incurred by the consumer after he first reports the nonconformity to the manufacturer, its agent, or its authorized dealer; and
(4) Any incidental damages and monetary consequential damages.

Based upon the repair history of this vehicle, Chrysler has been unable to repair our client's vehicle within a reasonable number of attempts. Our client's repair history clearly shows a violation of the North Carolina Lemon Law as well as a breach of both the written and implied warranties. Accordingly, you are hereby notified that our client is revoking acceptance of this vehicle.

To avoid any litigation, our client has authorized us to demand that you accept return of the vehicle and refund (1) the full purchase price, including all collateral charges, sales tax, finance charges, license and registration fees, etc.; (2) the down payment; and (3) all incidental and consequential damages. This demand is in addition to payment of our client's attorneys' fees pursuant to the fee-shifting provisions of the North Carolina Lemon Law and the Federal Magnuson-Moss Warranty Act. The attorneys' fees at this stage are minimal and our client would prefer to resolve this matter without the need for any more time spent on our part or by your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Pursuant to N.C. Gen. Stat. § 20-351.8 and 15 U.S.C. § 2310(d), you are hereby notified that any settlement made with our client requires payment of our client's attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our client's attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

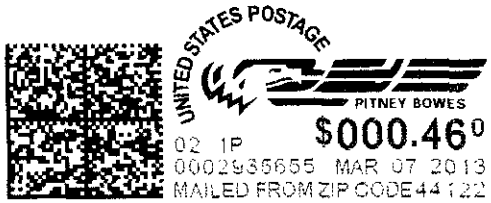
If you wish to resolve this matter amicably, please contact us within 14 days. Please let us know as soon as possible if you need additional information. Should you fail to contact us, we will be left with no alternative but to commence legal proceedings.

Sincerely,

Mitchel E. Luxenburg
Attorney At Law

MEL/js
cc: Ms. [redacted]

Luxenburg & Levin, LLC
23875 Commerce Park
Suite 105
Beachwood, OH 44122



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

48321800404

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Tue Aug 23 01:03:44 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Passenger airbag deployed with no cause.

Comments:

Sunday evening, when returning to my Jeep after a concert, I started it up as usual. Had not even shift it out of park. Noticed that the airbag light came on, and beeped twice. Then, without warning, the passenger airbag deployed. Luckily no one was hurt, but it could have been a lot more serious. Need some answers as to what caused this. And, since I own two of the same vehicle, 1 number apart on the VIN (both same make, model, etc, except for color), I need assurances that the same will not happen to my wife, either while in park or driving (unless in an accident).

Sender Information:

Title: Mr.
First Name: D[redacted]
Middle Initial: P
Last Name: B[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Aug 23 14:25:08 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Daniel:

Thank you for contacting the Jeep Customer Assistance Center regarding your 2010 Jeep Wrangler.

Our records show that you have contacted us by telephone and we are addressing your concern. 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 contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).

Thank you for being a part of Jeep, have a nice day!

Sincerely,

Sam

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=KMM7449053V23908L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Passenger airbag deployed with no cause.
Comments:
Sunday evening, when returning to my Jeep after a concert, I started it up as usual. Had not even shift it out of park. Noticed that the airbag light came on, and beeped twice. Then, without warning, the passenger airbag deployed. Luckily no one was hurt, but it could have been a lot more serious. Need some answers as to what caused this. And, since I own two of the same vehicle, 1 number apart on the VIN (both same make, model, etc, except for color), I need assurances that the same will not happen to my wife, either while in park or driving (unless in an accident).

VIN:
1J[redacted]
Mileage:
19000
Servicing Dealer:

Fields Chrysler Jeep Dodge

Title:

Mr.

First Name:

[redacted]

Middle Initial:

[redacted]

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

[redacted]

City:

Chicago

State:

IL

Zip:

[redacted]

Email:

[redacted]

Work Phone:

[redacted]

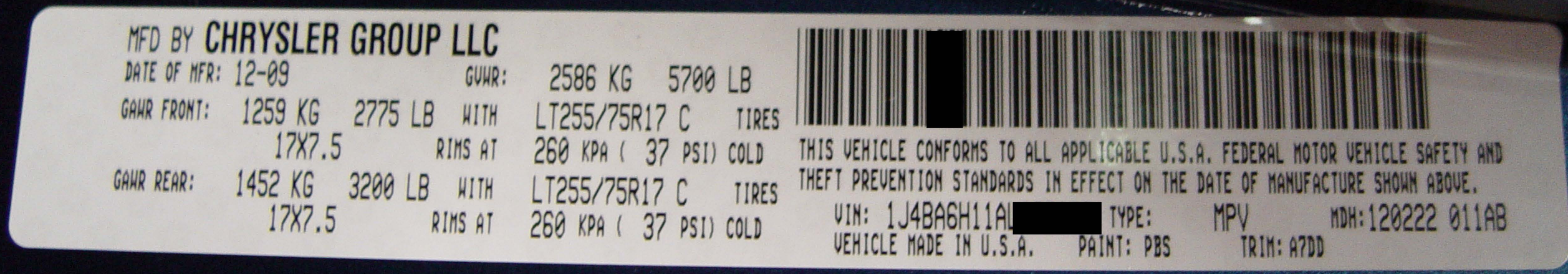
PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4




MFD BY CHRYSLER GROUP LLC
DATE OF MFR: 12-09
GVWR: 2586 KG 5700 LB
GAWR FRONT: 1259 KG 2775 LB WITH LT255/75R17 C TIRES
17X7.5 RIMS AT 260 KPA (37 PSI) COLD
GAWR REAR: 1452 KG 3200 LB WITH LT255/75R17 C TIRES
17X7.5 RIMS AT 260 KPA (37 PSI) COLD
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 1J4BA6H11AL [redacted] TYPE: MPV MDH:120222 011AB
VEHICLE MADE IN U.S.A. PAINT: PBS TRIM: A7DD

TIRE AND LOADING INFORMATION

SEATING CAPACITY – TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
385 KG OR 850 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	LT255/75R17 C	LT255/75R17 C	LT255/75R17 C
COLD TIRE INFLATION PRESSURE	260 kPa / 37 PSI	260 kPa / 37 PSI	260 kPa / 37 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION

AL[redacted]


19532