

RECEIVED DATE:

10/02/13

POSTED DATE :

9-26-13

VIN (FIRST 9 DIGITS)

1J4GAE6418

VIN (LAST 8 DIGITS)

9L



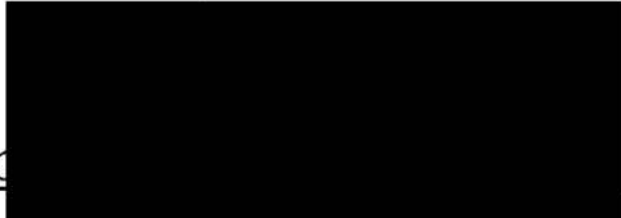
FIRST NAME:



LAST NAME :



CAIR :



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

September 24, 2013

[REDACTED]
Langhorne, PA
Home [REDACTED]
Cell: [REDACTED]

Chrysler Group Customer Care
PO Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

Case#: [REDACTED]
2009 Jeep Wrangler Rubicon
VIN: 1J4GA64189 [REDACTED]
Mileage: 72,500
Filed Under: Beverly Haines (mother)

To whom it may concern:

I'm writing this letter in response to two issues that I had with my vehicle. Both issues I believe should be recalled by Jeep (and have) but not on my model year. I'm asking for reimbursement for the cost of the repair.

The first issue was an overflowing gas tank. This issue started around 65,000 miles. I believe this issue to be a big safety hazard as gas would spill every time I filled up my tank, unless shut off at the last second. The second issue has to do with the airbag light. This issue started at 72,000 miles. It would turn on for short periods of time, and then turn off momentarily, only to turn back on again. It was an immediate safety concern because I was not sure if I had working airbags. I drive on a very busy highway to work and had to find alternate transportation until the issue was fixed.

The dealership diagnosed the problem to be a faulty fuel tank and clock spring, which have also been recalled on previous 07 and 08 models of Wrangler. Both repairs have been done to my expense at ReedmanToll Auto World in Langhorne PA, totaling \$1,113.

I believe the same faulty parts were used in the assembly of my 2009 Jeep and I feel as if Jeep should cover the repair costs. I've owned three Jeeps, and my family has owned over five, all of which have been trustworthy and great vehicles. I hope that after review of my case, the cost is reimbursed.

Thank you for your time

[REDACTED]



REEDMAN TOLL

AUTO WORLD

1700 E. Lincoln Highway, Langhorne, PA 19047
215-757-4961 www.reedmantoll.com

CHRYSLER

Jeep

DODGE

RAM



MAZDA

JAGUAR
SUBARU

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DANIEL R HAMMEL	4337	TAG NO. 4972	INVOICE DATE 09/17/13	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 72,189	COLOR YELLOW/	STOCK NO. [REDACTED]
[REDACTED]	YEAR MAKE MODEL 09/JEEP/WRANGLER/2DR 4WD RUBICON	[REDACTED]	[REDACTED]	DELIVERY DATE	DELIVERY MILES
LANGHORNE, PA 19047	VEHICLE ID NO. 1J4GA64189L	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	[REDACTED]	P.O. NO.	09/16/13	[REDACTED]
[REDACTED]	COMMENTS	[REDACTED]	[REDACTED]	DATE COMPLETED	MILEAGE OUT NO: 72190

JOB# 1 CHARGES

LABOR	J# 1 16CHZ:002	DRIVEABILITY CONC#2	HOURS: 2	TECH(S): 4545	270.00
CUST STATES FUEL COMES BACK OUT WHEN FILLING REPLACED FUEL TANK					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	52059718-AM	TANK FUEL 14086001		350.00
				TOTAL	350.00
JOB# 1 TOTALS				LABOR	270.00
				PARTS	350.00
				JOB# 1 JOURNAL PREFIX CHCS	
				JOB# 1 TOTAL	620.00

JOB# 2 CHARGES

LABOR	J# 2 24CHZ:002	BODY ELECTRICAL #2	HOURS: 2	TECH(S): 4545	250.00
CUST STATES AIRBAG LIGHT COMES ON REPLACED CLOCK SPRING					
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT	PRICE
	1	5156106-AD	CLKSPRING 8015001		259.00
	-1	BB034600-AA	CORE RETURN		-16.00
				TOTAL	243.00
JOB# 2 TOTALS				LABOR	250.00
				PARTS	243.00
				JOB# 2 JOURNAL PREFIX CHCS	
				JOB# 2 TOTAL	493.00

JOB# 3 CHARGES

LABOR	J# 3 35CHZ:002	INTERNAL PAID LOANER	HOURS: 10:00	TECH(S): 4545	INTERNAL
THIS LOANER IS BEING PROVIDED AS A COURTESY OF REEDMAN TOLL LOANER PROVIDED AS A COURTESY OF REEDMAN TOLL AUTO WORLD					
SUBLET	PO# 225713	VEND INV#	INV. DATE 09/17/13	DESCRIPTION RENTAL	INTERNAL 0.00
				TOTAL	SUBLET 0.00
JOB# 3 TOTALS					
				JOB# 3 JOURNAL PREFIX CHCS	
				JOB# 3 TOTAL	0.00

JOB# 4 CHARGES

LABOR	J# 4 24CHZ:001	BODY ELECTRICAL #1	HOURS: 1	TECH(S): 4545	15.00
Added Operation (DHAMMEL @ 09/17/2013 14:00) CUST STATES REPLACE BATTERY COMPLETE					

PAID
PAID
PAID
SEP 18 2013
PAID

REEDMAN TOLL
AUTO WORLD

REEDMAN TOLL
BODY SHOP

OPEN

M-F 7:30 AM to 6:00 PM
Sat 7:30 AM to 1:00 PM

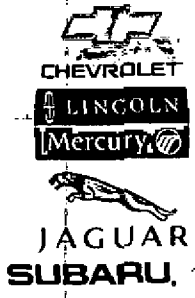
Estimators available 6 days
a week for free estimates
No appointment necessary
(215) 757-4961

REEDMAN TOLL
DISAPPEARING DEDUCTIBLE

Reedman Toll would like
to pay for your
deductible - up to \$500**

**Coupon must be presented at time of write up. Not valid with any other offer or advertised specials. Disappearing deductible amount based on 10% of estimate, up to \$500.

The Reynolds and Reynolds Company ERANTS114E CC660196 Q (03/11)



REEDMAN TOLL

AUTO WORLD

1700 E. Lincoln Highway, Langhorne, PA 19047
215-757-4961 www.reedmantoll.com



CELL: [REDACTED]

CUSTOMER NO	[REDACTED]	ADVISOR	DANIEL R HAMMEL	4337	TAG NO.	4972	INVOICE DATE	09/17/13	LINE	[REDACTED]
[REDACTED]		LABOR RATE	[REDACTED]	MILEAGE		72,189	COLOR	YELLOW/1	STOCK NO.	
LANGHORNE, PA [REDACTED]		YEAR / MAKE / MODEL				09/JEEP/WRANGLER/2DR 4WD RUBICON		DELIVERY DATE	DELIVERY MILES	
[REDACTED]		VEHICLE I.D. NO.				T J 4 G A 6 4 1 8 9 L [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]		F.T.E. NO.		P.O. NO.		09/16/13				
COMMENTS							DATE COMPLETED	MILEAGE OUT		MO: 72190

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT	PRICE
	1	BB034600-AA	BATTERY S 1083001		141.00
TOTAL - PARTS					141.00
LABOR					15.00
PARTS					141.00
JOB# 4 JOURNAL PREFIX CHCS					156.00
JOB# 4 TOTAL					156.00
MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	HW	HAZ WASTE DISPOSAL			1.50
JOB # A	SS	SHOP SUPPLIES (CHRYSLER)			4.95
TOTAL - MISC					6.45
COMMENTS: WAITING					
TOTALS					

 * NEXT RECOMMENDED SERVICE:
 * 09/15/2014 / 84631 MI 89CH200-21 STATE/EMISSION

*****	TOTAL LABOR....	535.00
*	TOTAL PARTS....	734.00
*	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
*	TOTAL MISC CHG.	6.45
*	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	76.53
*****	TOTAL INVOICE \$	1351.98

CUSTOMER SATISFACTION IS OUR GOAL!!!

ALL REPAIRS AND CHARGES HAVE BEEN EXPLAINED TO THE CUSTOMER

CUSTOMER INITIALS _____ DATE _____ TIME _____

ASM INITIALS _____ DATE _____ TIME _____

CUSTOMER EMAIL ADDRESS _____

CUSTOMER SIGNATURE _____



REEDMAN TOLL BODY SHOP

OPEN

M-F 7:30 AM to 6:00 PM

Sat 7:30 AM to 1:00 PM

Estimators available 6 days a week for free estimates

No appointment necessary

(215) 757-4961

REEDMAN TOLL DISAPPEARING DEDUCTIBLE

Reedman Toll would like to pay for your deductible - up to \$500**

**Coupon must be presented at time of write up. Not valid with any other offer or advertised specials. Disappearing deductible amount based on 10% of estimate, up to \$500.

The Reynolds and Reynolds Company. ERANTSI14E C0660196 Q (03/11)



REEDMAN TOLL

AUTO WORLD

1700 E. Lincoln Highway, Langhorne, PA 19047
215-757-4961 www.reedmantoll.com

CHRYSLER

Jeep

DODGE

RAM



MAZDA

JAGUAR
SUBARU

Chrysler
P.O. 21-8004
Autumn Hills MI 48321

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR AMANDA G SEVISON	5895 TAG NO. 4972	INVOICE DATE 09/16/13	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 72,171	COLOR YELLOW/	STOCK NO.
LANGHORNE, PA [REDACTED]	YEAR / MAKE / MODEL 09 / JEEP / WRANGLER/2DR 4WD RUBICON		DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 1J4GA64189L704972		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	09/16/13	
[REDACTED]	BUSINESS PHONE 610-960-3115	COMMENTS	DATE COMPLETED	MILEAGE OUT MO: 72172

AHn
vin
Mileage

JOB# 1 CHARGES

LABOR
1 23CHZ:001 BRAKE CONCERN #1 HOURS: TECH(S): 4545 0:00
C/S ABS LIGHT COMES ON
DIAG AND FOUND CLOCK SPRING GONE BAD - CUST DECLINE
AT THIS TIME - 520.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
2 19CHZ:001 FUEL SYS CONCERN #1 HOURS: TECH(S): 4545 0:00
C/S GAS WILL NOT STOP FLOWING WHEN FILLING
RECOMMEND FUEL TANK 650.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
3 02CHZ:001 MPI HOURS: TECH(S): 4545 0:00
PERFORM MULTIPOINT INSPECTION
PERFORMED MULTI POINT INSPECTION
PLEASE SEE YOUR SERVICE ADVISOR TO REVIEW THE FINDINGS WITH YOU.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

COMMENTS
WAITING



**REEDMAN TOLL
BODY SHOP
OPEN**

M-F 7:30 AM to 6:00 PM
Sat 7:30 AM to 1:00 PM

Estimators available 6 days
a week for free estimates
No appointment necessary
(215) 757-4961

**REEDMAN TOLL
DISAPPEARING DEDUCTIBLE**

Reedman Toll would like
to pay for your
deductible - up to \$500**

**Coupon must be presented at time of write up. Not valid with any other offer or advertised specials. Disappearing deductible amount based on 10% of estimate, up to \$500.

The Reynolds and Reynolds Company EBRN1511X CC860196 Q (03/11)



REEDMAN TOLL

AUTO WORLD

1700 E. Lincoln Highway, Langhorne, PA 19047
215-757-4961 www.reedmantoll.com

CHRYSLER

Jeep

DODGE

RAM



mazda

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	AMANDA G SEVISON	5895	TAG NO.	4972	INVOICE DATE	09/16/13
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE	72,171	COLOR	YELLOW/	STOCK NO.
LANGHORNE, PA	[REDACTED]	YEAR, MAKE, MODEL	09/JEEP/WRANGLER/2DR 4WD RUBICON			DELIVERY DATE	DELIVERY MILES	
JOE_HAINES@MSN.COM	[REDACTED]	VEHICLE I.D. NO.	1J4GA64189L [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	215-322-8949	BUSINESS PHONE	610-960-3115	F.T.E. NO.	P.O. NO.	09/16/13	DATE COMPLETED	
TOTALS		COMMENTS		MILEAGE OUT		MO: 72172		

* NEXT RECOMMENDED SERVICE: *
* 09/15/2014 / 78634 MI 89CHZ00-21 STATE/EMISSION *

*****	TOTAL LABOR....	0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

CUSTOMER SATISFACTION IS OUR GOAL!!!

ALL REPAIRS AND CHARGES HAVE BEEN EXPLAINED TO THE CUSTOMER
CUSTOMER INITIALS DATE DATE TIME TIME
ASM INITIALS DATE DATE TIME TIME
CUSTOMER EMAIL ADDRESS

CUSTOMER SIGNATURE

REEDMAN TOLL CORP CEN
1700 E LINCOLN HWY
LANGHORNE, PA. 19047-
215-757-4961

TERMINAL ID: 003194000002438342003
MERCHANT #: 8002438342

VISA
XXXXXXXXXXXX2832 EXP:XX/XX
SALE
RECORD: 3 INV: 000003
DATE: Sep-18-13 available TIME: 09:19
BATCH: 000678
TRN: 918131902 fr estimated
to AUTH: 018261
VISA TRAN ID: 163261429422192

APPROVAL 018261

TOTAL \$1351.22
BEIJAMIN HATHIES
to pay for your
CUSTOMER COPY \$500

based on 10% of estimate, up to \$500.

The Reynolds and Reynolds Company EBAIN15148-CC860196 Q (03/11)

Langhorne Pa

26 SEP 2013 PM 4 L



RECEIVED
OCT 02
BY

Chrysler Group Customer Care
PO Box 21-8004
Auburn Hills, MI 48321-8004
Attn: Reimbursement

48321800404



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Sep 18 13:34:51 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Requesting information on the clockspring extended warranty for 10 yrs./150,000 miles.

Comments:

I would like to see if you can email me a copy or mail me a copy for the clock spring extended warranty on 2007 Jeep Wrangler JK. My clock spring was replaced a few years ago because the airbag warning light kept flashing off and on in the dash and it is doing it again.

Thanks.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Fri Sep 20 09:12:27 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Unfortunately I do not have a way to reissue the warranty letter that was sent out stating that there is an extension. However I have reviewed your file and I am showing that you do have the X41 Clockspring Extended Warranty on your vehicle. This warranty is good for 120 Months or 150,000 Miles whichever comes first on the vehicle.

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. They will be able to pull up any warranty information on your vehicle.

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

J24 MOPAR TOW BAR

J30 TRANSMISSION FLUID TEMPERATURE WARNING

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,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8276600V82747L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Requesting information on the clockspring extended warranty for 10

yrs./150,000 miles.

Comments:

I would like to see if you can email me a copy or mail me a copy for the clock spring extended warranty on 2007 Jeep Wrangler JK. My clock spring was replaced a few years ago because the airbag warning light kept flashing off and on in the dash and it is doing it again. Thanks.

VIN:

7L [REDACTED]

Mileage:

700001

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Downey

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

Document Recieved from Customer

Car Number: [REDACTED]

Date Received: 2013-09-27 09:46:30.376235

Files Not Recieved: 0



9733 Coors Blvd NW
 Albuquerque, NM 87114
 (505) 897-8400
 Fax: (505) 899-9092

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 8:00 a.m. to 3:00 p.m. Saturday
BODY SHOP HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

R/O Open Date	9/23/13	Status	
R/O Close Date	9/25/13	Status	Pre-Invoice
Mileage In	64118	Mileage Out	64119
Service Advisor / Tag #			
GREG SAENZ/64118			

Work Phone		Vehicle Identification Number	
[REDACTED]		1J8GA69178	
Home Phone		Delivery Date	
[REDACTED]		1/01/08	
Year		Color	
2008		SILVER	
Make		License Number	
JEEP		[REDACTED]	
Model		[REDACTED]	
WRANGLER		[REDACTED]	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 08C: ELECTRICAL SYSTEM C/S AIRBAG LIGHT ON, INTERMIT Caused by CLOCKSPRING OPEN Work performed by JOHN THOMAS (624) Installed 5156106AD :CLKSPRING: STEERING COLUMN CO 1@279.00 TESTED SYSTEM & FOUND CLOCKSPRING STICKING OPEN, RE PLACE, ALL OK NOW#####1.5 #####7624 Sub Total: 428.25	149.25 279.00
#2 - 28P: MULTI POINT INSPECTION. Caused by REQUEST MULTIPOINT INSPECTION TAX ***** * THANK YOU FOR YOUR BUSINESS! * *****	

PAID
 CASH
 OUT
 CARD#
 CHECK#

AM
DE 9/25/13

LABOR	149.25
PARTS	279.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	22.39
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	31.54
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	482.18

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

260019859~

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Sep 20 20:43:53 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

concerns about repairs

Comments:

The air bag warning light, and the check engine light are on. The computer shows a miss fire on #6 cylinder. I think the vehicle is still too new to have these problems. Is there anything you can do to help me?

Thank you

Mark Ray

Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Sep 23 10:01:41 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2012 Wrangler. Our records show that you have contacted us by telephone and we have addressed 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 email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).

Thanks again for your email, William.

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8279293V44901L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

concerns about repairs

Comments:

The air bag warning light, and the check engine light are on. The computer shows a miss fire on #6 cylinder. I think the vehicle is still too new to have these problems. Is there anything you can do to help me?

Thank you [REDACTED]

VIN:

CL [REDACTED]

Mileage:

23938

Servicing Dealer:

Title:

Mr.

First Name:

██████████
Middle Initial:

█
Last Name:

██████████
Address 1:
████████████████████

Address 2:

City:
Lubbock

State:
TX

Zip:
██████████

Email:
██

Work Phone:
██████████0

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Oct 03 11:52:44 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag Clockspring Defect

Comments:

There was a safety recall issued for 2008-2012 Jeep Wrangler vehicles, Safety Recall L37 / NHTSA 11V-528. This recall was only issued for RHD vehicles built to U.S. market. I was wondering why it was not issued for LHD vehicles. The jeep I currently own is showing the signs of this defect, the airbag light illuminates and flashes intermittently. I brought my vehicle to my local Jeep dealership and they confirmed that there is an issue with the clockspring. They informed me that the cost would be nearly \$700 for the repair, and it was not covered under any warranty. As a Jeep owner, I feel as though a safety issue like this, where the "airbag may not deploy and increase the risk of an injury in the event of a frontal crash", puts the driver in jeopardy, and should be taken care of by the manufacturer. In my opinion, I think that with recalling this part, Jeep will prevent a lawsuit from a customer, in the event that a frontal crash occurs and the airbag does not deploy, in which the customer may seek legal actions against the manufacturer because of faulty mechanical and safety parts.

Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: R [REDACTED]

From: customerassist@chrysler.com
To: a [REDACTED] m
Date: Fri Oct 04 11:12:49 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention.

We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

I have been in contact with the dealership to discuss your concerns further. What I'm going to do is escalate your case to see if there is any way we can assist you with the repair. A case manager will be in contact with you within one business day to discuss your concerns further.

Thanks again for your email.

Sincerely,

Sarah

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED] 3

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8294025V99569L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Airbag Clockspring Defect

Comments:

There was a safety recall issued for 2008-2012 Jeep Wrangler vehicles, Safety Recall L37 / NHTSA 11V-528. This recall was only issued for RHD vehicles built to U.S. market. I was wondering why it was not issued for LHD vehicles. The jeep I currently own is showing the signs of this defect, the airbag light illuminates and flashes intermittently. I brought my vehicle to my local Jeep dealership and they confirmed that there is an issue with the clockspring. They informed me that the cost would be nearly \$700 for the repair, and it was not covered under any warranty. As a Jeep owner, I feel as though a safety issue like this, where the "airbag may not deploy and increase the risk of an injury in the event of a frontal crash",

puts the driver in jeopardy, and should be taken care of by the manufacturer. In my opinion, I think that with recalling this part, Jeep will prevent a lawsuit from a customer, in the event that a frontal crash occurs and the airbag does not deploy, in which the customer may seek legal actions against the manufacturer because of faulty mechanical and safety parts.

VIN:

AL1 [REDACTED]

Mileage:

46364

Servicing Dealer:

Bertera West Springfield

Title:

Mr.

First Name:

[REDACTED]ny

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

West Springfield

State:

MA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

RECEIVED DATE:

723/13

POSTED DATE:

7-10-13

VIN (FIRST 9 DIGITS)

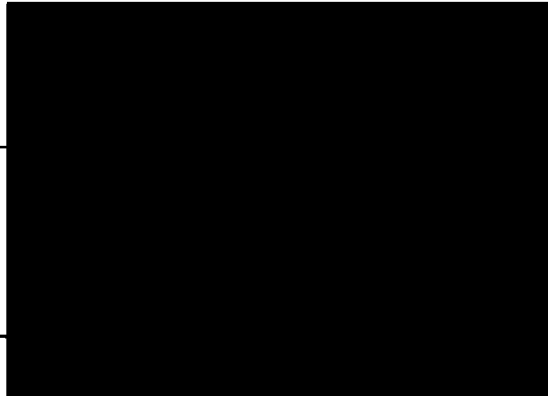
1J4F22414

VIN (LAST 8 DIGITS)

8L



FIRST NAME:



LAST NAME :

CAIR :

00000000

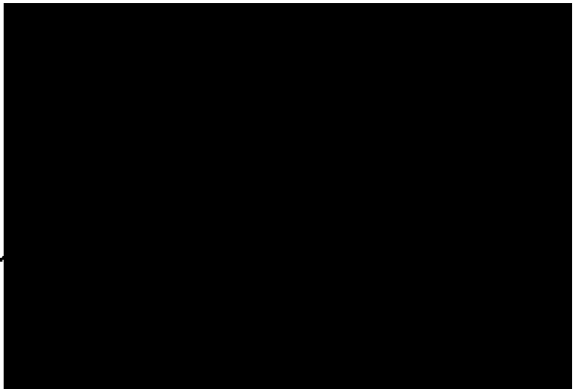
NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Took vehicle to Crossroads Jeep at 4510 Whitehill Blvd Prince George VA. 23875 to have recall M31 performed for VIN : 1J4FZ24148L [REDACTED] air bag light came back on before I could get back to I 95 called to see if they could recheck but I was told to bring back at a later date and that it must not be the clockspring but something else malfunctioning. This was performed on June 24 2013 , and I spoke to Josh, but haven't had a day off to take it back and the light still comes on and will stay after about 30 minutes of driving the vehicle.

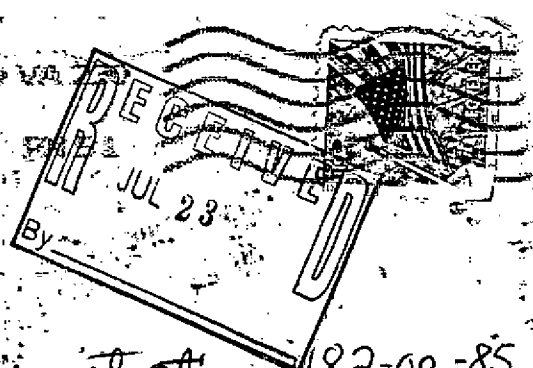
July 9, 2013



[Redacted]
Journal Yard [Redacted]

RICHMOND VA

JUL 23 2013



Recall Administration 482-00-85
P.O. Box 218008
Auburn Hills Mi. 48321-9959



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Oct 10 08:40:28 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Faulty Clock Spring

Comments:

Just recently my airbag light comes on intermittently with a 'ding'. I've read this is most likely a faulty clock spring and may be covered under a different warranty than most parts. Please confirm.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

RECEIVED DATE:

8/7/13

POSTED DATE:

8-3-13

VIN (FIRST 9 DIGITS)

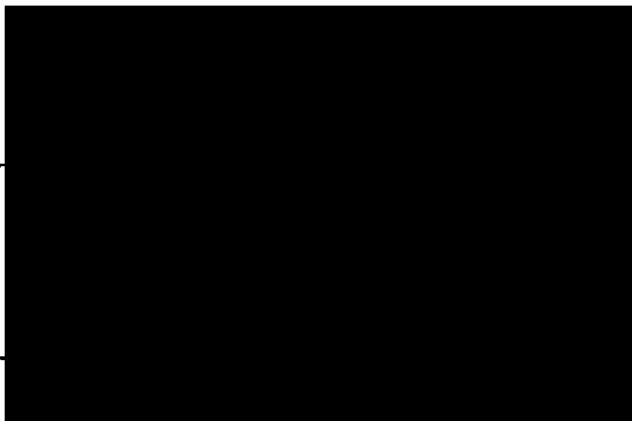
1J4FZ2415

VIN (LAST 8 DIGITS)

8L 

FIRST NAME:

LAST NAME:



CAIR:

000 000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



2280 W. Monroe Road
Alma, MI 48801
(989) 681-3900
Fax: (989) 681-0033

Jeep

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
7/09/13	
R/O Close Date	Status
7/19/13	Final
Mileage In	Mileage Out
74226	74226

Service Advisor / Tag #
Tony Helfer/*W*

[Redacted]	Work Phone	Vehicle Identification Number
[Redacted]	[Redacted]	1J4FZ24158
EDMORE, MI	Home Phone	Delivery Date
[Redacted]	[Redacted]	In-Service Date

Year	Make	Model	Body	Color	License Number
2008	JEEP	WRANGLER	4WD 2DR X RHD	DETONATOR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - 23CHZ: ELECTRICAL SYSTEM REPAIR CUSTOMER STATES AIRBAG LIGHT IS ON Work performed by Jonathon Lane (80) 40.00 Caused by PER PRIOR INSPECTION FOUND VECH WITH CLOCKSPRING S HORTED CUASING AIR BAG LIGHT TO BE ON Work performed by Jonathon Lane (80) 24.00 Installed 5156106AB :CLKSPRING: STEERING COLUMN CO 1@287.98 287.98 REMOVED AND INSTALLED NEW CLOCK SPRING AND TEST OP ERATION OK AT THIS TIME Sub Total: 351.98	
#2 * 01CHZ: LUBE OIL AND FILTER: CHANGE ENGINE OIL & FILTERLUBE CHASSIS WHERE APPLICABLE, SET TIRE PRESSUREAND TOP OFF FLUIDS Caused by MAINTENANCE Work performed by Jonathon Lane (80) 1.12 Installed 4105409AC :FILTER: ENGINE OIL 1@4.95 4.95 Installed 68055890AA :OIL 5@2.32 11.60 Hazardous Materials Charge 1.01 LUBE OIL AND FILTER CHANGE TOPPED OFF ALL FLUIDS S E TIRES TO SPECS Sub Total: 18.68	
#3 * 26CHZ: EXTERIOR TRIM INSTALL SIDE MARKER Caused by PER CUSTOMER REQUEST	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto.*

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



2280 W. Monroe Road
 Alma, MI 48801
 (989) 681-3900
 Fax: (989) 681-0033

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 5:30 p.m.
 Monday - Friday

R/O Open Date	R/O Number
7/09/13	
R/O Close Date	Status
7/19/13	Final
Mileage In	Mileage Out
74226	74226
Service Advisor / Tag #	
Tony Helfer/*W*	

EDMORE, MI			Work Phone	Vehicle Identification Number	
			Home Phone	1J4FZ24158	
Year	Make	Model	Body	Color	License Number
2008	JEEP	WRANGLER	4WD 2DR X RHD	DETONATOR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Work performed by Jonathon Lane (80)	24.00
Installed CATCK135AA :MTG KIT: LEFT FRONT FENDER L 1@2.88	2.88
INSTALLED NEW SIDE MARKER CUSTOMER SUPPLY	
Sub Total: 26.88	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other 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.

LABOR	89.12
PARTS	307.41
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	8.80
HAZARDOUS MATERIALS	1.01
SALES TAX OR TAX I.D.	19.03
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	425.37
Check 8772	425.37

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



**SAFETY RECALL M31 / NHTSA 13V-176
AIRBAG SYSTEM CLOCKSPRING**

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year Jeep® Wrangler Right Hand Drive (RHD) vehicles built for the U.S. market.**

In March 2012, Chrysler notified you or the previous owner of this vehicle of Safety Recall L37. The Safety Recall L37 notification indicated Chrysler was working on a permanent remedy for the defect. The current Safety Recall M31 notification contains the permanent remedy for this defect. The repair listed below is required even if the vehicle was previously repaired under Safety Recall L37. Safety Recall M31 replaces Safety Recall L37. Safety Recall L37 will be cancelled.

The problem is... The airbag system clockspring on your vehicle (VIN: 1J4FZ24158 [REDACTED]) could experience a compromised driver's airbag electrical circuit. This could cause the airbag light to illuminate or flash intermittently. This indicates the airbag may not deploy as intended and increases the risk of an injury in the event of a frontal crash.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the airbag system clockspring. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.jeep.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): Customer Services/Field Operations
Chrysler Group LLC
Notification Code M31
J24

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



CHRYSLER GROUP LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

Electronic Service Requested

PRESORTED
STANDARD
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

81 [REDACTED] M31 0000053

[REDACTED]
EDMORE, MI [REDACTED]



0000053/#60556

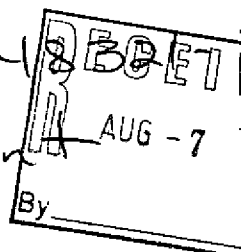
[Redacted]
Edmore, MI [Redacted]

GRAND RAPIDS MI 494

03 AUG 2013 PM 1 L



Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321
Attn: Reimbursement



48321800707



Document Recieved from Customer

Cair [REDACTED]

Date Received: 2013-09-04 15:50:02.568680

Files Not Recieved: 0

ATTN: Christine

ECS

Case #



ATTN:

Christine ECS

Case #



3540 US Highway 27 South
Sebring, FL 33870

THIS IS YOUR RECEIPT
DEPOSITS MAY NOT BE AVAILABLE FOR IMMEDIATE WITHDRAWAL.
DEPOSIT INSURED BY FDIC.

HOLD NOTICE	
<input type="checkbox"/> Local Checks	<input type="checkbox"/> Non-Local Checks
\$ _____	\$ _____
Available On _____	
_____	_____
Date	Date

TR:19 3-31 09/04/13 05:46 AM
XXXXX8494 Loan Payment \$344.66

Check out our low Mortgage Rates today!

PAYMT NO	ACCOUNT NUMBER	"ON TIME" PAYMENT - DUE ON OR BEFORE
27	[REDACTED]	\$344.66 OCT 01 - 13
[REDACTED]	[REDACTED]	"LATE" PAYMENT - PAY ON OR AFTER
		\$361.89 OCT 11 - 13
		\$17.23

HIGHLANDS INDEPENDENT BANK
2600 U S HWY 27 N
SEBRING FL 33870



PLEASE BE SURE TO SEAL THE RIGHT COUPON WITH YOUR PAYMENT.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Aug 31 21:20:00 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Clock spring failure before 60k miles and transmission problems with synchros

Comments:

My 2009 wrangler is just over 60k miles. Before this point the airbag light would go off and on, and other the turning signal would act sporadically. Also, since about 50k miles the transmission has been "popping" out of first gear from stop to roll. As an engineering student, and avid mechanic, it is most certainly related to the clock spring, and the other related to a bad synchro. After a dealership told me the "popping" was due to my inexperience as a manual driver (which was insulting since this is my second manual wrangler) I have been hesitant to take the time to find a dealership that would uphold my lifetime train warranty. Thus, I am simply asking some sort of confirmation on paper that states the synchro is under warranty. Also, if possible an extension of the 60k warranty to fix the clock spring would be greatly appreciated. The synchro is my biggest concern and I truly feel my lifetime warranty should warrant the repair of the transmission.

Sender Information:

Title: Mr.

First Name: [REDACTED]

Middle [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Sep 05 18:06:41 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Please accept our sincere apologies for the delayed response to your email.

We are very sorry to learn of the problem you have encountered and have documented your concern.

Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

The Synchro-Mesh is not a wear and tear item, therefore is covered under your Lifetime Powertrain Warranty.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED] 1

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8257738V18801L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Clock spring failure before 60k miles and transmission problems with synchros

Comments:

My 2009 wrangler is just over 60k miles. Before this point the airbag light would go off and on, and other the turning signal would act sporadically. Also, since about 50k miles the transmission has been "popping" out of first gear from stop to roll. As an engineering student, and avid mechanic,

it is most certainly related to the clock spring, and the other related to a bad synchro. After a dealership told me the "popping" was due to my inexperience as a manual driver (which was insulting since this is my second manual wrangler) I have been hesitant to take the time to find a dealership that would uphold my lifetime train warranty. Thus, I am simply asking some sort of confirmation on paper that states the synchro is under warranty. Also, if possible an extension of the 60k warranty to fix the clock spring would be greatly appreciated. The synchro is my biggest concern and I truly feel my lifetime warranty should warrant the repair of the transmission.

VIN:

9 [REDACTED]

Mileage:

60097

Servicing Dealer:

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

San diego

State:

CA

[REDACTED]

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Sep 13 08:43:35 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Warranty Issue Reimbursement

Comments:

I had my air bag service light come on. I contacted the Manassas Jeep Dealership about any warranty items regarding this matter. I was told due to my mileage air bag servicing would not be covered. Due to my location of work, I had my car checked at Firestone in McLean, VA. As with any service department, I was charged a diagnostic fee of \$109. The code that appeared for them referenced a dealer warranty item per Service Bulletin Ref #08 067 011. They were honest enough to tell me this. Of course, I still had to pay the diagnostic fee for their time. I then called the Jeep dealership in Tysons, KOONS. I also asked them about an extended warranty for airbags and they told me there was not one. Since at this point I knew there was one. I asked again telling them to enter my VIN number to confirm this. They were shocked to see it was still under warranty. I feel I should be reimbursed for the Firestone diagnostic fee since I contacted Jeep first and was told it was not a warranty item. Also, I feel I should have had some type of correspondence from Chrysler letting me know they had extended the airbag clock spring warranty since they knew it was an issue. If they had, I would not be out the \$109 diagnostic fee. I know your response will most likely be always have the car serviced at a dealership to avoid a situation like this. Honestly, if I could I would. Due to locations and needing my car to get to and from work full time during the week, it is not convenient. I thank you for your time. [REDACTED]

Sender Information:

Title: Ms.

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: s [REDACTED]

Date: Fri Sep 13 21:01:43 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear S [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request due to your repairs being completed at an IRF. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

Thank you again for taking the time to communicate with us. We're sorry we cannot provide a more favorable reply.

Sincerely,

Melissa

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8269046V20503L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Warranty Issue Reimbursement

Comments:

I had my air bag service light come on. I contacted the Manassas Jeep Dealership about any warranty items regarding this matter. I was told due to my mileage air bag servicing would not be covered. Due to my location of work, I had my car checked at Firestone in McLean, VA. As with any service department, I was charged a diagnostic fee of \$109. The code that appeared for them referenced a dealer warranty item per Service Bulletin Ref [REDACTED]. They were honest enough to tell me this. Of course, I still had to pay the diagnostic fee for their time. I then called the Jeep dealership in Tysons, KOONS. I also asked them about an extended warranty for airbags and they told me there was not one. Since at this point I knew there was one. I asked again telling them to enter my VIN number to confirm this. They were shocked to see it was still under warranty. I feel I should be reimbursed for the Firestone diagnostic fee since I contacted Jeep first and was told it was not a warranty item. Also, I feel I should

have had some type of correspondence from Chrysler letting me know they had extended the airbag clock spring warranty since they knew it was an issue. If they had, I would not be out the \$109 diagnostic fee. I know your response will most likely be always have the car serviced at a dealership to avoid a situation like this. Honestly, if I could I would. Due to locations and needing my car to get to and from work full time during the week, it is not convenient. I thank you for your time. Sarah Wetzel

VIN:

7L2 [REDACTED]

Mileage:

147901

Servicing Dealer:

KOONS TYSONS

Title:

Ms.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

BRISTOW

State:

VA

Zip:

[REDACTED]

Email:

s [REDACTED]

Home Phone:

[REDACTED]

CONFIDENTIAL - Prior Approval Required Before Duplicating
Preliminary Vehicle Investigation Report(PVIR)

CAIR# [REDACTED]

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2010	JEEP WRANGLER X 4X4 SPORT UTILITY 2-DOOR	1J4AA2D1XAL [REDACTED]		03-29 15	36750	06/12/2010
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		BONITA	CA	USA
ZIP	COLOR	MODEL	HOME PHONE		BUSINESS PHONE	
[REDACTED]	Stone White Clear Coat	JKJ	[REDACTED]		[REDACTED]	
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
MIDWAY JEEP CHRYSLER DODGE RAM		71	24110	SAN DIEGO	CA	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Jim Burke E		EAA		619-669-9966		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input type="radio"/> MINOR <input checked="" type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$.00		

INTERVIEW

INTERVIEW WITH:

DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE

[REDACTED]

INTERVIEW DATE: **10/17/2013** DATE OF INCIDENT: **10/11/2013** TIME OF INCIDENT: **00:30** AM PM INSPECTION DATE: **10/21/2013**

1. DRIVER'S DESCRIPTION OF EVENT: **Contacted owner/driver father who gave me the following information. On 10/11/13 at 12:30 in the morning Driver/Owner was driving on Coral Canyon Road in Bonita, CA. She had just gone around a corner and there was a coyote crossing the road. She went to the right and off the road in an effort to avoid hitting the coyote. She hit a tree head on when she went off the road. She was traveling about 25 MPH on a dry clear evening. Driver/Owner claims she ended up with bruises and scratches on her face but did not require any medical treatment. The vehicle was towed to a repair facility. No police, fire or ambulance was called to the accident site.**

Insurance Company Name: **Farmers**

Personal Injury: Were there Personal Injuries? Yes No

If Yes, complete section "B"

Any Indicator/Warning Lights on Prior? Yes No

If Yes, What light:

IMPORTANT: SHOW THIS REPORT TO NO ONE & ONLY STATE FACTS (DRAW NO CONCLUSIONS)

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:

- ALL FOUR SIDE VIEWS
- IF CRASH DAMAGED:**
- PERSPECTIVE FROM EVERY CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL)
- ANY RECENT VEHICLE

INFORMATION:

- POLICE/AGENCY REPORT #:
- NONE**
- ALL REPORTS/PHOTOS BY OTHERS
- ADDRESS OF INSPECTION **Perry Dodge**
- Address

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

YES NO
 - IF YES, DESCRIBE AND PHOTOGRAPH

Front bumper cover and bumper were removed and put inside the vehicle prior

SERVICE

YES NO

UNKNOWN

IF YES, ENCLOSE COPIES OF REPAIR ORDERS

1
Address **2340 National City B**
2
City **National City**
State **CA**
Zip **91950**
Phone **619-474-1557**

to inspection.

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

- WINDSHIELD
- ALL AREAS OF DAMAGE MARKINGS ON INTERIOR AND EXTERIOR
- CLOSE UPS OF STAINS, SKIN, HAIR, CLOTH
- EXTERIOR AND INTERIOR DAMAGE INCLUDING UNDERCARRIAGE

Owner/Driver stated she had bruises and scratches on her face from the accident. Front bumper and bumper bar were bent back 4 inches in the center. The front grille was bent back 5" in the center. The hood front edge in the center was bent in 1/2". Both left and right front sway bar links were broken off but still attached. Front stablizer bar was bent back 1.5" inches.

INFORMATION:

- DESCRIBE ANY INJURIES TO DRIVER AND/OR OTHER OCCUPANTS
 - SEE SEAT BELT/SEATS SECTION IF APPLICABLE
-

Next

PART C - AIRBAG(S)

REQUIRED PHOTOGRAPHS

- STEERING WHEEL
- AIRBAG(S)
- KNEE BLOCKERS
- ALL POSSIBLE LOCATIONS OF CONTACT

AECM INFORMATION

- SOFTWARE VERSION:
4.0.2
- SERIAL NUMBER :
WVP.01353
- PART NUMBER :

- PHOTOGRAPH REQUIRED FOR DRB SCREENS & RECORD FAULTS
- WERE THERE DRB READINGS TAKEN?

YES NO IF NO, EXPLAIN

- RECORD ACTIVE DTC'S EXACTLY AS APPEAR :	MIN	COUNT
No DTC recorded		
- RECORD STORED DTC'S (MINUTES/COUNTS) :	MIN	COUNT
No DTC recorded		

- DOES AIRBAG WARNING LIGHT CYCLE ON?
 YES NO N/A
- ARE WARNING LABELS PRESENT (PHOTO)
 YES NO N/A
- RECORD LABEL PART NUMBER
05108

COMPLETE PART D

- WAS AIRBAG DEPLOYED?
DRIVER YES NO
IF NO, EXPLAIN **Unknown**
- PASSENGER YES NO
IF NO, EXPLAIN **Unknown**
- SIDE AIRBAG YES NO N/A
IF NO, EXPLAIN
- WHICH SIDE DEPLOYED?
 LEFT RIGHT N/A BOTH
- TYPE OF SIDE AIRBAG
 SEAT CURTAIN N/A
- TYPE OF STEERING WHEEL
 TILT STANDARD
- ANY DAMAGE TO STEERING WHEEL
 YES NO
IF YES, EXPLAIN

DO NOT ERASE DRB READINGS

- IS VEHICLE EQUIPPED WITH PASSENGER AIRBAG DEFAULT SWITCH?
 YES NO
IF YES,
 NOTE POSITION OF PASSENGER A/B SWITCH
 ON OFF N/A
- EVIDENCE OF TAMPERING OR DISASSEMBLY?
 YES NO N/A
IF YES, EXPLAIN
Frnt bumper and bumper bar inside vehicle
CHECK ENTIRE UNDERBODY FOR HIDDEN DAMAGE INCLUDING FRONT AND REAR SUSPENSION COMPONENTS
- UNDERBODY DAMAGED?
 YES NO
IF YES, EXPLAIN

Both frt sway bar links, front stablizer
PHOTOGRAPH REQUIRED

PART D - SEATS/SHOULDER BELTS

REQUIRED PHOTOGRAPHS:

- OVERALL SEAT BELTS I/B & O/B
- CLOSE UP OF ANY IRREGULARITIES
- LATCHPLATE WEAR
- CLOSE UP D-RING TO SHOW LOADING
- OVERALL OF SEAT
- CLOSE UP OF DAMAGE
- RECORD DTC'S:

- INFORMATION:**
- LOCATE SEAT BELT LABELS AND RECORD ALL INFORMATION (SOME LABELS ARE SEWN TO WEBBING, OTHER LABELS ARE ON THE RETRACTOR FRAME: INBOARD SEAT BELT LABELS ARE NEAR THE FLOOR):
None
 - RECORD ALL INFORMATION STAMPED ON LATCHPLATE
02701 325
 - PRETENSION DEPLOYED?
 YES NO UNKNOWN
 - EXISTING LOCATION OF RECLINER - DESCRIBE THE LOCATION AND PICTURE OF SEAT BACK WITH B PILLOR AS REFERENCE AND INCLINOMETER READING
65 degrees
 - EXISTING LOCATION OF HEAD RESTRAINT (MEASURE GAP UNDER HEAD RESTRAINT):
Full down

IF ALLOWED. FUNCTION BELTS TO INSURE THEY **FUNCTION PROPERLY**

- NOTE RESULTS
- DOES THE BUCKLE LATCH?
 YES NO
IF NO, EXPLAIN
 - DO THEY RELEASE?
 YES NO
IF NO, EXPLAIN
 - DO THEY RETRACT?
 YES NO
IF NO, EXPLAIN
 - ANY LOOSENESS OR BROKEN PARTS
 YES NO
IF YES, EXPLAIN?
 - CHECK FOR SEAT RETAINING BOLTS
 NORMAL
 BROKEN
 LOOSE
 MISSING
NOTE AND RECORD APPROX. SEAT TRACK OVERLAP

full forward

PART - E TRANSMISSION NOT APPLICABLE

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

PART J - ADDITIONAL COMMENTS (DO NOT DRAW ANY CONCLUSIONS)

On 3/13/13 owner took veh to dealer because air bag light was on. Owner advised dealer said nothing wrong with air bag light. I attached a RO showing dealer replaced the clockspring and reinitialized the ABS module and road tested. Vehicle could be started and driven into stall for testing. No damage to engine. The front seat belts were tested by doing a quick downward pull on the seat belt webbing. The seat belts lock up when this test was performed.

Previous

Form Approved

Returned for corrections



October 24, 2013

[REDACTED]
Bonita, CA [REDACTED]

Re: 24080182 [REDACTED]
VIN: 1J4AA2D1XA1 [REDACTED]

Dear Ms. S [REDACTED]

This will acknowledge your concern about the accident that occurred involving your 2010 Jeep Wrangler.

Naturally, we were sorry to learn of this incident and the costly damage assuming to your vehicle. At your request, Chrysler Group LLC provided for an independent inspector to examine your vehicle. Chrysler Group LLC feels that the expense of this inspection is in the best interest of you, our customer, and the Corporation, in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. Also, a diagnostic scan tool was linked to the air bag computer module in order to determine whether or not any fault codes were present, which would have indicated a condition that would have prevented the air bag from deploying. Also, as you may know, any fault with the air bag system prior to the accident would have caused the air bag light to come on and stay on beyond its normal 7 to 9 second self-check following start-up.

All Chrysler Group LLC vehicles must exceed all Federal Motor Vehicle Safety Standards, as well as our own more stringent requirements. As such, the air bag system is thoroughly tested and evaluated for compliance by the National Highway Traffic and Safety Administration.

The conclusion of the investigation is that the rate of deceleration necessary to activate the air bag system was not present during this accident. Complete information regarding the air bag and air bag system may be found in your owner's manual.

Thank you for this opportunity to address your inquiry.

Sincerely,

J. S. Susalla
Special Investigations
586-274-8171

Phone 800 992 1967

Chrysler Group LLC | GIMS 484 04 04 | P.O. Box 11-2001 | Auburn Hills, MI USA | 48321









REPLACE

REPLACE ESTABLISHED



FACE

ESTABILISADOR







REPLACE ESTABILIZADOR



REPLACE

REPLACE ESTABILIZADOR

WHEELER





LEFT FRONT



RIGHT FRONT

A close-up photograph of a vehicle's right front suspension system. A white label with the text "RIGHT FRONT" is attached to a black control arm. A tie rod end is visible, marked with pink "X"s. The background shows other suspension components like a coil spring and a shock absorber.













⚠ WARNING

EVEN WITH ADVANCED AIRBAGS

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



⚠ MISE EN GARDE

MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÛRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT ORIENTÉ VERS L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÉCURITÉ ET LES SYSTÈMES DE RETENUE POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.

⚠ WARNING

HIGHER ROLLOVER RISK

- AVOID ABRUPT MANEUVERS AND EXCESSIVE SPEED.
- ALWAYS BUCKLE UP.
- SEE OWNER'S MANUAL FOR FURTHER INFORMATION.



⚠ MISE EN GARDE

PLUS GRAND RISQUE DE CAPOTAGE

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



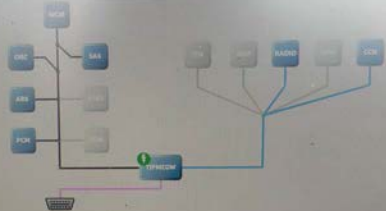
100000 100000

Vehicle View

Click on an ECU to see TSB items. Click on an ECU for complete details.

2010 JK 3.6L
VIN: 1J4AA2D17
Battery: 12.02 volts

- Legend
- Active ECU
 - Non-responsive ECU
 - DTCs Present
 - ECU Not Built
 - Scanning ECU
 - New Flash Available
 - Diag CAN-C
 - CAN-C
 - CAN-BUS



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending 0 Show Freeze Frame 000 View Event Data Clear Stored DTCs

ECU	Code	Status	Description
There are no DTCs present			







02701 925





3

2022028















RPM

x 1000

36750

30

100

100

C H

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

UNITED STATES DISTRICT COURT FOR THE DISTRICT OF COLUMBIA
DANIEL B. BROWN
DEPARTMENT OF JUSTICE
1000 PENNSYLVANIA AVENUE, N.W.
WASHINGTON, D.C. 20540

Plaintiff v. Defendant
Case No. 1:12-cv-00000-ABC
U.S. District Court for the District of Columbia

Case No. 1:12-cv-00000-ABC
Plaintiff: DANIEL B. BROWN
Defendant: [REDACTED]

Case No. 1:12-cv-00000-ABC
Plaintiff: DANIEL B. BROWN
Defendant: [REDACTED]

Case No. 1:12-cv-00000-ABC
Plaintiff: DANIEL B. BROWN
Defendant: [REDACTED]

STYLE: [REDACTED] VEHICLE SUMMARY
 COLOR 1: PBR-Crystal Blue Pearl Coat
 COLOR 2: 008-Crystal Blue Pearl Coat
 ENGINE: ERB-3.6L V6 24V VVT Engine
 TRANS: DG2-6-Speed Automatic 62TE Transmission
 SELLER: 68934 IOWA COUNTY CHRYSLER INC.
 ODOMETER: 0 miles on 01/28/2013
 INQUIRY DATE: 03/07/2013
 BUILD DATE: 01/23/2013 HOUR: 13
 ZONE: 31

OWNER: [REDACTED]
 ADDRESS: [REDACTED]
 CITY: DEPOE BAY STATE: OR ZIP: [REDACTED]
 COUNTRY: USA PHONE: [REDACTED]

WARNING MESSAGES
 REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS
 PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE: 800-521-2779

RECALL INFORMATION

NUMBER	DESCRIPTION	LAUNCH DATE	STATUS	REPAIR DATE
N44	OCCUPANT RESTRAINT CONTROL, MODULE	08/15/13	Incomplete	08/06/13

WARRANTY COVERAGE
 IN-SERVICE ODOMETER: 23
 MASTER SHIELD: N/A
 VEH. RESTRICTIONS:
 TRANSFERABLE - SERVICE CONTRACT: No
 TRANSFERABLE - WARRANTY: N/A
 ADHOCIVE ASSISTANCE: Yes

COVERAGE	ORIGINAL	DEDUCT	EXPIRES	REMAINING
ADJUSTMENT	36 Mos or 36000 miles	0	03/07/16 29 Mos	or 22642 miles
AIR CONDITIO	36 Mos or 36000 miles	0	03/07/16 29 Mos	or 22642 miles
AUTOMATIC TR	60 Mos or 100000 miles	0	03/07/18 52 Mos	or 86642 miles
BASIC	36 Mos or 36000 miles	0	03/07/16 29 Mos	or 22642 miles
CALIFORNIA L	84 Mos or 70000 miles	0	03/07/20 76 Mos	or 56642 miles
EMISSIONS	36 Mos or 50000 miles	0	03/07/16 29 Mos	or 22642 miles
EXTENDED FED	96 Mos or 80000 miles	0	03/07/21 88 Mos	or 66642 miles
PERFORATION	60 Mos or 100000 miles	0	03/07/18 52 Mos	or 86642 miles
POWERTRAIN	60 Mos or 100000 miles	0	03/07/18 52 Mos	or 86642 miles

SERVICE HISTORY
 REPAIR DEALER/PAYEE CLAIM TRANSACTION TYPE
 01/28/2013 68934-IOWA COUNTY CHRYSLER INC PREFNW PREPARATION
 LOP: B5900040 Road Ready-Basic Prep

SERVICE CONTRACT
 ** NO SERVICE CONTRACTS FOR THIS VEHICLE **

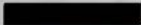
VEHICLE OPTIONS

OPTION	DESCRIPTION	OPTION	DESCRIPTION
ML	Leather Trimmed Bucket Seats	LL	Dk. Frost Beige/Med. Frost Be
APAS	Monotone Paint	AT4S	Single DVD Entertainment
BABS	160 Amp Alternator	BOKS	730 Amp Maintenance Free Batte
BNBS	Electronic Stability Control	BNTS	Trailer Sway Damping
BR3S	Anti-Lock 4-Wheel HD Disc Brak	CBOS	Active Head Restraints
CB7S	Left Rear Otr Trim Storage Bin	CERP	Medium Frost Beige Seats
CGUS	Child Seat Anchor System-LATCH	CGYS	Drv Inflatable Knee-Bolster A
CG3S	Advanced Multistage Front Air	CJ1S	Supplemental Frt Seat Side Air
CJ5S	Supp. Side Curtain All Rows A1	CKAS	Carpets - Floor and Cargo Area
CLAA	Front Easy Clean Floor Mats	CLBA	Left Rear Easy Clean Floor Mat
CLCA	Right Rear Easy Clean Floor Ma	CSRS	Passenger Assist Handle A-Pill
CSV5	Interior Assist Handles 2nd Ro	CS2S	Assist Handles 2nd Row B-Pilla
CTDP	2nd Row Overhead DVD Console	CUJP	Overhead Storage Bin
CUN5	Overhead Console	CVBS	Leather Wrapped Shift Knob
CVV5	Removable Center Frt Seat Cons	QWPS	Cupholders w/Overhead Illumina
QWRS	Single Rear O/H Console System	QNZP	2 Row Stow 'n Go w/Illuminate Se
CXBP	CDRA Tire Press Monitoring Sen	CYCS	2nd Row Buckets w/Fold-In-Flou
DG2	6-Speed Automatic 62TE Transmi	DHP	Auto/STICK (R) Automatic Transm
ERB	3.6L V6 24V VVT Engine	GAES	Sunscreen Glass
GFAS	Rear Window Defroster	GKBS	Right Sliding Door w/Glass

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice

WESTERN TOWING

4370 Pacific Hwy, San Diego, CA 92110
(619) 297-8697 FAX (619) 297-5805
Carrier I.D.# 59939



Ref/Tracking # _____

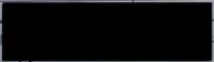
REQUESTED YES NO

VEH#	DATE <u>10-21-13</u>	UNIT # <u>7</u>	I.D. / CLM.#
NAME	HOOK-UP CHARGE	<u>45⁰⁰</u>	DESCRIPTION OF ADDITIONAL SERVICES AND CHARGES
ADDR	<u>5</u> MI @ <u>5⁰⁰</u>	<u>25⁰⁰</u>	<u>AIR BAG</u>
CITY <u>URMVL CA</u> ZIP	HR @		
PHON	STORAGE @ \$		
MAKE & YR. <u>JEEP</u>	DOLLY CHARGE		
MODEL <u>WRANGLER</u>	DROP SHAFT	DISPATCH TIME _____	DATE IN _____
LIC#	LABOR/STAND BY	ARRIVAL TIME _____	DATE OUT _____
VIN# <u>1J4AA2D1XA</u>	SERVICE CALL	COMPLETION TIME _____	DATE OUT _____
ODOMETER <u>36750</u>	OUTSIDE CHARGE	RELEASED BY: _____	
LOCATION	PAPER FEE	TRUCK # <u>15</u>	TOWED MILES
<u>310 R ST</u>	GATE FEE	<input type="checkbox"/> FLATBED	START _____
DATE _____ TIME _____	TOTAL <u>70⁰⁰</u>	<input checked="" type="checkbox"/> WHEEL LIFT	END _____
DESTINATION		<input type="checkbox"/> DOLLIES	TOT MI _____
<u>PERRY CHEVSELER</u>			
	<input checked="" type="checkbox"/> PAID		
	BILL TO <u>VISA</u>		
SHAFT HARDWARE / KEYS RECEIVED BY		VEH. CONDITION PHOTO	<input type="checkbox"/> YES <input type="checkbox"/> NO
		OFFICE USE	
SIGN AND PRINT VEHICLE RECEIVE	PO#		

THIS IS A RECEIPT FOR TOWING SERVICES ONLY. WESTERN TOWING IS NOT RESPONSIBLE FOR DAMAGE TO VEHICLES OR PERSONS. THE TOWING COMPANY IS NOT RESPONSIBLE FOR DAMAGE TO VEHICLES OR PERSONS. THE TOWING COMPANY IS NOT RESPONSIBLE FOR DAMAGE TO VEHICLES OR PERSONS.

FORD/CRAFT BUSINESS SYSTEMS (619) 275-1000

PRINTED ACCESSORIES UNDER \$8.0000 PAID BY CASH ARE SUBJECT TO FINANCIAL CHARGES



ECONOMY BUSINESS SYSTEMS, INC. 275-106

WESTERN TOWING & RECOVERY, INC. 275-106

WESTERN TOWING

4109 Pacific Hwy., San Diego, CA 92116
 (619) 581-8007 FAX (619) 581-8005
 Central U.D. & 59110

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice.

REQUESTED <input type="checkbox"/> YES <input type="checkbox"/> NO		DATE <u>10-21-11</u>	TIME <u>10:25</u>	DR. TRUCK #
NAME <u>[REDACTED]</u>	BOOK LE CHARGE <u>5</u>	AMT <u>50</u>	25	DRIVER (OWNER/DRIVER/OPERATOR/OPERATOR)
CITY <u>WINDY CO</u>	STORAGE & FEE	<u>ASR 016</u>		
PHONE	DAILY CHARGE	DISPATCH TIME		
MAKE & YR <u>2008</u>	DRUG SHIRT	DATE IN		
AND/OR <u>[REDACTED]</u>	LABOR/STAND BY	ARRIVAL TIME		
LIC# <u>[REDACTED]</u>	SERVICE CALL	COMPLETION TIME		
VIN# <u>[REDACTED]</u>	OUTSIDE CHARGE	MILEAGE		
ODOMETER <u>76250</u>	PARK FEE	TRUCK # / 5		
LOCATION <u>Reedy Christian</u>	GATE FEE	<input type="checkbox"/> FLATBED		
DESTINATION <u>MARQUEZ A/B</u>	DATE	TIME	TOTAL <u>70</u>	<input checked="" type="checkbox"/> WHEEL LIFT
PAID <input checked="" type="checkbox"/>	CHARGE <input type="checkbox"/>	<input type="checkbox"/> DOLLIES		
RECEIVED BY <u>[REDACTED]</u>	BILL TO <u>VISA</u>	VEH. CONDITION PHOTO		
PO#	<input type="checkbox"/> YES <input type="checkbox"/> NO			
OFFICE USE	OFFICE USE			

SIGNATURE
X [REDACTED]

The lessee of the card identified on this card is authorized to pay the lesser of the card provided, or the total amount of any other charge the cardholder is liable for, to pay each TOTAL together with any other charges the cardholder is liable for, in accordance with the agreement governing the use of such card.

QTY.	CLASS	DESCRIPTION	PRICE	AMOUNT
		<u>10w</u>		<u>70</u>
		<u>1587551</u>		
DATE <u>10-21-11</u>		AUTHORIZATION <u>085473</u>	SUB TOTAL <u>70</u>	
REFERENCE NO.		SERVER	TAX	
ID-FOLD/CHECK NO./LIC. NO. STATE		CLERK <u>1</u>	MISC	
			TOTAL	<u>70</u>

SALES SLIP
 CUSTOMER COPY

CUSTOMER: RETAIN THIS COPY FOR YOUR RECORDS

© 1994 DIXAL [REDACTED]

2223 KG 4900 LB
T255/75R17 C TIRES
60 MPH (37 PSI) COLD
T255/75R17 C TIRES
60 MPH (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: 1J4AA2D1XA [REDACTED]
VEHICLE MADE IN U.S.A. PAINT: PW1

TYPE: MPV
TRIM: B7DD

MDH: 032915 011AB



Jeep

ВЕРНА

ВЕРНА - СТАБИЛЬНА



















36
EMPIRE
MAGNETIC PROTRACTOR
TO ALL OF THE...
EMPIRE
MAGNETIC PROTRACTOR

















From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Oct 02 16:21:35 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

airbag squibb

Comments:

my light goes on and off, dinging all the time. Code B1 B02. I heard there
may be a recall on this. 2008 Wrangler

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Sat Oct 11 14:02:54 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Our records show that you have contacted us by telephone and we have addressed your concern.

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

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

Sincerely,

Shae-Lyn

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8833937V50574L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

airbag squibb

Comments:

my light goes on and off, dinging all the time. Code B1 B02. I heard there may be a recall on this. 2008 Wrangler

VIN:

8L [REDACTED]

Mileage:

67000

Servicing Dealer:

Title:

First Name:

[REDACTED]y

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Wilmington

State:

MA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

9 [REDACTED] 1

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Oct 21 09:50:25 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air Bag

Comments:

My air bag light is on for no reason. The dealer told me I have to pay over \$500. to have it fixed. Why should I have to pay for this when it should not be on in the first place?? I Love my Jeep but I am not feeling safe with this light on. Can this be fixed by the dealer with no (or little) cost to me?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Oct 26 13:35:29 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear J [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2010 Jeep Wrangler.

I am sorry to learn of the concerns raised regarding your vehicle's airbag warning light. I understand how this difficulty may cause concern and I do appreciate the time taken to bring this matter to my attention.

Due to the nature of your concern, your file has been escalated for further review. We feel this referral action will provide the best resource for your concerns. An agent will attempt to contact you within one business day at the phone number provided in your email ([REDACTED]). If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

Thanks again for your email, Jane. We look forward to further addressing this matter further with you.

Sincerely,

Jeff

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: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8857658V44929L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air Bag

Comments:

My air bag light is on for no reason. The dealer told me I have to pay over \$500. to have it fixed. Why should I have to pay for this when it should not be on in the first place?? I Love my Jeep but I am not feeling safe with this light on. Can this be fixed by the dealer with no (or little) cost to me?

VIN:

1J4 [REDACTED]

Mileage:

33000

Servicing Dealer:

Southern Dodge Norfolk VA

Title:

First Name:

██████

Middle Initial:

Last Name:

██████

Address 1:

████████████████████

Address 2:

City:

Virginia Beach

State:

VA

Zip:

2 ██████

Email:

████████████████████

Home Phone:

7 ██████████

From: J [REDACTED] t

To: customerassist@chrysler.com

Date: Mon Oct 27 08:48:48 EDT 2014

Subject: Reply to Chrysler Group LLC (KMM8857658V44929L0KM)

Reply Comments:

You can reach me anytime on my cell [REDACTED]

Thank You

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Oct 27 15:31:59 EDT 2014

Subject: Re: Reply to Chrysler Group LLC (KMM8857658V44929L0KM)

Dear [REDACTED]

[REDACTED] your response.

I have updated your file to reflect the information provided. It will be directed to your Case Manager for their attention and review.

Sincerely,

Jeff

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

Comments:

You can reach me anytime on my cell [REDACTED] Thank You [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Sep 29 10:14:43 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Complications

Comments:

To whom it wan concern. I have been having issues with a "clock spring/screw" not sure which one it is for 4 years. In the last 6 months it has become a constant issue when driving. I was told by the person watching it that there is a recall on it, however when I talked to the dealer they stated that my jeep does not fall under the recall. Can someone please tell me if there is an actual recall because until the light started flickering on and off I was told to keep an eye on it, that the random turn signal is not a problem. But now I have the airbag light going on and off. I have been quotes of \$360-\$700 to replace this. But this has been on going for 4 years. I have a child that I planned to pass this down to, but worry about safety issues? Please help me. I have a 2008 4 door jeep wrangler unlimited.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Oct 05 12:18:44 EDT 2014

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.

I regret to learn of the clock spring/screw concern you have experienced with your vehicle and appreciate the time you have taken to contact us with your request for information.

A review of our records indicates that your vehicle does not currently require service for any recall campaigns that pertain to a clock spring. 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 future 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.

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.

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

J24 Mopar Tow Bar

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

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

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

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

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE [REDACTED] 0

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8823548V25924L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Complications

Comments:

To whom it wan concern. I have been having issues with a "clock spring/screw" not sure which one it is for 4 years. In the last 6 months it has become a constant issue when driving. I was told by the person watching it that there is a recall on it, however when I talked to the dealer they stated that my jeep does not fall under the recall. Can someone please tell me if there is an actual recall because until the light started flickering on and off I was told to keep an eye on it, that the random turn signal is not a problem. But now I have the airbag light going on and off. I have been quotes of \$360-\$700 to replace this. But this has been on going for 4 years. I have a child that I planned to pass this down to, but worry about safety issues? Please help me. I have a 2008 4 door jeep wrangler unlimited.

VIN:

8L [REDACTED]

Mileage:

77300

Servicing Dealer:

Northgate

Title:

First Name:

T [REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Colerain

State:

OH

Zip:

██████1

Email:

████████████████████

Home Phone:

██████████

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Oct 02 09:07:43 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air Bag Light

Comments:

Two days ago, my Air Bag Light has been turning off and on randomly while driving. I am pretty sure it is the Clockspring, especially since other Jeeps owners have reported this same issue. Can I start a case number to fix this issue?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: M [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Oct 09 09:28:59 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I am truly sorry that you experienced an issue with your air bag light coming on in your vehicle and appreciate the time and effort you took to bring this matter to our attention. I would be happy to look into your concerns further however in order to do that, I would need some more information from you. If you could please respond to this email and advise on if you have gone into an authorized dealership within the past 30 days to have a diagnosis completed. If so, please provide the dealership name and location. Once we have this information, we will be better able to address your concerns.

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

Sincerely,

Sarah

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8830302V61339L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Air Bag Light

Comments:

Two days ago, my Air Bag Light has been turning off and on randomly while driving. I am pretty sure it is the Clockspring, especially since other Jeeps owners have reported this same issue. Can I start a case number to fix this issue?

VIN:

8L6 [REDACTED]

Mileage:

78456

Servicing Dealer:

Title:

First Name:

██████████

Middle Initial:

Last Name:

██████████

Address 1:

████████████████████

Address 2:

City:

Hays

State:

KS

Zip:

██████1

Email:

██

Work Phone:

████████████████

From: [REDACTED]m
To: customerassistre@chrysler.com
Date: Thu Sep 18 10:11:26 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

clockspring issue

Comments:

I have just recently started experiencing an issue with my clockspring triggering my air bag light to come on. i have been reserching the issue and have seen that there is an extended warranty on it. i was just currious if this extended warranty is true. and if i would be able to have it fixed at my local dealership. i am the 2nd owner of the vehicle.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Wed Sep 24 01:03:20 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to learn of the issues you are experiencing with your vehicle.

We do show you do have a extended for your clockspring, which is 120.0 months or 150000 miles.

You would be able to contact a jeep dealership and have this repaired at no charge to you.

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

J24 MOPAR TOW BAR

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.

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

Sincerely,

Victoria

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 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8804831V35000L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

clockspring issue

Comments:

I have just recently started experiencing an issue with my clockspring triggering my air bag light to come on. i have been reserching the issue and have seen that there is an extended warranty on it. i was just curious

if this extended warranty is true. and if i would be able to have it fixed
at my local dealership. i am the 2nd owner of the vehicle.

VIN:

7L2 [REDACTED]

Mileage:

107000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Fort Bragg

State:

NC

Zip:

2 [REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Sep 24 10:46:14 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Reimbursed for clock spring defect

Comments:

To: Chrysler Group LLC

Ref:

1. 2010 Rubicon Jeep, 1J4BA6D16AL [REDACTED]
2. H.W.
Hunter Inc. RO [REDACTED] 1, \$474.30

My Rubicon Jeep (ref. 1) with 25.6K miles had the edges of the airbag extruding from the steering column (see pics). This caused the airbag red warning light to come on, disabled the cruise control and set off the horn. This is a known problem, defect and safety risk that must be corrected by Chrysler. Chrysler has issued recalls for this known defect but limited to a small number of vehicles. Chrysler must do the right thing and step up to fix this potential safety issue before someone gets hurt.

This is my third Jeep supplied by Chrysler and will be my last Chrysler product if this issue is not resolved amicably. I want to be reimbursed for this repair (ref. 2).

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Sep 29 16:41:00 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We fully appreciate the time and effort you have taken to make us aware of your concerns. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

We have reviewed your concern in regards to reimbursement consideration; however, we are unable to accommodate your request at this time due to our records indicating that your vehicle does not currently require service for any recall campaigns.

We recommend that you keep all of your receipts and documents related to these repairs if your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail and can submit for reimbursement at that time. 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 future 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.

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.

Thank you for taking the time to communicate with us. We're sorry we cannot provide a more favorable reply.

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

Sincerely,

Ashley

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8814233V23260L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Reimbursed for clock spring defect

Comments:

To: Chrysler Group LLC Ref: 1. 2010 Rubicon Jeep, 1J4BA6D16AL [REDACTED]. H.W. Hunter Inc. RO No. [REDACTED], \$474.30 My Rubicon Jeep (ref. 1) with 25.6K miles had the edges of the airbag extruding from the steering column (see pics). This caused the airbag red warning light to come on, disabled the cruise control and set off the horn. This is a known problem, defect and safety risk that must be corrected by Chrysler. Chrysler has issued recalls for this known defect but limited to a small number of vehicles. Chrysler must do the right thing and step up to fix this potential safety issue before someone gets hurt. This is my third Jeep supplied by Chrysler and will be my last Chrysler product if this issue is not resolved amicably. I want to be reimbursed for this repair (ref. 2). [REDACTED]
[REDACTED]

VIN:

AL [REDACTED]

Mileage:

25610

Servicing Dealer:

2. H.W. Hunter Inc.

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Lancaster

State:

CA

Zip:

9 [REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]