

MOORE CHRYSLER JEEP INC
9600 W BELL RD
PEORIA, AZ 85382
623-972-6004

MOORE CHRYSLER JEEP INC
0017340008002022336001

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

Date: 06/03/2015 06:10:06 PM

CREDIT CARD SALE

CARD NUMBER: ***** S
TRAN AMOUNT: \$519.42
APPROVAL CD: 112999
RECORD #: 051
CLERK ID: treagan
SALES TAX: \$0.00

Customer Copy

MOORE CHRYSLER-JEEP8600 West Bell Road
Peoria, Arizona 85382**Jeep**

CHRYSLER

MOORE
AUTOMOTIVE GROUPService Direct 623.972.7199 • Main 623.972.6004 • Fax 623.298.0129
For online appointments & Discounts go to mooreauto.com**PEORIA SUBARU**8590 West Bell Road
Peoria, Arizona 85382**SUBARU**

CUSTOMER NO.	ADVISOR TRAVIS REAGAN	94797	TAG NO. 9008	INVOICE DATE 06/03/15	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 82,587	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 07/JEEP/WRANGLER/2DR 4WD X			DELIVERY DATE	DELIVERY MILES
PHOENIX, AZ	VEHICLE ID NO. 1 J 4 F A 2 4 1 X 7			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			F.O. NO.	H.O. DATE 06/03/15
RESIDENCE PHONE	BUSINESS PHONE			COMMENTS	
					MO: 82587

TOTALS

 * CASH..... CHECK..... CREDIT CARD..... CHARGE..... *

 * Thank you for choosing Moore Chrysler Jeep/Peoria Subaru *
 * If you are not completely satisfied with your service *
 * please contact Dustin Shepherd at 623-298-0117. *
 *
 * Please answer two short questions, a 10 indicates... *
 * COMPLETELY SATISFIED, anything less indicates a problem *
 * Please rate your satisfaction with Moore Automotive *
 * Circle one: 1 2 3 4 5 6 7 8 9 10! *
 *
 * Would you recommend Moore Automotive to your friends and *
 * family Circle one YES / NO *

TOTAL LABOR.... 178.50
 TOTAL PARTS.... 312.25
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 19.64
 TOTAL MISC DISC -17.85
 TOTAL TAX..... 26.88

TOTAL INVOICE \$ 519.42**SERVICE HOURS**MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM
SATURDAY 7:00 AM TO 5:00 PM

CUSTOMER SIGNATURE

MOORE CHRYSLER-JEEP

8600 West Bell Road
Peoria, Arizona 85382

Jeep

CHRYSLER

MOORE
AUTOMOTIVE GROUP

Service Direct 623.972.7199 • Main 623.972.6004 • Fax 623.298.0129
For online appointments & Discounts go to mooreauto.com

CHRYSLER

PEORIA SUBARU

8590 West Bell Road
Peoria, Arizona 85382



SUBARU

CUSTOMER NO.	ADVISOR TRAVIS REAGAN	94797	TAG NO 9008	INVOICE DATE 06/03/15	INVOICE NO.
PHOENIX, AZ	LAND RATE	DICENSE NO	MILEAGE 82,587	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 07/JEEP/WRANGLER/2DR 4WD X	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	PRODUCTION DATE
	VEHICLE I.D. NO 1 J 4 F A 2 4 1 X 7	H.O. DATE 06/03/15			
	BUSINESS PHONE	COMMENTS			MO: 82587

JOB# 1 CHARGES					
LABOR					
J# 1 08CHZ	ELEC/SPEEDO/CRUISE	TECH(S):34191	178.50		
AIR BAG LIGHT IS ON AND TURN SIGNAL DOES NOT CANCEL. CUST STATES POSSIBLE CLOCK SPRING. ADVISE. MPP WARRANTY AIRBAG CODE REPLACED CLOCKSPrING. VERIFIED PROPER OPERATION.					
PARTS					
CTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
1		5156106-AD	CLKSPRING 08015001	346.25	346.25
-1		TRDISCOUNT	PARTS DISCOUNT	34.00	34.00
TOTAL - PARTS				312.25	
MISC					
CODE	DESCRIPTION		CONTROL NO		
LDTR10	TRAVIS/10%			-17.85	
TOTAL - MISC				-17.85	
JOB# 1 TOTALS					
				LABOR	178.50
				PARTS	312.25
				MISC	-17.85
JOB# 1 JOURNAL PREFIX CHCS				JOB# 1 TOTAL	472.90
JOB# 2 CHARGES					
LABOR					
J# 2 08CHZINSPEC	MULTIPOINT INSPECT	TECH(S):34191	0.00		
PERFORM MULTI POINT INSPECTION ATTACH INSPECTION SHEET TO HARD COPY OF REPAIR ORDER VEHICLE MAINTENANCE COMPLETED MULTIPOINT INSPECTION					
JOB# 2 TOTALS					
JOB# 2 JOURNAL PREFIX CHCS				JOB# 2 TOTAL	0.00
MISC					
CODE	DESCRIPTION		CONTROL NO		
JOB # A	SS SHOP SUPPLIES/HAZ WASTE DISPOSAL			19.64	
TOTAL - MISC				19.64	

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jun 08 01:10:46 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air Bag Light

Comments:

I have a 2011 Wrangler and the Air Bag light recently started coming on. I find this annoying because the Jeep is 4 years old but I would like to know, is there any chance the air bag itself could accidentally deploy? I cant afford a costly repair right now, I would disable the air bag if I could.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]m

Date: Wed Jun 10 06:05:30 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the problems you have encountered with your 2011 Jeep Wrangler. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention.

Regrettably, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance they may contact our Technical Operations Resource Group or contact their regional Business Center.

If the vehicle is at the Dealership and the issues remain unresolved, please respond using your method of choice, either by phone or by using the link provided below to advise us of this information. We will be more than happy to further review your situation at that

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 NUMBER: [REDACTED]0

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9185033V30730L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air Bag Light

Comments:

I have a 2011 Wrangler and the Air Bag light recently started coming on. I find this annoying because the Jeep is 4 years old but I would like to know, is there any chance the air bag itself could accidentally deploy? I cant afford a costly repair right now, I would disable the air bag if I

could.

VIN:

BL5 [REDACTED]

Mileage:

72000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Merriam

State:

KS

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From:



To: customerassist@chrysler.com

Date: Mon Jun 22 12:47:53 EDT 2015

Subject: Reply to Chrysler Group LLC (KMM9185033V30730L0KM)

Reply Comments:

The dealership diagnosed and found the problem which is a defective clockspring. I declined to have the service performed due to the cost. Because this is a safety issue I asked the dealership if they can submit a claim to Chrysler Group to see if they can help me with the cost. Right now with the air bag light either on or flashing I don't feel comfortable driving the vehicle, and this Jeep is my only mode of transportation. Can you tell me the status of my request?

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jun 24 21:36:41 EDT 2015

Subject: Re: Reply to Chrysler Group LLC (KMM9185033V30730L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

In response to your recent email, Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.

We realize that vehicle service expenses cannot always be predicted and as such, they are often disappointing to the vehicle owner. Within warranty parameters, Chrysler Group LLC will not hesitate to assume the repair costs; however, after the warranty terms have been exceeded, charges must be accepted by the vehicle owner.

After reviewing the matter and issues raised, 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 at the time the expense was incurred.

We sympathize with your inconvenience and we are sorry that we cannot honor your request.

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 NUMBER: [REDACTED]

EMAIL CASE [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9205375V96201L0KM&

Original Message Follows:

Comments:

The dealership diagnosed and found the problem which is a defective clockspring. I declined to have the service performed due to the cost. Because this is a safety issue I asked the dealership if they can submit a claim to Chrysler Group to see if they can help me with the cost. Right now with the air bag light either on or flashing I don't feel comfortable driving the vehicle, and this Jeep is my only mode of transportation. Can you tell me the status of my request?

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jun 25 01:10:02 EDT 2015
Subject: Re: Reply to Chrysler Group LLC (KMM9205375V96201L0KM)

<HTML>

<BODY>

<div dir="ltr">It would have been easier if Jeep would have just taken care of this. I got the NHTSA to launch an investigation, I will wait for the recall. </div><div class="gmail_extra">
<div class="gmail_quote">On Wed, Jun 24, 2015 at 8:37 PM, customerassist <<a href="mailto:customerassist@chrysler.com"

target="_blank">customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

In response to your recent email, Chrysler is dedicated to producing a
quality product and we are saddened to hear of the issues you have had
with your vehicle. Products are not put out onto the market with
specific faults in mind and we cannot foresee when a vehicle may require
specific maintenance outside of the suggested maintenance routines.

We realize that vehicle service expenses cannot always be predicted and
as such, they are often disappointing to the vehicle owner. Within
warranty parameters, Chrysler Group LLC will not hesitate to assume the
repair costs; however, after the warranty terms have been exceeded,
charges must be accepted by the vehicle owner.

After reviewing the matter and issues raised, 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 at the time the expense was incurred.

We sympathize with your inconvenience and we are sorry that we cannot
honor your request.

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 NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: <a

href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9205375V96201L0KM
&" rel="noreferrer"

target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9205375V96
201L0KM&

Original Message Follows:

Comments:

The dealership diagnosed and found the problem which is a defective

clockspring. I declined to have the service performed due to the cost.

Because this is a safety issue I asked the dealership if they can

submit a

claim to Chrysler Group to see if they can help me with the cost. Right

now with the air bag light either on or flashing I don't feel

comfortable

driving the vehicle, and this Jeep is my only mode of transportation.

Can

you tell me the status of my request?

</blockquote></div>
</div>

</BODY>

</HTML>

From: customerassist@chrysler.com

To: b [REDACTED]

[REDACTED] 2015

Subject: Re: Reply to Chrysler Group LLC (KMM9205375V96201L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Your concern and frustration in the matter is understandable. Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

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 NUMBER:

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9205567V16541L0KM&

Original Message Follows:

It would have been easier if Jeep would have just taken care of this. I got the NHTSA to launch an investigation, I will wait for the recall.

On Wed, Jun 24, 2015 at 8:37 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

In response to your recent email, Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle. Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance outside of the suggested maintenance routines.

We realize that vehicle service expenses cannot always be predicted and as such, they are often disappointing to the vehicle owner. Within warranty parameters, Chrysler Group LLC will not hesitate to assume the repair costs; however, after the warranty terms have been exceeded,

charges must be accepted by the vehicle owner.

After reviewing the matter and issues raised, 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 at the time the expense was incurred.

We sympathize with your inconvenience and we are sorry that we cannot honor your request.

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 NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9205375V96201L0KM&

Original Message Follows:

Comments:

The dealership diagnosed and found the problem which is a defective clockspring. I declined to have the service performed due to the cost.

Because this is a safety issue I asked the dealership if they can submit a

claim to Chrysler Group to see if they can help me with the cost. Right now with the air bag light either on or flashing I don't feel comfortable

driving the vehicle, and this Jeep is my only mode of transportation.

Can

you tell me the status of my request?

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Jun 12 08:25:13 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Airbag Light / Clockspring

Comments:

Hello - I'm a new Jeep owner of a used 2008 Wrangler. My Jeep airbag light sensor has (2 days ago) suddenly started coming on and toggling off and random times. Is this the clockspring? If so, was a manufacturer's letter sent out to 2007-2008 owners for this issue? I'm military and in the middle of a move, so will be seeking service once I arrive in Colorado, but needed more information prior to contacting a service department. Here is my new address: [REDACTED] West, CO, [REDACTED].
Thank you. [REDACTED]

[REDACTED]

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Sun Jun 15 19:30:05 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

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

In response to your recent email, we regret the problems your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.

With the many variables involved, we are unable to diagnose your vehicle's problem via email. We would strongly recommend that you contact your authorized Chrysler Group LLC dealership to arrange an appointment for the proper diagnosis.

Chrysler Group LLC dealerships have the factory training, equipment and information available to them to diagnose and correct problems with Chrysler Group LLC vehicles.

A vehicle diagnosis will allow the service personnel to correct the issue if you choose to have the vehicle serviced at the dealership. There is a diagnostic fee associated with a diagnosis. We are unable to provide pricing on said diagnosis as we leave this at the dealerships discretion.

We apologize for the less than favorable response, but, finding a dealer is simple:

A dealership locator can be found on the brand web site in the "Find a Dealer" field of the Jeep® - <http://www.jeep.com>.

In addition, a review of our records indicates that your 2008 jeep Wrangler does not currently require service for any recall campaigns regarding the airbag or 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: 1J4FA24158L [REDACTED] where appropriate.

We always recommend keeping all repair orders/receipts for any work you have completed so that if in the future a recall or extended warranty is placed on your vehicle for that issue you are able to submit for reimbursement.

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.

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 NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8641810V75005L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Airbag Light / Clockspring

Comments:

Hello - I'm a new Jeep owner of a used 2008 Wrangler. My Jeep airbag light sensor has (2 days ago) suddenly started coming on and toggling off and random times. Is this the clockspring? If so, was a manufacturer's letter sent out to 2007-2008 owners for this issue? I'm military and in the middle of a move, so will be seeking service once I arrive in Colorado, but needed more information prior to contacting a service department. Here is my new address: [REDACTED]ve, Pueblo West, CO, [REDACTED].
Thank you. - [REDACTED]

VIN:

8L6 [REDACTED]

Mileage:

43000

Servicing Dealer:

Bayside Chrysler Plymouth Dodge

Title:

First Name:

[REDACTED]
[REDACTED]

Last Name:

[REDACTED]
Address 1:

[REDACTED]
Address 2:

City:

Ocean Springs

State:

MS

Zip:

[REDACTED]

Email:

b [REDACTED] m

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jul 01 12:52:12 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air Bag Warning Light Illuminating

Comments:

Hello- Can you please tell me how to seek reimbursement for a coilspring defect which caused my air bag warning light to illuminate ? It just cost me over \$600 to get it replaced. The vehicle was never in an accident and there is no reason for this failure except for a design or manufacturing defect. i will alert NHTSA of the problem as well. They have already done an investigation on this .

Thank you

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jul 03 20:29:32 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We regret to hear the concerns you have experienced with the air bag warning light on your vehicle. 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 mileage limitations of the 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.

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,

Eileen

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
[REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8672146V33772L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air Bag Warning Light Illuminating

Comments:

Hello- Can you please tell me how to seek reimbursement for a coil spring defect which caused my air bag warning light to illuminate ? It just cost me over \$600 to get it replaced. The vehicle was never in an accident and there is no reason for this failure except for a design or manufacturing defect. i will alert NHTSA of the problem as well. They have already done an investigation on this . Thank you

VIN:

8L[REDACTED]7

Mileage:

87377

Servicing Dealer:

Metro Jeep-Johnston, Rhode Island

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Cranston

State:

RI

Zip:

[REDACTED]

Email:

[REDACTED]

[REDACTED] Home Phone:

[REDACTED]

From: [REDACTED]
[REDACTED].com

Date: Thu Jul 03 11:13:28 EDT 2014

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Airbag Light on Dash

Comments:

Light comes on intermitently and for varying lengths of time. Forums suggest it may be a clockspring problem which could be covered by Jeep. Thought i'd check. Thanks.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: L [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jul 07 09:22:45 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We regret to hear of the concerns you are experiencing with your air bag light. Our records show your vehicle has an extended warranty X41 CLOCKSPRING this warranty is for 120 Months or 150,000 Miles which ever comes first. Your vehicle will require to be diagnosed at a Jeep dealership to determine if the repairs are under warranty. I have copied the the X41 information below.

The warranty period (3 years or 36,000 miles) on your Wrangler?s clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended

clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. If your vehicle is operating properly, there is nothing you are required to do.

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle?s other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the ?What?s Not Covered? items of your warranty remain the

same as stated in your Warranty Information book.

If you have already paid for the replacement of your airbag clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

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,

Eileen

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=KMM8674660V39365L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Airbag Light on Dash

Comments:

Light comes on intermitently and for varying lengths of time. Forums suggest it may be a clockspring problem which could be covered by Jeep. Thought i'd check. Thanks.

VIN:

7L1 [REDACTED]

Mileage:

73000

Servicing Dealer:

Faulkner Mazda

Title:

First Name:

[REDACTED]

[REDACTED]:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Harrisburg

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: a [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jul 08 07:36:04 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Failed Clock Spring

Comments:

I recently started experiencing issues with my 2009 Jeep Wrangler Unlimited. The airbag light on the dash kept flashing and a chime was sounding. I brought it into Courtesy Jeep in Brandon, FL and they diagnosed the issue as a failed clock spring. I authorized the repair and they fixed it. The reason I am writing is to inquire as to why this is not a recalled item. From what I can gather it is an extremely common failure in these models. So much so, that there is a recall for the same part on that model year, but only for the RHD models. Why is that? Your response is kindly appreciated.

Sincerely,

[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: a [REDACTED] m

Date: Sat Jul 12 01:29:19 EDT 2014

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 our attention.

In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Occasionally, a manufacturer will issue a recall for a customer satisfaction issue.

Your vehicle has not been determined to have any manufacturers defective parts placed on it. I advise that you keep all the original copies of you repair orders in the event that your vehicle is added to the recall in the future.

I regret that I cannot offer you a more favorable response at this time.

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,

William

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8683961V42959L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Failed Clock Spring

Comments:

I recently started experiencing issues with my 2009 Jeep Wrangler Unlimited.

The airbag light on the dash kept flashing and a chime was sounding. I brought it into Courtesy Jeep in Brandon, FL and they diagnosed the issue as a failed clock spring. I authorized the repair and they fixed it. The reason I am writing is to inquire as to why this is not a recalled item.

From what I can gather it is an extremely common failure in these models.

So much so, that there is a recall for the same part on that model year,

but only for the RHD models. Why is that? Your response is kindly appreciated. Sincerely, [REDACTED]

VIN:

9L [REDACTED]

Mileage:

85000

Servicing Dealer:

Courtesy Jeep Brandon, FL

Title:

First Name:

A [REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Lithia

State:

FL

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jul 08 09:36:30 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

AIR BAG SAFETY

Comments:

I have an air bag safety light lit on the dash. A scan pointed to the "clock spring" contact under the steering wheel. Friends told me that Jeep was making a policy adjustment to cover this safety issue. Will you help me with this problem? Thanks in advance. [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]y

Middle Initial:

Last Name: D [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Jul 12 05:35:09 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,

Tyler

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=KMM8684089V57709L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

AIR BAG SAFETY

Comments:

I have an air bag safety light lit on the dash. A scan pointed to the "clock spring" contact under the steering wheel. Friends told me that Jeep was making a policy adjustment to cover this safety issue. Will you help me with this problem? Thanks in advance, [REDACTED].

VIN:

8L5 [REDACTED]

Mileage:

141000

Servicing Dealer:

Title:

First Name:

[REDACTED]y

Middle Initial:

Last Name:

S

Address 1:

Address 2:

Naples

City:

CORPUS CHRISTI

State:

TX

Zip:

114

Email:

Work Phone:

██████████

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Jul 12 11:54:42 EDT 2014
Subject: Reply to Chrysler Group LLC (KMM8684089V57709L0KM)
Reply Comments:

My concerns have not been addressed, just dismissed.

CHRYSLER'S RECALL

NUMBER IS L37

NHTSA CAMPAIGN ID Number: 11V528000

CHRYSLER IS RECALLING

CERTAIN MODEL YEAR 2008-2012 RIGHT HAND DRIVE (RHD) JEEP WRANGLER VEHICLES
MANUFACTURED FROM FEBRUARY 1, 2007, THROUGH OCTOBER 10, 2011. SOME
VEHICLES

MAY BE EQUIPPED WITH DRIVER'S AIRBAG CLOCKSPrING ASSEMBLIES THAT COULD
EXPERIENCE A COMPROMISED AIRBAG CIRCUIT RESULTING IN AN AIRBAG LAMP
ILLUMINATION, WHICH INDICATES THAT THE AIRBAG MAY NOT DEPLOY.

My LHD

was made in 08/07. I will be contacting the NHTSA.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Jul 15 00:34:03 EDT 2014

Subject: Re: Reply to Chrysler Group LLC (KMM8684089V57709L0KM)

Dear [REDACTED]

Thank you for the reply.

Unfortunately, as you are aware, recalls are VIN specific and are determined by where the vehicle was built, when it was built and even what series of parts were used in its production.

It appears that this recall has not been placed on your VIN. We apologize, [REDACTED].

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,

Tyler

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=KMM8687705V98843L0KM&

Original Message Follows:

Comments:

My concerns have not been addressed, just dismissed. CHRYSLER'S RECALL NUMBER IS L37 NHTSA CAMPAIGN ID Number: 11V528000 CHRYSLER IS RECALLING CERTAIN MODEL YEAR 2008-2012 RIGHT HAND DRIVE (RHD) JEEP WRANGLER VEHICLES MANUFACTURED FROM FEBRUARY 1, 2007, THROUGH OCTOBER 10, 2011. SOME VEHICLES

MAY BE EQUIPPED WITH DRIVER'S AIRBAG CLOCKSPring ASSEMBLIES THAT COULD EXPERIENCE A COMPROMISED AIRBAG CIRCUIT RESULTING IN AN AIRBAG LAMP ILLUMINATION, WHICH INDICATES THAT THE AIRBAG MAY NOT DEPLOY. My LHD was made in 08/07. I will be contacting the NHTSA.

From: [REDACTED]

[REDACTED]com

Date: Tue Jul 22 11:58:56 EDT 2014

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Recall

Comments:

I noticed that my air bag light was on so i brought it to the dealer. they said there was something wrong with the spring and it had to be replaced for \$500. That is ridiculous since the airbag never was deployed and the fact that i have seen this on the TV news as an issue with all the Chrysler airbags i was wondering when you are starting the recall. i am sure you know that driving around with no air bag is a death sentience in today's driving. please get back to me ASAP as i would really not enjoy going to my daughters funeral at this time as she is only 18 years old. especially as it is a defect that you are aware of.

[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: s [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Jul 29 04:39:29 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

Please accept our sincere apologize for the delayed response to your email. Because of the public's current interest in Chrysler Group and our Products, we are unable to respond as promptly as we would like.

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.

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

Sincerely,

Melissa

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8710885V23169L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Recall

Comments:

I noticed that my air bag light was on so i brought it to the dealer. they said there was something wrong with the spring and it had to be replaced for \$500. That is ridiculous since the airbag never was deployed and the fact that i have seen this on the TV news as an issue with all the Chrysler airbags i was wondering when you are starting the recall. i am sure you know that driving around with no air bag is a death sentence in today's driving. please get back to me ASAP as i would really not enjoy going to my daughters funeral at this time as she is only 18 years old. especially

as it is a defect that you are aware of. M

VIN:

9L

Mileage:

53158

Servicing Dealer:

westbury, ny

Title:

First Name:

Middle Initial:

Last

Address 1:

Address 2:

City:

oyster bay

State:

NY

Zip:

Email:

Work Phone:

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-06-13 14:14:59.427364

Files Not Recieved: 0

Veronica, if you could please get me the number to whomever it is that I need to contact in regards to the TIPM module and seeing about getting that item recalled I would really appreciate it. Also, I have been without my jeep now, which has been killing the inner jeep owner inside of me apart lol. If there is anyway that we could put in "hustle" into my case I would really appreciate it. It is my daily driver and have not had it for some time now. I appreciate the work you have done thus far and am by no means am I trying to be a thorn in anyone's flesh... These are issues that I'm sure other jeep owners have have encountered and would like for this to be a scenario that helps others rather than just myself. Thanks for all your help!



RECEIVED DATE:

12/10/13

POSTED DATE :

12-6-13

VIN (FIRST 9 DIGITS)

000 000000

VIN (LAST 8 DIGITS)

8L

FIRST NAME:

LAST NAME :

CAIR :

000 000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

Sardis Auto Repair

Sardis Auto Repair
34470 Hwy. 104 So.
Sardis, TN 38371

(731)858-2115
ljridley@tds.net

Invoice

DATE	INVOICE #
04/22/2011	
TERMS	DUE DATE
Due on receipt	04/22/2011

BILL TO

SHIP TO

2008 Jeep Wrangler
Mileage---22700

AMOUNT DUE	ENCLOSED
\$323.28	

Please detach top portion and return with your payment.

Date	Activity	Quantity	Rate	Amount
04/22/2011	Clock Spring Assembly	1	273.28	273.28
04/22/2011	Replaced Clock Spring	1	50.00	50.00
SUBTOTAL				\$323.28
TAX (9.75%)				\$0.00
TOTAL				\$323.28

12-6-13

I had to pay to get this fixed before the recall was issued.

I would like to be reimbursed

Another thing now my service engine light is on with a code P1401 which says the egr valve is faulty. I guess I will have to replace it too. How many recalls before it is considered a lemon.

Thank you for your attention.



**PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle
Identification Number)

Notification Code

BL

M31

This service was previously performed on my vehicle (check one if applicable):

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

This vehicle was (check one if applicable):

☐ scrapped

☐ stolen

☐ exported

This vehicle was sold to (check one if applicable):

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

☒ Mr.

☐ Miss

☐ Mr. & Mrs.

☐ Dr.

☐ Mrs.

☐ Ms.

☐ Rev.

☐ Business

First Name _____

Last Name _____

Street Address _____

City Sardis

State TN

Zip Code _____

Email Address _____

[REDACTED]

Sardis, [REDACTED]

By-

Sardis Auto Repair
34470 Hwy. 104 So.
Sardis, TN 38371

(731)858-2115
ljridley@tds.net

Invoice

DATE	INVOICE #
04/22/2011	
TERMS	DUE DATE
Due on receipt	04/22/2011

BILL TO

SHIP TO
2008 Jeep Wrangler Mileage—22700

AMOUNT DUE	ENCLOSED
\$323.28	

x Please detach top portion and return with your payment x

Date	Description	Quantity	Rate	Amount
04/22/2011	Clock Spring Assembly	1	273.28	273.28
04/22/2011	Replaced Clock Spring	1	50.00	50.00
<i>This invoice was paid in full by check</i> <i>J. W. Ridley</i>				
Sardis Auto Repair, Inc. 34470 Hwy. 104 So. Sardis, Tennessee 38371				

SUBTOTAL	\$323.28
TAX (9.75%)	\$0.00
TOTAL	\$323.28

Case # [REDACTED]

Sardis Auto Repair
34470 Hwy. 104 So.
Sardis, TN 38371

(731)858-2115
ljridley@tds.net

Invoice

DATE	INVOICE #
04/22/2011	
TERMS	DUE DATE
Due on receipt	04/22/2011

BILL TO:

SHIP TO:
2008 Jeep Wrangler Mileage—22700

AMOUNT DUE	ENCLOSED
\$323.28	

x Please detach top portion and return with your payment x

Date	Description	Quantity	Rate	Amount
04/22/2011	Clock Spring Assembly	1	273.28	273.28
04/22/2011	Replaced Clock Spring	1	50.00	50.00
<i>This invoice was paid in full by check</i> <i>J. W. Ridley</i>				
Sardis Auto Repair, Inc. 34470 Hwy. 104 So. Sardis, Tennessee 38371				

SUBTOTAL	\$323.28
TAX (9.75%)	\$0.00
TOTAL	\$323.28

Case #



Sardis Auto Repair
34470 Hwy. 104 So.
Sardis, TN 38371

(731)858-2115
ljridley@tds.net

Invoice

DATE	INVOICE #
04/22/2011	
TERMS	DUE DATE
Due on receipt	04/22/2011

Bill To

SHIP TO
2008 Jeep Wrangler Mileage—22700

AMOUNT DUE	ENCLOSED
\$323.28	

x Please detach top portion and return with your payment x

Date	Description	Quantity	Rate	Amount
04/22/2011	Clock Spring Assembly	1	273.28	273.28
04/22/2011	Replaced Clock Spring	1	50.00	50.00
<i>This invoice was paid in full by check</i> <i>J. W. Ridley</i>				
Sardis Auto Repair, Inc. 34470 Hwy. 104 So. Sardis, Tennessee 38371				

SUBTOTAL	\$323.28
TAX (9.75%)	\$0.00
TOTAL	\$323.28

Case # [REDACTED]

Sardis Auto Repair
34470 Hwy. 104 So.
Sardis, TN 38371

(731)858-2115
ljridley@tds.net

Invoice

DATE	INVOICE #
04/22/2011	
TERMS	DUE DATE
Due on receipt	04/22/2011

BILL TO

SHIP TO
2008 Jeep Wrangler Mileage—22700

AMOUNT DUE	ENCLOSED
\$323.28	

x Please detach top portion and return with your payment x

Date	Description	Quantity	Rate	Amount
04/22/2011	Clock Spring Assembly	1	273.28	273.28
04/22/2011	Replaced Clock Spring	1	50.00	50.00
<i>This invoice was paid in full by check</i> <i>J. W. Ridley</i>				
Sardis Auto Repair, Inc. 34470 Hwy. 104 So. Sardis, Tennessee 38371				

SUBTOTAL	\$323.28
TAX (9.75%)	\$0.00
TOTAL	\$323.28

Case # [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Jan 12 19:54:36 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Air Bag light

Comments:

My air bag light keeps flashing on and off, According to the Dealer and current owners, a ton of 2007 and 2008 have this problem due to the clock spring. Is there a recall for this or will their be? Being that its part of a huge safety feature in the vehicle i figured it would be. Thank you for your help.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Jan 13 17:19:39 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

We are sorry to hear you are having an issue with your airbag light coming on and off. At this time there are no recalls on your vehicle. We would advise you to keep your repair records and if there ever is a recall on your vehicle you will be notified by mail with the address you have provided.

Thanks again for your email.

Sincerely,

Natasha

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=KMM8417230V51579L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Air Bag light

Comments:

My air bag light keeps flashing on and off, According to the Dealer and current owners, a ton of 2007 and 2008 have this problem due to the clock spring. Is there a recall for this or will their be? Being that its part of a huge safety feature in the vehicle i figured it would be. Thank you for your help.

VIN:

8 [REDACTED]

Mileage:

70080

Servicing Dealer:

Barrington Wickstrom

Title:

First Name |

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]s

Address 1:

[REDACTED]

Address 2:

City:

East Dundee

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]d

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Jan 26 23:37:04 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Airbag light comes on at 20mph

Comments:

I have a 2009 Jeep Wrangler JK unlimited with 43000 miles. The airbag indicator light comes on at 20mph. I have read hundreds of complaints about this problem. I am trying to find out if you will issue a recall. I am scared to drive this jeep because of the problem. I am scared for my 2 year old sons life. This is a major concern for me and I can not afford to have it in the shop. Please issue a recall. Please. If nothing is resolved I'll be forced to buy a different make and with so many complaints I would think you would have this fixed especially with it being such a safety concern. Again, please issue a recall.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Jan 27 18:23:13 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

We require the VIN in order to review your concern further.

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8437090V64993L0KM&

Original Message Follows:

Recall Information - C-Mobile Brand Site

Brief Description:

Airbag light comes on at 20mph

Comments:

I have a 2009 Jeep Wrangler JK unlimited with 43000 miles. The airbag indicator light comes on at 20mph. I have read hundreds of complaints about this problem. I am trying to find out if you will issue a recall. I am scared to drive this jeep because of the problem. I am scared for my 2 year old sons life. This is a major concern for me and I can not afford to have it in the shop. Please issue a recall. Please. If nothing is resolved I'll be forced to buy a different make and with so many complaints I would think you would have this fixed especially with it being such a safety concern. Again, please issue a recall.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]e

Address 2:

City:

alma

State:

AR

Zip:

[REDACTED]1

Email:

g[REDACTED]

Home Phone:

[REDACTED]

bGVtLiBJIGFtIHRyeWluZyB0byBmaW5kIG91dCBpZiB5b3Uqd2lsbCBpc3N1ZSBhIHJlY2FsbC4K

SQphbSBzY2FyZWQgdG8gZHJpdmUgdGhpcyBqZWVwIGJlY2F1c2Ugb2YgdGhlIHByb2JsZW0uI
Ekg
YW0gc2NhcmVklGZvciBteQoyCnllYXlgb2xklHNvbnMgbGlmZS4gVGhpcyBpcyBhIG1ham9yIGNv
bmNlcm4gZm9yIG1lIGFuZCBJIGNhbiBub3QgYWZmb3JkCnRvCmhhdmUgaXQgaW4gdGhlIHNo
b3Au
IFBsZWZfZSBpc3N1ZSBhIHJlY2FsbC4gUGxlYXNlLiBJZiBub3RoaW5nIGlzIApyZXNvbHZlZApJ
J2xsIGJlIGZvcmlZCB0byBidXkgYSBkaWZmZXJlbnQgbWFrZSBhbmQgd2l0aCBzbyBtYW55IGN
v
bXBsYWludHMgSSAKd291bGQKdGhpbmsgeW91IHdvdWxklGhhdmUgdGhpcyBmaXhlZCBlc3Bl
Y2lh
bGx5IHdpdGggaXQgYmVpbmcgc3VjaCBhIHNhZmV0eQpjb25jZXJuLiBBZ2FpbwgcGxlYXNlIGlz
c3VlIGegcmVjYWxsLgoKCgpWSU46CsKgwqDCoMKgwqDCoMKglApNaWxIYWdlOgrCoMKgwq
DCoMKg
wqAgCINlcnZpY2luZyBEZWFSZXI6CsKgwqDCoMKgwqDCoCAKVGl0bGU6CsKgwqDCoMKgwqD
CoCAK
Rmlyc3QgTmFtZToKwqDCoMKgwqDCoMKglE1hdHQKTWlkZGxlIEluaXRpYWw6CsKgwqDCoM
KgwqDC
oCAKTGFzdCBOYW1lOgrCoMKgwqDCoMKgwqAgZ3JpZmZpbGpBZGRyZXNzIDE6CsKgwqDCo
MKgwqDC
oCAxMTAyIHJlZCBvYWsgZHJpdmUKQWRkcmVzcyAyOgrCoMKgwqDCoMKgwqAgCkNpdHk6C
sKgwqDC
oMKgwqDCoCBhbG1hCIN0YXRlOgrCoMKgwqDCoMKgwqAgQVlKWmlwOgrCoMKgwqDCoMKg
wqAgNzI5
MjEKRW1haWw6CsKgwqDCoMKgwqDCoCBncmlmZmluNzI5MDNAeWFob28uY29tCkhvbWUgU
GhvbmlU6
CsKgwqDCoMKgwqDCoCA0NzkuNDYyLjU3NzUK

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Jan 27 19:48:03 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8437090V64993L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

A review of our records indicates that your 2009 Jeep Wrangler 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 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.

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

Unfortunately, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8437207V70083L0KM&

Original Message Follows:

Vin number- 1j4ga39159L [REDACTED]

Sent via the Samsung GALAXY S®4, an AT&T 4G LTE smartphone

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

From: customerassistre

Date: 01/27/2014 5:23 PM (GMT-06:00)

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8437090V64993L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

We require the VIN in order to review your concern further.

Thanks again for your email.

Sincerely,

Heather

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=KMM8437090V64993L0KM&

Original Message Follows:

Recall Information - C-Mobile Brand Site

Brief Description:

Airbag light comes on at 20mph

Comments:

I have a 2009 Jeep Wrangler JK unlimited with 43000 miles. The airbag indicator light comes on at 20mph. I have read hundreds of complaints about this problem. I am trying to find out if you will issue a recall.

I am scared to drive this jeep because of the problem. I am scared for my

2 year old sons life. This is a major concern for me and I can not afford to

have it in the shop. Please issue a recall. Please. If nothing is resolved

I'll be forced to buy a different make and with so many complaints I would

think you would have this fixed especially with it being such a safety concern. Again, please issue a recall.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

alma

State:

AR

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

To: customerassistre@chrysler.com

Date: Mon Jan 27 20:42:49 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8437207V70083L0KM)

SGVhdGhlciwgd2l0aCBzbyBtYW55IHByb2JsZW1zIGxpa2UgdGhpcyB3aHkgaXNuJ3QgdGhlcmUg

YSByZWNhbGw/IFlvdSBjYW4gcmVzZWZyY2ggYWlyYmFnIGxpZ2h0IG9uIGplZXAgd3JhbmdsZX
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bmcdgGhllEplZXAgQXNzaXN0YW5jZSBDZW50ZXluCgpBIHJldmlldyBvZiBvdXlgcmlVjb3JkcyBp
bmRyY2F0ZXMGdGhhdCB5b3VyIDlwMDkgSmVlcCBXcmFuZ2xlcjBkb2VzIG5vdCAKY3VycmlVud
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ZWQgb2YgYW55IGNoYW5nZSBvZiBhZGRyZXNzLgoKWW91IG1heSBhbHNvIGFjY2VzcyB0aG
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Zi1zZXJ2aWNlIHJlY2FsbCBzaXRllG9uIHRobSBpbmRlcm5ldCB0byAKY2hlY2sgb24geW91ciB2
ZWhpY2xlJ3MgaW52b2x2ZW1lbnQgaW4gYW55IGZ1dHVyZSB5ZWNhbgxzIHRoYXQgYXJlIApw
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aXNoZWQuwqAgU2ltcGx5IGdvIHRevIHlvdXlgYnJhbmQgd2Vic2l0ZSBPd25lcnMgcGFnZTrCoMKg
IGh0dHA6Ly93d3cuSmVlcC5jb20vZW4vb3duZXJzCmFuZCBlbnRlciB5b3VylFZlaGljbGUgSWRI
bnRpZmljYXRpb24gTnVtYmVylChWSU4pIHdoZXJlIGFwcHJvcHJpYXRILgoKSWYgeW91IGFyZS
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CmF0dGVudGlvbiwgd2UgY2VydGFpbmx5IHJlY29tbWVuZCB0aGF0IHlvdSBjb250YWN0IHlvdXlg

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aW5zcGVjdCB0aGUgdmVoaWNsZSBhbmQgCmRldGVybWluZSBhbiBhcHB3ByaWF0ZSBjb3V
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b2YgYWN0aW9uLgoKSSByZWdyZXQgdGhlIHByb2JsZW0geW91ciB2ZWhpY2xllGhhcyBleHBlc
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bmNlZCBhbmQgYXBwcmVjaWF0ZSB0aGUgCnRpbWUgYW5kIGVmZm9ydCB5b3UgdG9vayB0b
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SU5LOiBodHRwOi8vd3d3LmNocnlzbGVyLmNvbS93Y2NzL2JyYW5kX2ZvcmlzL3VzL3JlcGx5Lm
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aGFua3MgYWdhYW4gZm9yIHlvdXlglZW1haWwulAoKU2luY2VyZWx5LCAKCKhYXRoZXlCoMKglAoK

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bXBsYWludHMgSSAKd291bGQKdGhpbmsgeW91IHdvdWxklGhhdmUgdGhpcyBmaXhlZCBlc3Bl
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bGx5IHdpdGggaXQgYmVpbmcgc3VjaCBhIHNhZmV0eQpjb25jZXJuLiBBZ2FpbwgcGxlYXNlIGlz
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GhvbmlU6
CsKgwqDCoMKgwqDCoCA0NzkuNDYyLjU3NzU=

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Thu Jan 30 12:41:55 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8437207V70083L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

Unfortunately, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. 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.

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

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8441693V3715L0KM&

Original Message Follows:

Heather, with so many problems like this why isn't there a recall? You can research airbag light on jeep wrangler and hundreds and hundreds of owners are having the same problem. At what point will Chrysler say ok we understand many of you are having this problem and we will get it fixed?

Sent via the Samsung GALAXY S®4, an AT&T 4G LTE smartphone

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

From: customerassistre

Date: 01/27/2014 6:48 PM (GMT-06:00)

To: g [REDACTED] m

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8437207V70083L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

A review of our records indicates that your 2009 Jeep Wrangler 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 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.

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

Unfortunately, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8437207V70083L0KM&

Original Message Follows:

Vin number- 1j4ga39159L [REDACTED]

Sent via the Samsung GALAXY S®4, an AT&T 4G LTE smartphone

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

From: customerassistre

Date:01/27/2014 5:23 PM (GMT-06:00)

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8437090V64993L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Assistance Center.

We require the VIN in order to review your concern further.

Thanks again for your email.

Sincerely,

Heather

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8437090V64993L0KM&

Original Message Follows:

Recall Information - C-Mobile Brand Site

Brief Description:

Airbag light comes on at 20mph

Comments:

I have a 2009 Jeep Wrangler JK unlimited with 43000 miles. The airbag indicator light comes on at 20mph. I have read hundreds of complaints about this problem. I am trying to find out if you will issue a recall.

I

am scared to drive this jeep because of the problem. I am scared for my

2

year old sons life. This is a major concern for me and I can not afford to

have it in the shop. Please issue a recall. Please. If nothing is resolved

I'll be forced to buy a different make and with so many complaints I would

think you would have this fixed especially with it being such a safety concern. Again, please issue a recall.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:


Middle Initial:

Last Name:

g

Address 1:



Address 2:

City:

alma

State:

AR

Zip:



Email:



Home Phone:



RECEIVED DATE:

01/16/14

POSTED DATE :

1-13-14

VIN (FIRST 9 DIGITS)

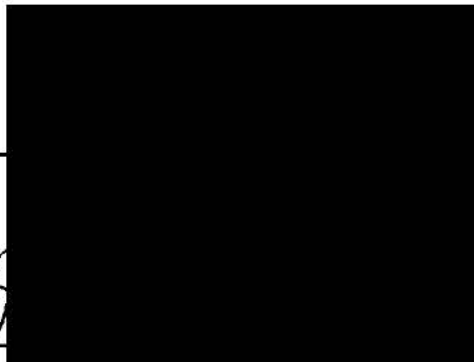
1J4GZ3911

VIN (LAST 8 DIGITS)

92



FIRST NAME:



LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



SAFETY RECALL M31 / NHTSA 13V-176

AIRBAG SYSTEM CLOCKSPRING

Dear: (Name)

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: xxxxxxxxxxxxxxxxx) 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
CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC

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.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M31

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

CUSTOMER #: [REDACTED]

**HAROLD
ZEIGLER**

- CHRYSLER DODGE RAM -

Kalamazoo4201 STADIUM DRIVE
KALAMAZOO, MICHIGAN 49008
(269) 375-4500

INVOICE

PAGE 1

BUS: [REDACTED]		CONT: [REDACTED]		SERVICE ADVISOR: 4469 CRAIG ENGLE	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
GREEN	09	JEEP WRANGLER UNLIMI	1J4GZ391191		53958/53959
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	INV. DATE
01JAN09 DL			17:00 08APR13		08APR13
R.O. OPENED		READY	OPTIONS: ENG:3.8_Liter		

10:33 08APR13 15:48 08APR13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUST STATES THAT AIRBAG LIGHT COMES ON AND GOES OFF WHILE DRIVING ALL
OF THE TIME, CK AND ADV
H10 CHRYSLER GENERAL REPAIR

9378 MOREHOUSE, NATE LIC#: M222589

CD

136.74 136.74

1 5156106AC CLKSPRING-STEERING COLUMN CONTROL

MOD

269.00 269.00 269.00

53958 HAS DTC: B1B06 DRIVER AIRBAG SQUIB 2 CIRCUIT OPEN. TESTED AND
FOUND BAD CLOCKSPPRING ASSY. REPLACED CLOCKSPPRING ASSY. CLEARED DTC.
OKAY NOW. (BE)

B VALVOLINE TRANSMISSION SERVICE

PROTECT VALVOLINE TRANSMISSION SERVICE

9378 MOREHOUSE, NATE LIC#: M222589

CD

71.95 71.95

1 ATF AUTOMATIC TRANS FLUID

49.20 49.20 49.20

1 VP094-C TRANS FLUSH

41.55 41.55 41.55

53959 COMPLETED TRANSMISSION FLUSH

EST: 225.00

08APR13 10:33 SA: 4469

ENVIRONMENTAL AND DISPOSAL FEES

20.87

IF YOU ARE NOT COMPLETELY SATISFIED WITH
YOUR SERVICE PLEASE CALL BOB KUEHL
AT 269-375-4500

CHRYSLER
DODGE
RAM

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO	ORIGINAL ESTIMATE (PARTS & LABOR) \$	AUTHORIZED ADD'L REPAIRS \$	ADD'L REPAIRS OK'D BY DATE	DESCRIPTION	TOTALS
				LABOR AMOUNT	208.69
				PARTS AMOUNT	359.75
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED	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. MATERIAL & RECYCLING: A small charge is included for supplies used on your vehicle. These items are nuts, bolts, screws, washers, aerospray, solvents, cleaning cloths, sealers, silicone treatment, etc.			GAS, OIL, LUBE	0.00
REPAIRS PROPERLY COMPLETED AND CHECKED BY ...	ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT P.A. 300.			SUBLET AMOUNT	0.00
	TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE			MISC. CHARGES	20.87
	I hereby authorize the repair work hereinafter set forth 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 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 and/or your employees permission to operate the vehicle herein described on express 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 hereto.			TOTAL CHARGES	589.31
CUSTOMER'S SIGNATURE X				LESS ADJUSTMENTS	0.00
				SALES TAX	22.84
				PLEASE PAY THIS AMOUNT	612.15

FAC. # F-117197

CUSTOMER COPY

Chrysler Consumer Assistance
Attention: Reimbursement
P.O. Box 21-8007
Auburn Hills, Michigan 48321-8007

[REDACTED]
Kalamazoo, Michigan [REDACTED]

RE: Safety Recall

Gentlemen:

I am the proud owner of a 2009 Jeep Wrangler Right Hand Drive. The VIN number on my jeep is 1J4GZ39119 [REDACTED]

On or about April 8, 2013, my airbag light illuminated and would not turn off. I took it in to my Chrysler dealer and had it fixed evidenced by the enclosed invoice. The invoice number is [REDACTED]

I paid an out of pocket expense of \$405.74 plus 6% Michigan sales tax.

I received a letter from my dealership indicating that a safety recall was issued shortly after my repairs were completed. This letter is enclosed. I am requesting reimbursement in accordance with this letter.

Please send the check to my above address.

I hope that you will live up to the standards for fair dealing on which you have built your success.

Sincerely,

[REDACTED]

Phone: [REDACTED]

Enc: Invoice [REDACTED] from Harold Zeigler
Safety recall letter

Sent certified letter: [REDACTED]

Return receipt requested

Kalamazoo, MI 4

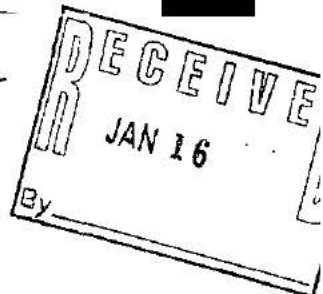
CERTIFIED MAIL™



1000

**RETURN RECEIPT
REQUESTED**

CHRYSLER CUSTOMER ASSISTANCE
ATTN: REIMBURSEMENT
P.O. BOX 21-8007
AUBURN HILLS, MICHIGAN
48321-8007



4832138007



[REDACTED]
To: customerassistre@chrysler.com

Date: Sun Feb 02 21:05:26 EST 2014

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Clock spring

Comments:

Need copy of extended warranty for clock spring on this jeep I just purchased

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]t

Date: Mon Feb 03 03:48:49 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Kevin

Thank you for contacting the Jeep Assistance Center.

VIN: 1J4FA54107L [REDACTED]

[REDACTED]

[REDACTED]

Corinth TX [REDACTED]

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended

clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. If your vehicle is operating properly, there is nothing you are required to do.

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the

same as stated in your Warranty Information book.

If you have already paid for the replacement of your airbag clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

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

G40 REPROGRAM EBC MODULE

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.

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: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8445461V17329L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Clock spring

Comments:

Need copy of extended warranty for clock spring on this jeep I just purchased

VIN:

7L [REDACTED]

Mileage:

112618

Servicing Dealer:

Huffines

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

R [REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Corinth

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

RECEIVED DATE:

02/06/14

POSTED DATE :

1-30-14

VIN (FIRST 9 DIGITS)

1J4GZ3913

VIN (LAST 8 DIGITS)

92

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES



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: 1J4GZ39139[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.

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M31

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



DODGE



Jeep

SRT



Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.



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ame d):

| | | | |

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**

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



91 [REDACTED] M31 001872

CLARKSON, NE [REDACTED]



001872/#62626/M31

CLARKSON MOTOR COMPANY, INC

313 Pine
PO Box 50
Clarkson, NE 68629-0050

(402) 892-3424 www.clarksonmotor.com E-mail: info@clarksonmotor.com

Invoice

DATE

INVOICE #

9/6/2013



BILL TO



CLARKSON, NE

PAID
09/06/2013

QTY	DESCRIPTION	RATE	AMOUNT
	2009 JEEP WRANGLER VIN# 1J4GZ39139 114254 MILES		
1	5156106AD CLOCKSPRING ASSEMBLY	259.00	259.00
1	AIR BAG LIGHT ON TEST AIR BAG SYSTEM INSTALL AIR BAG CLOCKSPRING ASSEMBLY	76.00	76.00
	Sales Tax	5.50%	14.25

THANK YOU FOR YOUR BUSINESS

Total

\$349.25

TERMS: Due by the 10TH of the Month Following Purchase.

A Service Charge of 1.5 % per month [18% Annual Percentage Rate] will be charged on all past due accounts.

Clarkson, NE

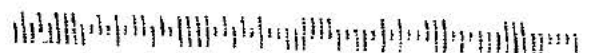
OMAHA, NE 680

30 JAN 2014 PM 4 T

FEB 06

CHRYSLER CUSTOMER ASSISTANCE
P.O. BOX 21-8007
AUBURN HILLS, MI 48321-8007

48321-8007



ATTENTION: REIMBURSEMENT

Document Recieved from Customer

Cair Number: 2 [REDACTED]

Date Received: 2014-02-17 13:27:07.624989

Files Not Recieved: 0

1 of 2

COVER Sheet

ATTENTION "ELLIE"

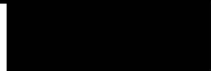
CASE #



801 736 3929



AMITE LA





301 River Highland Blvd
Covington, LA 70433
(985) 892-9165
Direct: (985) 892-2329
Fax: (985) 892-8991
www.rainbowcdj.com

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

R/O Open Date	R/O Number
2/13/14	
R/O Close Date	Status
2/13/14	Pre-Invoice
Mileage In	Mileage Out
49698	49699
Service Advisor / Tag #	
Michael Moreau/350	
Vehicle Identification Number	
1C4BJWKG8CI	
Delivery Date	In-Service Date
Color	License Number

AMITE, LA

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

#1 - E31: C/S AIR BAG WARNING LIGHT ON
Work performed by 922KB (922)
Installed 68003216AH :CLKSPRING: STEERING COLUMN C 1@249.00
AIR BAG LIGHT ON AND ALL STEERING WHEEL FUNCTIONS
INOP. DTC FOR B1B02 DRIVER AIR BAG SQUIB CIRCUIT O
PEN. TESTED AND FOUND FAULTY CLOCKSPRING, REMOVED A
ND REPLACED CLOCKSPRING, CLEARED AIR BAG LIGHT AND
TESTED ALL STEERING WHEEL FUNCTIONS, ALL FUNCTION
S OPERATIONAL.
STUB TECH 922 2.0HRS
Sub Total: 469.00

#2 - S42: ELECTRICAL
C/S ALL FUNCTIONS ON THE STEERING WHEEL ARE
INOP INCLUDING HORN.
SEE LINE 1 FOR REPAIRS.
Sub Total: .00

#3 - 99P: PERFORM VEHICLE CHECKUP MULTIPOINT INSPECTION
PERFORMED INSPECTION.
Sub Total: .00

* WITHIN THE NEXT 30 DAYS, YOU MAY RECEIVE A SURVEY FROM *
* CHRYSLER BY PHONE OR E-MAIL. WE VALUE YOUR FEEDBACK AND*
* ARE OFFERING A FREE OIL CHANGE FOR ANY COMPLETED SURVEY*
* RETURNED TO CHRYSLER! *

PAID

FEB 13 2014

OK# 5018

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	220.00
PARTS	249.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	13.45
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	41.04
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	523.49

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Oct 23 07:28:31 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Build Sheet

Comments:

I would like to request my build sheet please.

Thank You

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Oct 23 17:11:15 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

[REDACTED] contacting the Jeep Customer Assistance Center.

We are pleased to provide vehicle build information per your request.

According to our records, your vehicle was equipped from the factory with the following:

*A7 Cloth Seats w/Adj. Head Restraints

-JJ Dark Khaki/Medium Khaki

APAS Monotone Paint

BABS 160 Amp Alternator

BC2S 600 Amp Maintenance Free Battery

BNBS Electronic Stability Control

BNMP Traction Control

BNSP Electronic Roll Mitigation

BPTP Hydraulic Assist Brake Booster

BRWS 4-Wheel Disc Brakes

CACS Low Back Bucket Seats

CAGS Easy Access Passenger Seat

CDBS Reclining Front Seats

CDHP Driver Height Adjuster Seat

CFMS Rear Folding Seat

CGWS Advanced Multistage Front Air Bags**

CGXS RR Head Restraints Outboard Seating

CKES Front Seat Area Carpet

CKFP Rear Seat/Wheelhouse/Cargo Carpet

CKTS Cargo Tie Down Loops

CLMS Sport Bar w/Full Padding

CUFP Full Length Floor Console

CURS Rear Compartment Covered Storage

DGBS All 4-Speed Automatic Transmissions

DGV 4-Spd. Automatic VLP 42RLE Trans

DHES Command-Trac Shift-on-the-Fly 4WD

DJRS Next Gen. Dana 30 Solid Front Axle

DKEP Upgrade to Dana 44 HD Rear Axle

DMFP 4.10 Rear Axle Ratio

DRZS Next Gen. Dana 44 HD Rear Axle

DSA Anti-Spin Differential Rear Axle

DS7S Conventional Differential Frt Axle

EGT 3.8L V6 SMPI Engine

GBBS Tinted Windshield Glass
GCBS Front Door Tinted Glass
GCFS Full Metal Doors w/Roll-up Windows
GNAS Rear View Day/Night Mirror
GNDS Driver Side Sun Visor
GNYS Passenger Side Sun Visor
GTVS Swing-Away Mirrors
GXXS Sentry Key Theft Deterrent System
HAAP Air Conditioning
JAYS Instrument Cluster w/Tach
JCDS 100 MPH Primary Speedometer
JE8S Manual Door Locks
JF8S Manual Windows
JHAS Var Intermittent Windshield Wipers
JJFS Single Low Note Horn
JJJS 12V Auxiliary Power Outlet
JKAS Glove Box
KDSS RADIANT SILVER X Badge
KXSS RADIANT SILVER WRANGLER BADGE
K3XS BLACK Accent Color Fender Flares
LBBP Footwell Courtesy Lamp
LDAP Underhood Lamp
LMAS Halogen Headlamps
LPSS CHMSL Lamp
MBAS Black Front Bumper
MB5S Black Rear Bumper
MFRS Black Front Frame Overlay
MFTS Body Color Grille
MT2S Trail Rated Badge
MVCS Jeep Badge
NAE California Emissions
NF2S 18.6 Gallon Fuel Tank
PEMA Red Rock Crystal Pearl Coat
QEMS Red Rock Crystal Pearl Coat
RCGS 6 Speakers
RDDS Fixed Long Mast Antenna
RESS Uconnect 130 AM/FM/CD/MP3
SBAS Power Steering
SCAS Steering Wheel
SDUS Heavy Duty Suspension w/Gas Shocks
SHAS Front Stabilizer Bar

SHCS Rear Stabilizer Bar
SUAS Tilt Steering Column
TBBS Full Size Spare Tire
TBRS Outside Tire Carrier
TRMS P225/75R16 BSW On/Off Road Tires
TZAP Goodyear Brand Tires
VJXA Black Easy Folding Soft Top
WKBP Matching Spare Wheel
WLCS 16X7.0 Lux Styled Steel Wheels
WLYC All Steel Wheels
XCAS Occupant Classification System
XEES Fuel Tank Skid Plate Shield
XEFS Transfer Case Skid Plate Shield
XE9P Automatic Transmission Skid Bar
XJFS Tethered Fuel Filler Cap
XJH Locking Fuel Filler Cap
XPFS Protective Coating and Remover
X81S Instrument Panel Parts Module
X83S Front End Parts Module
X86S Complete Chassis Parts Module
X88S Tire & Wheel Parts Module
X92S Complete Body in White Parts Module
X94S Complete Painted Body Module
YAAS Build To U.S. Mkt. Specifications

Thanks again for your email.

Sincerely,

Tyler

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=KMM8318962V62675L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Build Sheet

Comments:

I would like to request my build sheet please. Thank You

VIN:

7L [REDACTED]

Mileage:

40000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

FPO

State:

CA

Zip:

9 [REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Oct 23 17:12:52 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

My apologies for the second email, but I noticed some information under your VIN you may want to know about. There are two extended warranties on the vehicle. The first is for the inlet check valve, which lasts for the life of the vehicle. There is a known issue with gas spitting back out when trying to fill the tank with fuel, it does not automatically shut off. The second is for the clockspring which is good for 10 years or 150,000 miles, whichever occurs first. This extended warranty is for the airbag indicator light illuminating.

Thanks again for your email.

Sincerely,

Tyler

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=KMM8318966V62772L0KM&

Previous Reply Follows:

Dear [REDACTED]

[REDACTED] contacting the Jeep Customer Assistance Center.

We are pleased to provide vehicle build information per your request.

According to our records, your vehicle was equipped from the factory with the following:

*A7 Cloth Seats w/Adj. Head Restraints

-JJ Dark Khaki/Medium Khaki

APAS Monotone Paint

BABS 160 Amp Alternator

BC2S 600 Amp Maintenance Free Battery

BNBS Electronic Stability Control

BNMP Traction Control

BNSP Electronic Roll Mitigation

BPTP Hydraulic Assist Brake Booster

BRWS 4-Wheel Disc Brakes

CACS Low Back Bucket Seats

CAGS Easy Access Passenger Seat

CDBS Reclining Front Seats

CDHP Driver Height Adjuster Seat
CFMS Rear Folding Seat
CGWS Advanced Multistage Front Air Bags**
CGXS RR Head Restraints Outboard Seating
CKES Front Seat Area Carpet
CKFP Rear Seat/Wheelhouse/Cargo Carpet
CKTS Cargo Tie Down Loops
CLMS Sport Bar w/Full Padding
CUFP Full Length Floor Console
CURS Rear Compartment Covered Storage
DGBS All 4-Speed Automatic Transmissions
DGV 4-Spd. Automatic VLP 42RLE Trans
DHES Command-Trac Shift-on-the-Fly 4WD
DJRS Next Gen. Dana 30 Solid Front Axle
DKEP Upgrade to Dana 44 HD Rear Axle
DMFP 4.10 Rear Axle Ratio
DRZS Next Gen. Dana 44 HD Rear Axle
DSA Anti-Spin Differential Rear Axle
DS7S Conventional Differential Frt Axle
EGT 3.8L V6 SMPI Engine
GBBS Tinted Windshield Glass
GCBS Front Door Tinted Glass
GCFS Full Metal Doors w/Roll-up Windows
GNAS Rear View Day/Night Mirror
GNDS Driver Side Sun Visor
GNYS Passenger Side Sun Visor
GTVS Swing-Away Mirrors
GXXS Sentry Key Theft Deterrent System
HAAP Air Conditioning
JAYS Instrument Cluster w/Tach
JCDS 100 MPH Primary Speedometer
JE8S Manual Door Locks
JF8S Manual Windows
JHAS Var Intermittent Windshield Wipers
JJFS Single Low Note Horn
JJJS 12V Auxiliary Power Outlet
JKAS Glove Box
KDSS RADIANT SILVER X Badge
KXSS RADIANT SILVER WRANGLER BADGE
K3XS BLACK Accent Color Fender Flares
LBBP Footwell Courtesy Lamp

LDAP Underhood Lamp
LMAS Halogen Headlamps
LPSS CHMSL Lamp
MBAS Black Front Bumper
MB5S Black Rear Bumper
MFRS Black Front Frame Overlay
MFTS Body Color Grille
MT2S Trail Rated Badge
MVCS Jeep Badge
NAE California Emissions
NF2S 18.6 Gallon Fuel Tank
PEMA Red Rock Crystal Pearl Coat
QEMS Red Rock Crystal Pearl Coat
RCGS 6 Speakers
RDDS Fixed Long Mast Antenna
RESS Uconnect 130 AM/FM/CD/MP3
SBAS Power Steering
SCAS Steering Wheel
SDUS Heavy Duty Suspension w/Gas Shocks
SHAS Front Stabilizer Bar
SHCS Rear Stabilizer Bar
SUAS Tilt Steering Column
TBBS Full Size Spare Tire
TBRS Outside Tire Carrier
TRMS P225/75R16 BSW On/Off Road Tires
TZAP Goodyear Brand Tires
VJXA Black Easy Folding Soft Top
WKBP Matching Spare Wheel
WLCS 16X7.0 Lux Styled Steel Wheels
WLYC All Steel Wheels
XCAS Occupant Classification System
XEES Fuel Tank Skid Plate Shield
XEFS Transfer Case Skid Plate Shield
XE9P Automatic Transmission Skid Bar
XJFS Tethered Fuel Filler Cap
XJH Locking Fuel Filler Cap
XPFS Protective Coating and Remover
X81S Instrument Panel Parts Module
X83S Front End Parts Module
X86S Complete Chassis Parts Module
X88S Tire & Wheel Parts Module

X92S Complete Body in White Parts Module

X94S Complete Painted Body Module

YAAS Build To U.S. Mkt. Specifications

Thanks again for your email.

Sincerely,

Tyler

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=KMM8318962V62675L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Build Sheet

Comments:

I would like to request my build sheet please. Thank You

VIN:

7L [REDACTED] 1

Mileage:

40000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

FPO

State:

CA

Zip:

9 [REDACTED]

Email:

[REDACTED]

Work Phone:

0 [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Oct 29 13:06:53 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Poor Service

Comments:

My girlfriend dropped off my 2011 Jeep Wrangler on the night of 14th October=

r

to the dealership of Cherry Hill Chrysler Jeep and Dodge in Cherry Hill, New Jersey for some warranty work on my front passenger side seat belt. The seat belt locking mechanism would engage immediately upon trying to pull out the belt. I was not in a rush for the work to be completed due to me being in San Diego for some military training, but hoping to have my Jeep back before I returned to New Jersey on the 26th. My girlfriend received a call on Friday the 18th that the Jeep was ready, and she then picked up Wednesday the 23rd . After getting the paper work and picking up my vehicle, just before she left the lot, she decided to check to see if the seat belt was fixed. To her amazement the seat belt was not fixed and also noticed that my airbag light was lit. Furthermore, the maintenance guys did not clean up after themselves because the packaging for the seat belt was left behind. She then returned to the service counter and told them the work was not done. After looking at it, she was told that they did in fact order and replace the belt but apparently it was the wrong one and they would order a new one in the morning. They also took the vehicle back in for another 30 minutes to fix the airbag light. I find it dumbfounding that the maintenance personnel order the wrong seat belt, left the trash in my vehicle and made no mention of the issue until she approached them after checking the work herself. Thursday the 24th, my girlfriend called the dealership to follow up that the correct seat belt was ordered, which they said it was. Friday the 25th they confirmed that it was ordered and the vehicle could be dropped off Saturday the 26th. We dropped off the vehicle Saturday morning and I asked them to look into a noise that just started and they told me it would be \$69 just to put the vehicle up on the lift. After all we went through the week before, they couldn=E2=80=99t just do a courtesy check for me? It turned out they did not charge me after the fact

and told me their diagnosis of the noise but after the hassle with the seat belt I couldn't believe they couldn't waive that lift fee from the start. It shocks me that a simple seat belt fix took over a week to correct. The survey people contacted me about the recent work done on my vehicle after my girlfriend brought it home (to wait on the new part) and I told them the truth and what happened; I gave them very low scores because I was shocked at how poorly the service was conducted. I was told I would further be contacted by a manager for more information on my review and never was. I am very displeased with the business side of this specific dealership and have zero intention to bring my vehicle back to this dealership for further work. Due to this issue, I have already told a friend who moved to the area recently, specifically to not bring his 2012 Jeep Wrangler to this dealership.

Sender Information:

Title: =20

First Name: J [REDACTED]

Middle Initial: =20

Last Name: [REDACTED]

From: customerassist@chrysler.com
[REDACTED]

Date: Tue Oct 29 19:39:42 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear J [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We have received your email regarding your recent service experience at Cherry Hill Chrysler Jeep Dodge.

We regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to our attention.

Based on the information provided by you, we can fully understand why you would not be pleased with the performance of the service team at Cherry Hill.

What we will do from here is contact the dealership by telephone and then file an internal complaint directed to that dealership and its management. This will allow them to be made aware of your dissatisfaction as well as enable them to correct their behavior in the future. All of which will be documented in this case.

If there is a need for more information from you, we will contact you again via email.

At this time, we apologize for your inconvenience.

In order to continue maintaining your Jeep, please feel free to use the tool below to locate a dealership you would be more happy working with.

Finding a dealer is simple:

A dealership locator can be found on the brand web site in the "Find a Dealer" field of the Jeep® - <http://www.jeep.com> home page.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8326755V89982L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Poor Service

Comments:

My girlfriend dropped off my 2011 Jeep Wrangler on the night of 14th October to the dealership of Cherry Hill Chrysler Jeep and Dodge in Cherry Hill, New Jersey for some warranty work on my front passenger side seat belt. The seat belt locking mechanism would engage immediately upon trying to pull out the belt. I was not in a rush for the work to be completed due to me being in San Diego for some military training, but hoping to have my Jeep back before I returned to New Jersey on the 26th. My girlfriend received a call on Friday the 18th that the Jeep was ready, and she then picked up Wednesday the 23rd. After getting the paper work and picking up my vehicle, just before she left the lot, she decided to check to see if the seat belt was fixed. To her amazement the seat belt was not fixed and also noticed that my airbag light was lit. Furthermore, the maintenance guys did not clean up after themselves because the packaging for the seat belt was left behind. She then returned to the service counter and told them the work was not done. After looking at it, she was told that they did in fact order and replace the belt but apparently it was the wrong one and they would order a new one in the morning. They also took the vehicle back in for another 30 minutes to fix the airbag light. I find it dumbfounding that the maintenance personnel order the wrong seat belt, left the trash in my vehicle and made no mention of the issue until she approached them after checking the work herself. Thursday the 24th, my girlfriend called the dealership to follow up that the correct seat belt was ordered, which they said it was. Friday the 25th they confirmed that it was ordered and the vehicle could be dropped off Saturday the 26th. We dropped off the vehicle Saturday morning and I asked them to look into a noise that just started and they told me it would be \$69 just to put the vehicle up on the lift. After all we went through the week before, they couldn't just do a courtesy check for me? It turned out they did not charge me after the fact and told me their diagnosis of the noise but after the hassle with the seat belt I couldn't believe they couldn't waive that lift fee from the start. It shocks me that a simple seat belt fix took over a week to correct. The survey people contacted me about the recent work done on my vehicle after my girlfriend brought it home (to wait on the new part) and I told them the truth and what happened; I gave them very low scores because I was shocked at how poorly the service was conducted. I was told I would further be contacted by a manager for more information on my review and never was. I am very displeased with the business side of this specific dealership and have zero intention to bring my vehicle back to this dealership for further work. Due to this issue, I have already told a friend who moved to the area recently, specifically to not bring his 2012 Jeep Wrangler to this dealership.

VIN:

BL6 [REDACTED]

Mileage:

11602

Servicing Dealer:

Cherry Hill Chrysler Jeep Dodge

Title:

First Name:

J [REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Mount Laurel

State:

NJ

Zip:

[REDACTED]

Email:

[REDACTED]m

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Nov 07 23:42:48 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

airbag light keeps coming on

Comments:

I have seen that the 2007 has a recall on the clockspring causing the airbag light to come on. My jeep is no longer under warranty and my light started coming on. I assume it is also the clock spring. Is this something I can have fixed under recall warranty?

Sender Information:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Nov 08 11:38:02 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We would like to apologize for the issue you are currently experiencing Brandon. Unfortunately, recalls are VIN specific. Recalls are determined by where the vehicle was built, when it was built, and with what series of parts. Your vehicle does not have any open recalls on it currently.

You have an extended warranty on the vehicle that would cover the "inlet check valve". This warranty is good for the life of the vehicle. You would know if you needed this repaired when fueling the vehicle. Have you noticed that when you fill your tank, that the fuel does not automatically shut off when the tank is full and may spill / spit out towards you? That is what this extended warranty covers.

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.

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

Sincerely,

Tyler

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED] 4

EMAIL CASE NUMBER: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8339252V28682L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

airbag light keeps coming on

Comments:

I have seen that the 2007 has a recall on the clockspring causing the airbag light to come on. My jeep is no longer under warranty and my light started coming on. I assume it is also the clock spring. Is this something I can have fixed under recall warranty?

VIN:

8L [REDACTED]

Mileage:

85000

Servicing Dealer:

safford jeep fredericksburg

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Fredericksburg

State:

VA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

11-20-13

For 2 pages including cover

Case #



Chrysler Group LLC

LPLW 5-Year Powertrain Inspection Worksheet

Print Form

Dealer Name: CAL SUPERSTORESCustomer Name: [REDACTED]Dealer Code: 4967Last 8 Digits of VIN: 01 [REDACTED]Mileage: 01467Phone: [REDACTED]Warranty Coverage Code: 603In-Service Date from VIP: 11-25-07Inspection Date within 60 days of In-Service date: 5-8-13

VIP validations - 1) original owner & owner identification matches 2) WCC 799 or 836 3) states "This vehicle is eligible for the Lifetime Powertrain Warranty 5 Yr. Inspection" and 4) inspection is within 60 days +/- of In-service date.

If owner identification does not match original owner - enter a VINPR with new ownership information.

☐ Yes

If answer YES to all 4 VIP validations, proceed with the powertrain inspection.

☐ No

If answer NO to any VIP validation, vehicle not eligible for powertrain inspection.

POWERTRAIN INSPECTION STEPS

1. Lift the vehicle on suitable hoist.

2a. Check all powertrain components for leaks.

Does the vehicle have a warrantable powertrain leak, obtain Service Manager approval for this repair to continue inspection. See dealer comments below.

* Does the vehicle have a non-warrantable powertrain leak, customer must authorize retail repair before inspection can continue. See dealer comments below.

Yes

☐

No

☒

Authorized
Repair
Complete

☐☐

2b. Check all powertrain components for physical damage.

* Does the vehicle's powertrain have physical damage, customer must authorize retail repair before inspection can continue. See dealer comments below.

☐☒☐

2c. * Does the vehicle have modifications that have affected the operation of the powertrain?
See dealer comments below.

☐☒☐

3. Lower the vehicle and check the level and condition of all applicable powertrain fluids.

Are powertrain fluids at acceptable levels?

☒ Yes

If NO, have these levels caused damage?

☒☐☐

Are powertrain fluid conditions acceptable?

☒ Yes

If NO, have these fluid conditions caused damage?

☒☐☐

4. Connect a diagnostic scan tool and check for any active powertrain related Diagnostic Trouble Codes (DTC).

If exhibiting any active powertrain related DTC, customer must authorize warrantable and non-warrantable repair before inspection can continue. See dealer comments below.

☐☒☐

Final inspection results

☐ FAILED☒ PASSED

DEALER COMMENTS:

Service Manager Signature: [Signature]Customer Signature: [Signature]

Return signed copy in dealer file and give copy to customer.

RO #: [REDACTED]

By signing, customer is acknowledging that he/she has passed the powertrain inspection OR that he/she has failed the powertrain inspection and will no longer receive the benefits of Lifetime Powertrain Limited Warranty.

*** EXCLUSIONS:** As stated in your Warranty Information book - Your warranties do not cover the costs of repairing damage or conditions caused by fire or accident; abuse or negligence; misuse - for example, driving over curbs or overloading; tampering with the emission systems, or with a part that could affect the emission systems; use of used parts, even if they were originally supplied by Chrysler (however, authorized Chrysler / Mopar remanufactured parts are covered); any changes made to your vehicle that do not comply with Chrysler; using any fluid that doesn't meet the minimum recommendations in your Owner's Manual; the cost of repairing damage caused by poor or improper maintenance; or any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle.

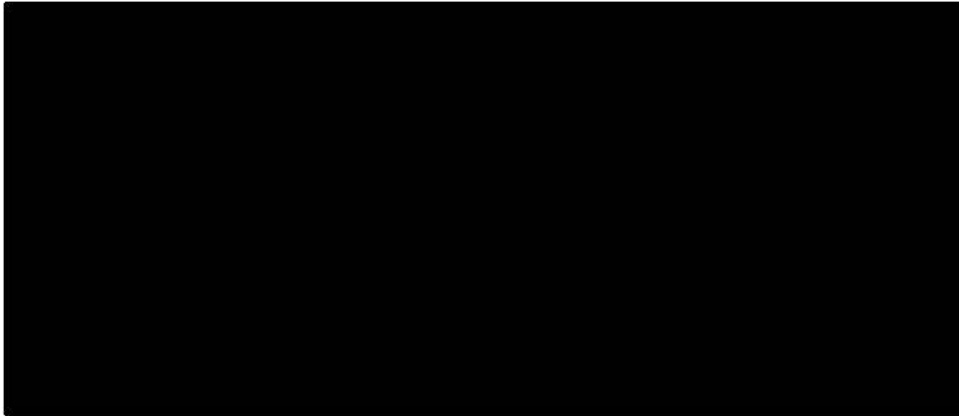
All other terms of the New Vehicle Limited Warranty including the section 1 (Your Rights Under These Limited Warranties) and section 3 (What's Not Covered) apply to the powertrain limited warranty.

This document supplements the warranties and conditions described in the vehicle's Warranty Information book.
No other coverages are altered or extended based on this document.

11-20-13

For 2 pages including cover

Case #



Chrysler Group LLC

LPLW 5-Year

Print Form

Powertrain Inspection Worksheet

Dealer Name: Car SuperStoresCustomer Name: [REDACTED]Dealer Code: 4962Last 8 Digits of VIN: [REDACTED]Mileage: 01467Phone #: [REDACTED]Warranty Coverage Code: 603In-Service Date from VIP: 11-25-07Inspection Date within 60 days of In-Service date: 5-8-13

VIP validations - 1) original owner & owner identification matches 2) WCC 799 or 836 3) states "This vehicle is eligible for the Lifetime Powertrain Warranty 5 Yr. Inspection" and 4) inspection is within 60 days +/- of In-service date.

If owner identification does not match original owner - enter a VINPR with new ownership information.

☐ Yes

If answer YES to all 4 VIP validations, proceed with the powertrain inspection.

☐ No

If answer NO to any VIP validation, vehicle not eligible for powertrain inspection.

POWERTRAIN INSPECTION STEPS

1. Lift the vehicle on suitable hoist.

2a. Check all powertrain components for leaks.

Does the vehicle have a warrantable powertrain leak, obtain Service Manager approval for this repair to continue inspection. See dealer comments below.

* Does the vehicle have a non-warrantable powertrain leak, customer must authorize retail repair before inspection can continue. See dealer comments below.

Yes

☐

No

☒Authorized
Repair
Complete☐☐

2b. Check all powertrain components for physical damage.

* Does the vehicle's powertrain have physical damage, customer must authorize retail repair before inspection can continue. See dealer comments below.

☐☒☐

2c. * Does the vehicle have modifications that have affected the operation of the powertrain?
See dealer comments below.

☐☒☐

3. Lower the vehicle and check the level and condition of all applicable powertrain fluids.

Are powertrain fluids at acceptable levels?

☒ Yes

If NO, have these levels caused damage?

☒☐☐

Are powertrain fluid conditions acceptable?

☒ Yes

If NO, have these fluid conditions caused damage?

☒☐☐

4. Connect a diagnostic scan tool and check for any active powertrain related Diagnostic Trouble Codes (DTC).

If exhibiting any active powertrain related DTC, customer must authorize warrantable and non-warrantable repair before inspection can continue. See dealer comments below.

☐☒☐

Final inspection results

☐ FAILED☒ PASSED

DEALER COMMENTS:

Service Manager Signature: [Signature]Customer Signature: [Signature]

Retain signed copy in dealer file and give copy to customer.

RO #: [REDACTED]

By signing, customer is acknowledging that he/she has passed the powertrain inspection OR that he/she has failed the powertrain inspection and will no longer receive the benefits of Lifetime Powertrain Limited Warranty.

*** EXCLUSIONS:** As stated in your Warranty Information book - Your warranties do not cover the costs of repairing damage or conditions caused by fire or accident; abuse or negligence; misuse - for example, driving over curbs or overloading; tampering with the emission systems, or with a part that could affect the emission systems; use of used parts, even if they were originally supplied by Chrysler (however, authorized Chrysler / Mopar remanufactured parts are covered); any changes made to your vehicle that do not comply with Chrysler; using any fluid that doesn't meet the minimum recommendations in your Owner's Manual; the cost of repairing damage caused by poor or improper maintenance; or any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle.

All other terms of the New Vehicle Limited Warranty including the section 1 (Your Rights Under These Limited Warranties) and section 3 (What's Not Covered) apply to the powertrain limited warranty.

This document supplements the warranties and conditions described in the vehicle's Warranty Information book.
No other coverages are altered or extended based on this document.

11-20-13

For 2 pages including cover

Case # [REDACTED]



Chrysler Group LLC

LPLW 5-Year

Print Form

Powertrain Inspection Worksheet

Dealer Name: CAL SUPERSTORESCustomer Name: [REDACTED]Dealer Code: 44962Last 8 Digits of VIN: 01Mileage: 01467Phone #: [REDACTED]Warranty Coverage Code: 603In-Service Date from VIP: 11-25-07Inspection Date within 60 days of In-Service date: 5-8-13

VIP validations - 1) original owner & owner identification matches 2) WCC 799 or 836 3) states "This vehicle is eligible for the Lifetime Powertrain Warranty 5 Yr. Inspection" and 4) inspection is within 60 days +/- of In-service date.

If owner identification does not match original owner - enter a VINPR with new ownership information.

☐ Yes

If answer YES to all 4 VIP validations, proceed with the powertrain inspection.

☐ No

If answer NO to any VIP validation, vehicle not eligible for powertrain inspection.

POWERTRAIN INSPECTION STEPS

1. Lift the vehicle on suitable hoist.

2a. Check all powertrain components for leaks.

Does the vehicle have a warrantable powertrain leak, obtain Service Manager approval for this repair to continue inspection. See dealer comments below.

* Does the vehicle have a non-warrantable powertrain leak, customer must authorize retail repair before inspection can continue. See dealer comments below.

Yes

☐

No

☒

Authorized Repair Complete

☐☐

2b. Check all powertrain components for physical damage.

* Does the vehicle's powertrain have physical damage, customer must authorize retail repair before inspection can continue. See dealer comments below.

☐☒☐☐

2c. * Does the vehicle have modifications that have affected the operation of the powertrain? See dealer comments below.

☐☒☐☐

3. Lower the vehicle and check the level and condition of all applicable powertrain fluids.

Are powertrain fluids at acceptable levels?

☒ Yes

If NO, have these levels caused damage?

☒☐☐

Are powertrain fluid conditions acceptable?

☒ Yes

If NO, have these fluid conditions caused damage?

☒☐☐

4. Connect a diagnostic scan tool and check for any active powertrain related Diagnostic Trouble Codes (DTC).

If exhibiting any active powertrain related DTC, customer must authorize warrantable and non-warrantable repair before inspection can continue. See dealer comments below.

☐☒☐

Final inspection results

☐ FAILED☒ PASSED

DEALER COMMENTS:

Service Manager Signature: [Signature]Customer Signature: [Signature]

Retain signed copy in dealer file and give copy to customer.

RO #: [REDACTED]

By signing, customer is acknowledging that he/she has passed the powertrain inspection OR that he/she has failed the powertrain inspection and will no longer receive the benefits of Lifetime Powertrain Limited Warranty.

*** EXCLUSIONS:** As stated in your Warranty Information book - Your warranties do not cover the costs of repairing damage or conditions caused by fire or accident; abuse or negligence; misuse - for example, driving over curbs or overloading; tampering with the emission systems, or with a part that could affect the emission systems; use of used parts, even if they were originally supplied by Chrysler (however, authorized Chrysler / Mopar remanufactured parts are covered); any changes made to your vehicle that do not comply with Chrysler; using any fluid that doesn't meet the minimum recommendations in your Owner's Manual; the cost of repairing damage caused by poor or improper maintenance; or any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle.

All other terms of the New Vehicle Limited Warranty including the section 1 (Your Rights Under These Limited Warranties) and section 3 (What's Not Covered) apply to the powertrain limited warranty.

This document supplements the warranties and conditions described in the vehicle's Warranty Information book. No other coverages are altered or extended based on this document.

11-20-13

For 2 pages including cover

Case #



Chrysler Group LLC

LPLW 5-Year Powertrain Inspection Worksheet

Print Form

Dealer Name: CAL SUPERSTORESCustomer Name: [REDACTED]Dealer Code: 44962Last 8 Digits of VIN: [REDACTED]Mileage: 81467Phone #: [REDACTED]Warranty Coverage Code: 803In-Service Date from VIN: 11-25-07Inspection Date within 60 days of In-Service date: 5-8-13

VIP validations - 1) original owner & owner identification matches 2) WCC 799 or 836 3) states "This vehicle is eligible for the Lifetime Powertrain Warranty 5 Yr. Inspection" and 4) inspection is within 60 days +/- of In-service date.

If owner identification does not match original owner - enter a VINPR with new ownership information.

☐ Yes

If answer YES to all 4 VIP validations, proceed with the powertrain inspection.

☐ No

If answer NO to any VIP validation, vehicle not eligible for powertrain inspection.

POWERTRAIN INSPECTION STEPS

1. Lift the vehicle on suitable hoist.

2a. Check all powertrain components for leaks.

Does the vehicle have a warrantable powertrain leak, obtain Service Manager approval for this repair to continue inspection. See dealer comments below.

* Does the vehicle have a non-warrantable powertrain leak, customer must authorize retail repair before inspection can continue. See dealer comments below.

Yes

☐

No

☒

Authorized
Repair
Complete

☐☐

2b. Check all powertrain components for physical damage.

* Does the vehicle's powertrain have physical damage, customer must authorize retail repair before inspection can continue. See dealer comments below.

☐☒☒☐

2c. * Does the vehicle have modifications that have affected the operation of the powertrain?
See dealer comments below.

☐☒☒☐

3. Lower the vehicle and check the level and condition of all applicable powertrain fluids.

Are powertrain fluids at acceptable levels?

☒ Yes

If NO, have these levels caused damage?

☒☐☐

Are powertrain fluid conditions acceptable?

☒ Yes

If NO, have these fluid conditions caused damage?

☒☐☐

4. Connect a diagnostic scan tool and check for any active powertrain related Diagnostic Trouble Codes (DTC).

If exhibiting any active powertrain related DTC, customer must authorize warrantable and non-warrantable repair before inspection can continue. See dealer comments below.

☐☒☒☐

Final inspection results

☐ FAILED☒ PASSED

DEALER COMMENTS:

Service Manager Signature: [Signature]Customer Signature: [Signature]

Return signed copy in dealer file and give copy to customer.

RO #: [REDACTED]

By signing, customer is acknowledging that he/she has passed the powertrain inspection OR that he/she has failed the powertrain inspection and will no longer receive the benefits of Lifetime Powertrain Limited Warranty.

*** EXCLUSIONS:** As stated in your Warranty Information book - Your warranties do not cover the costs of repairing damage or conditions caused by fire or accident; abuse or negligence; misuse - for example, driving over curbs or overloading; tampering with the emission systems, or with a part that could affect the emission systems; use of used parts, even if they were originally supplied by Chrysler (however, authorized Chrysler / Mopar remanufactured parts are covered); any changes made to your vehicle that do not comply with Chrysler; using any fluid that doesn't meet the minimum recommendations in your Owner's Manual; the cost of repairing damage caused by poor or improper maintenance; or any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle.

All other terms of the New Vehicle Limited Warranty including the section 1 (Your Rights Under These Limited Warranties) and section 3 (What's Not Covered) apply to the powertrain limited warranty.

This document supplements the warranties and conditions described in the vehicle's Warranty Information book.
No other coverages are altered or extended based on this document.

11-20-13

For 2 pages including cover

Case #



Chrysler Group LLC

LPLW 5-Year Powertrain Inspection Worksheet

Print Form

Dealer Name: CAL SUPERSTORESCustomer Name: [REDACTED]Dealer Code: 49962Last 8 Digits of VIN: 01 [REDACTED]Mileage: 01467Phone #: [REDACTED]Warranty Coverage Code: 603In-Service Date from VIN: 11-25-07Inspection Date within 60 days of In-Service date: 05-13

VIP validations - 1) original owner & owner identification matches 2) WCC 799 or 836 3) states "This vehicle is eligible for the Lifetime Powertrain Warranty 5 Yr. Inspection" and 4) inspection is within 60 days +/- of In-service date.

If owner identification does not match original owner, enter a VINPR with new ownership information.

☐ Yes

If answer YES to all 4 VIP validations, proceed with the powertrain inspection.

☐ No

If answer NO to any VIP validation, vehicle not eligible for powertrain inspection.

POWERTRAIN INSPECTION STEPS

1. Lift the vehicle on suitable hoist.

2a. Check all powertrain components for leaks.

Does the vehicle have a warrantable powertrain leak, obtain Service Manager approval for this repair to continue inspection. See dealer comments below.

* Does the vehicle have a non-warrantable powertrain leak, customer must authorize retail repair before inspection can continue. See dealer comments below.

Yes

☐☐

No

☒☒

Authorized
Repair
Complete

☐☐

2b. Check all powertrain components for physical damage.

* Does the vehicle's powertrain have physical damage, customer must authorize retail repair before inspection can continue. See dealer comments below.

☐☒☒☐

2c. * Does the vehicle have modifications that have affected the operation of the powertrain?
See dealer comments below.

☐☒☒☐

3. Lower the vehicle and check the level and condition of all applicable powertrain fluids.

Are powertrain fluids at acceptable levels?

☒ Yes

If NO, have these levels caused damage?

☒☐☐

Are powertrain fluid conditions acceptable?

☒ Yes

If NO, have these fluid conditions caused damage?

☒☐☐

4. Connect a diagnostic scan tool and check for any active powertrain related Diagnostic Trouble Codes (DTC).

If exhibiting any active powertrain related DTC, customer must authorize warrantable and non-warrantable repair before inspection can continue. See dealer comments below.

☐☒☒☐

Final inspection results

☐ FAILED☒ PASSED

DEALER COMMENTS:

Service Manager Signature: [Signature]Customer Signature: [Signature]

Return signed copy in dealer file and give copy to customer.

RO #: [REDACTED]

By signing, customer is acknowledging that he/she has passed the powertrain inspection OR that he/she has failed the powertrain inspection and will no longer receive the benefits of Lifetime Powertrain Limited Warranty.

*** EXCLUSIONS:** As stated in your Warranty Information book - Your warranties do not cover the costs of repairing damage or conditions caused by fire or accident; abuse or negligence; misuse - for example, driving over curbs or overloading; tampering with the emission systems, or with a part that could affect the emission systems; use of used parts, even if they were originally supplied by Chrysler (however, authorized Chrysler / Mopar remanufactured parts are covered); any changes made to your vehicle that do not comply with Chrysler; using any fluid that doesn't meet the minimum recommendations in your Owner's Manual; the cost of repairing damage caused by poor or improper maintenance; or any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle.

All other terms of the New Vehicle Limited Warranty including the section 1 (Your Rights Under These Limited Warranties) and section 3 (What's Not Covered) apply to the powertrain limited warranty.

This document supplements the warranties and conditions described in the vehicle's Warranty Information book. No other coverages are altered or extended based on this document.

11-20-13

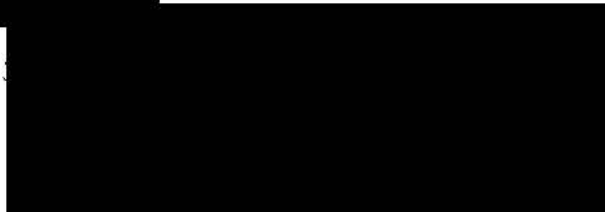
Fax 2 pages including cover

Case #



Phone

Call



Chrysler Group LLC

LPLW 5-Year

Print Form

Powertrain Inspection Worksheet

Dealer Name: Car SuperStoresCustomer Name: [REDACTED]Dealer Code: 4462Last 8 Digits of VIN: 025Mileage: 01467Phone #: [REDACTED]Warranty Coverage Code: 603In-Service Date from VIN: 11-25-07Inspection Date within 60 days of In-Service date: 5-8-13

VIP validations - 1) original owner & owner identification matches 2) WCC 799 or 836 3) states "This vehicle is eligible for the Lifetime Powertrain Warranty 5 Yr. Inspection" and 4) inspection is within 60 days +/- of In-service date.

If owner identification does not match original owner - enter a VINPR with new ownership information.

☐ Yes

If answer YES to all 4 VIP validations, proceed with the powertrain inspection.

☐ No

If answer NO to any VIP validation, vehicle not eligible for powertrain inspection.

POWERTRAIN INSPECTION STEPS

1. Lift the vehicle on suitable hoist.

2a. Check all powertrain components for leaks.

Does the vehicle have a warrantable powertrain leak, obtain Service Manager approval for this repair to continue inspection. See dealer comments below.

* Does the vehicle have a non-warrantable powertrain leak, customer must authorize retail repair before inspection can continue. See dealer comments below.

Yes

☐

No

☒

Authorized Repair Complete

☐☐

2b. Check all powertrain components for physical damage.

* Does the vehicle's powertrain have physical damage, customer must authorize retail repair before inspection can continue. See dealer comments below.

☐☒☐

2c. * Does the vehicle have modifications that have affected the operation of the powertrain? See dealer comments below.

☐☒☐

3. Lower the vehicle and check the level and condition of all applicable powertrain fluids.

Are powertrain fluids at acceptable levels?

☒ Yes

If NO, have these levels caused damage?

☒☐☐

Are powertrain fluid conditions acceptable?

☒ Yes

If NO, have these fluid conditions caused damage?

☒☐☐

4. Connect a diagnostic scan tool and check for any active powertrain related Diagnostic Trouble Codes (DTC).

If exhibiting any active powertrain related DTC, customer must authorize warrantable and non-warrantable repair before inspection can continue. See dealer comments below.

☐☒☐

Final inspection results

☐ FAILED☒ PASSED

DEALER COMMENTS:

Service Manager Signature: [Signature]Customer Signature: [Signature]

Retain signed copy in dealer file and give copy to customer.

RO #: [REDACTED]

By signing, customer is acknowledging that he/she has passed the powertrain inspection OR that he/she has failed the powertrain inspection and will no longer receive the benefits of Lifetime Powertrain Limited Warranty.

*** EXCLUSIONS:** As stated in your Warranty Information book - Your warranties do not cover the costs of repairing damage or conditions caused by fire or accident; abuse or negligence; misuse - for example, driving over curbs or overloading; tampering with the emission systems, or with a part that could affect the emission systems; use of used parts, even if they were originally supplied by Chrysler (however, authorized Chrysler / Mopar remanufactured parts are covered); any changes made to your vehicle that do not comply with Chrysler; using any fluid that doesn't meet the minimum recommendations in your Owner's Manual; the cost of repairing damage caused by poor or improper maintenance; or any part that was not on your vehicle when it left the manufacturing plant or is not certified for use on your vehicle.

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This document supplements the warranties and conditions described in the vehicle's Warranty Information book. No other coverages are altered or extended based on this document.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Nov 28 14:17:19 EST 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2009 Jeep Wrangler Unlimited

Comments:

Air bag light stays on.

Sometimes fails to crank once warmed up.

Exhaust

leak, cracked manifold. Dealer failed to fix starting and air bag problem.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Nov 29 19:46:59 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We appreciate the time and effort you took to bring this matter to our attention for further review and handling.

We regret the concerns you are experiencing with the vehicle at this time.

We would like to review the concerns further, once the dealership has been contacted for further information we will contact you to address the issues further.

Thanks again for your email.

Sincerely,

Josh

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=KMM8365157V72419L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2009 Jeep Wrangler Unlimited

Comments:

Air bag light stays on. Sometimes fails to crank once warmed up. Exhaust leak, cracked manifold. Dealer failed to fix starting and air bag problem.

VIN:

49L [REDACTED]

Mileage:

73100

Servicing Dealer:

Brookfield Dodge

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Eau Claire

State:

MI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Sat Nov 30 21:20:06 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8365157V72419L0KM)

Brookfield Dodge asked me to bring my jeep back in and they worked on the

starting issue and so far it has been working. They went out of their way

to make me satisfied. They took my jeep in for repair as soon as I arrived.

In less than one hour they had it fixed, at no cost to me! They surprised

me at how much they wanted me to be happy. Thanks [REDACTED]

On Friday, November 29, 2013 6:47 PM, customerassist <customerassi-

st@chrysler.com> wrote: Dear [REDACTED]: Thank you for contacting the

Jeep Customer Assistance Center. We appreciate the time and effort

you took to bring this matter to our attention for further review and handling.

We regret the concerns you are experiencing with the vehicle at this time.

We would like to review the concerns further, once the dealership has been

contacted for further information we will contact you to address the issues

further. Thanks again for your email.

Sincerely, Josh 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] 7

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DK=](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DK=MM8365157V72419L0KM&Original+Message+Follows)

MM8365157V72419L0KM&Original Message Follows:-----

-----AUS Customer Service - Jeep Brand Site Brief Description: =

2009 Jeep Wrangler Unlimited Comments: Air bag light stays on. Sometimes

fails to crank once warmed up. Exhaust leak, cracked manifold. Dealer

failed to fix starting and air bag problem. VIN: [REDACTED]

49L78172 Mileage: [REDACTED] 73100 Servicing Dealer: [REDACTED]

Brookfield Dodge Title: [REDACTED] First Name: [REDACTED]

Middle Initial: [REDACTED] Last Name: [REDACTED]

Address 1: [REDACTED]. Address 2: [REDACTED]

City: [REDACTED] Eau Claire State: [REDACTED] MI: [REDACTED] Zip:

[REDACTED] Email: [REDACTED] Home

Phone: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Dec 02 14:11:32 EST 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8365157V72419L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

In regards to your email, thank you for your recent email I have documented the information on file.

I'm glad the dealership has resolved the concern, and provided you with good service.

I will close the file at this time, however if you experience further concerns please feel free to contact us again.

Thanks again for your email.

Sincerely,

Josh

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: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8367386V11492L0KM&

Original Message Follows:

Brookfield Dodge asked me to bring my jeep back in and they worked on the starting issue and so far it has been working. They went out of their way to make me satisfied. They took my jeep in for repair as soon as I arrived. In less than one hour they had it fixed, at no cost to me! They surprised me at how much they wanted me to be happy. Thanks Steven A. Forkner

On Friday, November 29, 2013 6:47 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We appreciate the time and effort you took to bring this matter to our attention for further review and handling.

We regret the concerns you are experiencing with the vehicle at this time.

We would like to review the concerns further, once the dealership has been contacted for further information we will contact you to address the issues further.

Thanks again for your email.

Sincerely,

Josh

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: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8365157V72419L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2009 Jeep Wrangler Unlimited

Comments:

Air bag light stays on. Sometimes fails to crank once warmed up. Exhaust leak, cracked manifold. Dealer failed to fix starting and air bag problem.

VIN:

49 [REDACTED]

Mileage:

73100

Servicing Dealer:

Brookfield Dodge

Title:

First Name:

S [REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Eau Claire

State:

MI

Zip:

[REDACTED]

Email:

g [REDACTED]

Home Phone:

[REDACTED]

The Black Dog Tavern Company

Corporate Office
182 Palmer Avenue
Falmouth, MA 02540
508.444.8278 (direct)
508.540.4496 (fax)

Attn: [REDACTED]

**FACSIMILE TRANSMITTAL**

To: Chrysler Corp	Fax: 877-768-5076
From: [REDACTED]	Title:
Pages: [] 4	Date: 04/08/2014
Re: 2008 Jeep Wrangler PowerTrain Warranty	
Hello, I called in to the Chrysler Care Call Center to discuss an issue I am currently having with my 2008 Jeep Wrangler that is under warranty. While helping me the customer service rep saw that I missed my 5 year Powertrain Warranty inspection, due May 2013. This caught me as a surprise as I had no idea I was to perform such an inspection. Furthermore, my Jeep is always serviced by a reputable Jeep Dealership. How could it have been missed? After research, it appears the O' Hara Jeep Dealership in Falmouth, MA failed to provide me with this info or do the inspection when the Jeep was in for warranty work right when the inspection was due. Attached you will find the invoice for the work performed on June 25, 2013. My Jeep was in the shop for EGR valve replacement, 23 point inspection, lube oil, wiper blades and air filter. This inspection should have been performed then, but it was not. I have also attached my bank statement proving payment was made that day. I am hoping after reading this you will extend my Powertrain warranty inspection so that I may get it done ASAP. Thank you for your time, [REDACTED] VIN# 1J8FA24198L [REDACTED]	

Disclaimer goes here

CUSTOMER #

1

O'HARA MOTORS, INC.

50 Spring Bars Road
Falmouth, MA 02540
(508) 457-9300

www.oharamotors.com

INVOICE



CHRYSLER

DODGE

PAGE 1

RIDGEFIELD, CT

HOME

BUS:

CELL:

SERVICE ADVISOR: 1924 JEFF BOYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	08	JEEP WRANGLER	1J8FA24198L		69493/69493	T7062	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN08 DD			17:00 26JUN13			CASH	25JUN13

R.O. OPENED

READY

OPTIONS:

ENG:3.8_Liter

24JUN13

25JUN13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON HAS A CODE FOR EGR VALVE

CAUSE: CHECK ENGINE LIGHT ON

25014514 REPLACE EGR VALVE

8857 WC40 1.20

1 4593896AB VALVE EGR

1 5277928 GASKET EGR TUBE FLANGE

2 6508489AA SCREW-HEX FLANGE HEAD

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:



(N/C)

(N/C)

(N/C)

(N/C)

B CODE IS P404

INFO INFORMATIONAL ONLY

8857 WC 0.00

C** PERFORM 23 POINT INSPECTION INCLUDING CHECKING AND TOPPING OFF THE AIR PRESSURE AND WASHER FLUID.

16PTC COMPLETED 23 POINT INSPECTION INCLUDING TOPPING OFF THE TIRE PRESSURE AND WASHER FLUID.

820 CS 0.00

0.00

0.00

D** PERFORM LUBE OIL AND FILTER SERVICE WITH 6 QUARTS OF OIL AND A FACTORY MOPAR FILTER.

LOFC COMPLETED LUBE OIL AND FILTER SERVICE.

820 CS 0.30

6 68044413AB *OIL-5W20

1 4105409BC FILTER-ENGINE OIL

3.05

11.99

11.99

7.60

2.85

17.10

6.90

6.90

E** REPLACE AIR FILTER

AT O'HARA MOTORS OUR GOAL IS YOUR COMPLETE SATISFACTION. IF YOU ARE PLEASED, PLEASE TELL YOUR FRIENDS - IF NOT, PLEASE CALL OUR SERVICE MANAGER IMMEDIATELY. OF COURSE, WE WELCOME YOUR COMMENTS AT ANY TIME!

WE EMPLOY CHRYSLER - TRAINED
TECHNICIANS, AND WE USE GENUINE
CHRYSLER SERVICE PARTS

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. Not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control. I hereby authorize the repair work to be done along with the necessary materials and hereby grant you and/or your employees permission to operate the car or truck described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic lien is hereby acknowledged on the car or truck to secure the amount of repairs thereto. All work guaranteed for 90 days or 4000 miles, whichever occurs first.

X

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER COPY

CUSTOMER #:

O'HARA MOTORS, INC.

50 Spring Bars Road
Falmouth, MA 02540
(508) 457-9300

www.oharamotors.com

INVOICE

PAGE 2

CHRYSLER



DODGE

HOMI

BUS:

CELL:

SERVICE ADVISOR: 1924 JEFF BOYER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	08	JEEP WRANGLER	1J8FA241981		69493/69493	T7062	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN08 DD			17:00 26JUN13			CASH	25JUN13
R.O OPENED		READY	OPTIONS: ENG:3.8 Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CAUSE: CHECK, REMOVE, AND REPLACE DIRTY/OLD AIR FILTER WITH NEW
AFC REPLACED THE ENGINE AIR FILTER.

820	CS	0.20			9.99	9.99
1	53034018AE	FILTER-AIR		26.00	26.00	26.00

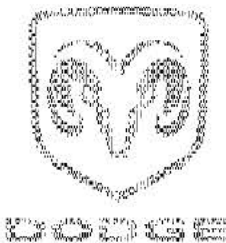
F** REPLACE WIPER BLADES AS RECOMMENDED.

WIPER REPLACED WIPER BLADES AS RECOMMENDED

820	CS	0.00			1.00	1.00
2	WB000015AF	BLADE-WIPER		9.00	9.00	18.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER		2.14

YOU MAY BE SOON RECEIVING A SURVEY FROM
CHRYSLER. THE COMPLETION AND RETURN OF THIS
SURVEY IS GREATLY APPRECIATED TO ASSIST US
TO BETTER SERVE YOU, OUR VALUED CUSTOMER.



"Cape Cod's Only Full Line
Chrysler Corporation
Dealer"

AT O'HARA MOTORS OUR GOAL IS YOUR
COMPLETE SATISFACTION. IF YOU ARE
PLEASED, PLEASE TELL YOUR FRIENDS - IF
NOT, PLEASE CALL OUR SERVICE
MANAGER IMMEDIATELY. OF COURSE, WE
WELCOME YOUR COMMENTS AT ANY
TIME!

WE EMPLOY CHRYSLER - TRAINED
TECHNICIANS, AND WE USE GENUINE
CHRYSLER SERVICE PARTS

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to
the sale of this item/vehicle. 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/vehicle. Not responsible for loss or
damage to vehicle or articles left in vehicle in case of fire, theft or any
other cause beyond our control. I hereby authorize the repair work to
be done along with the necessary materials and hereby grant you
and/or your employees permission to operate the car or truck described
on streets, highways, or elsewhere for the purpose of testing and/or
inspection. An express mechanic's lien is hereby acknowledged on the
car or truck to secure the amount of repairs thereto. All work
guaranteed for 90 days or 4000 miles, whichever occurs first.

X

DESCRIPTION	TOTALS
LABOR AMOUNT	22.98
PARTS AMOUNT	68.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	2.14
TOTAL CHARGES	93.12
LESS INSURANCE	0.00
SALES TAX	4.38
PLEASE PAY THIS AMOUNT	97.50

CUSTOMER COPY

Print This Page Close

Accounts > History & Statements for XXXXXX of 04/08/14 11:55 AM

Checking XXXXX from 06/25/2013 to 06/27/2013

Date	Type	Check #	Description	Withdrawal (-)	Deposit (+)	Running Balance

Pending Transactions

Total Pending Check and other Credit(s)

04/08/2014			DUNKIN #302521 Q35 FALMOUTH, MA, US on 04/08/2014	\$3.52		
04/07/2014			NETFLIX.COM NETFLIX.COM, CA, US on 04/07/2014	\$7.99		
04/07/2014			Edgartown Meat and Fish Edgartown, MA, US on 04/07/2014	\$16.47		

Posted Transactions

06/27/2013	VISA		STOP & SHOP #423 VINYARD HAVEN	\$25.99		\$807.15
06/27/2013	VISA		STEAMSHIP AUTHORITMASHPFF, MA #	\$10.09		\$833.14
06/27/2013	VISA		PARKSIDE MARKET FALMOUTH, MA	\$3.48		\$843.23
06/27/2013	ACH		JPMorgan Chase Ext Trnsfr Jun 27- Tran:	\$345.23		\$846.71
06/26/2013	VISA		OHARA MOTORS INC FALMOUTH, MA	\$97.50		\$1,191.94
06/26/2013	VISA		OLD BARN PACKAGE SWOODS HOLE, MA #000000	\$10.75		\$1,289.11
06/26/2013	VISA		STEAMSHIP AUTHORITMASHREE, #	\$1.59		\$1,300.19
06/26/2013	VISA		STEAMSHIP AUTHORITMASHREE, #	\$5.89		\$1,301.78
06/26/2013	VISA		STEAMSHIP AUTHORIT508-548- 5011	\$68.50		\$1,307.67
06/26/2013	VISA		STEAMSHIP AUTHORITWOODS	\$85.00		\$1,376.17

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 15 13:56:41 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

NHTSA Action Number : PE11019

Comments:

In the above action, Chrysler informed ODI that it intends to initiate a consumer satisfaction campaign for MY2007 LHD Wrangler which will extend the CS warranty coverage for 10 years or 150,000 miles. Accordingly the investigation was closed. The air bag warning light in my Jeep Wrangler kept going on and off; I brought it to the dealer, who determined that the clock spring was defective and that it needed to be replaced. The repair cost over \$750; the dealer informed me that despite Chrysler representing to the NHTSA that it would extend the CS warranty coverage for 10 years and 150,000 miles (and securing closure of the investigation), Chrysler was not providing the warranty coverage it promised. Please explain why or provide me reimbursement.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Apr 17 04:03:42 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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

A review of our records indicates that your 2008 Jeep Wrangler 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 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:1J8GA59158L5[REDACTED]) where appropriate.

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.

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,

Crystal

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=KMM8547388V21822L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

NHTSA Action Number : PE11019

Comments:

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VIN:

8L5 [REDACTED]

Mileage:

54600

Servicing Dealer:

Fields

Title:

First Name:

[REDACTED]n

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Winnetka

State:

IL

Zip:

[REDACTED]93

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Apr 17 07:46:35 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8547388V21822L0KM)

You didn't read the note! It is not out of warranty because:

Chrysler informed ODI that it intends to initiate a consumer satisfaction campaign for MY2007 LHD Wrangler which will extend the CS warranty coverage for 10 years or 150,000 miles.

I am asking jeep to honor that representation.

> On Apr 17, 2014, at 3:04 AM, customerassist <customerassist@chrysler.com> wrote:

>

> Chrysler informed ODI that it intends to initiate a

> consumer satisfaction campaign for MY2007 LHD Wrangler which will

> extend

> the CS warranty coverage for 10 years or 150,000 miles

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Apr 17 22:55:08 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8547388V21822L0KM)

Dear [REDACTED]

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If you have repaired the vehicle we recommend you keep your receipts. If a recall is issued in the future you will be able to submit for reimbursement.

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,

Crystal

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=KMM8548929V89708L0KM&

Original Message Follows:

You didn't read the note! It is not out of warranty because:

Chrysler informed ODI that it intends to initiate a consumer satisfaction campaign for MY2007 LHD Wrangler which will extend the CS warranty coverage for 10 years or 150,000 miles.

I am asking jeep to honor that representation.

> On Apr 17, 2014, at 3:04 AM, customerassist <customerassist@chrysler.com> wrote:

>

> Chrysler informed ODI that it intends to initiate a

> consumer satisfaction campaign for MY2007 LHD Wrangler which will

> extend

> the CS warranty coverage for 10 years or 150,000 miles

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Apr 18 17:36:36 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8548929V89708L0KM)
Hello Crystal.

Yes I have "new information" to provide:

1. It's a 2007 Jeep Wrangler, not 2008.
2. In securing closure of an investigation by the U.S. National Highway Traffic Safety Administration ("NHTSA") into defective clock springs, Chrysler represented to the NHTSA that it would "initiate a consumer satisfaction campaign for MY2007 LHD Wrangler which will extend the [clock spring] warranty coverage for 10 years or 150,000 miles." See NHTSA Action Number : PE11019.
3. As a result of the above representation by Chrysler, the NHTSA closed the investigation.
4. Last week, I brought my 2007 Jeep Wrangler into my dealer for repair of a defective clock spring. Despite Chrysler's representations to the NHTSA, Chrysler refused to provide warranty coverage for the \$750 in repairs even though my car has far less than 150,000 miles and is of course less than 10 years old.

If you fail to acknowledge this request that Chrysler honor its commitment, I will bring this matter to the attention of the Illinois Attorney General, the NHTSA, and Chrysler senior management.

I look forward to your response.

[REDACTED]

On 4/17/14 9:55 PM, "customerassist" <customerassist@chrysler.com> wrote:

>Dear [REDACTED]

>

>Thank you for your recent email, although it does not contain any
>information that would cause a change in the previous decision. Your
>request must again be respectfully declined.

>

>Any future communication related to this issue will be retained in
>corporate records.

>

>If you have repaired the vehicle we recommend you keep your receipts.

>If a recall is issued in the future you will be able to submit for
>reimbursement.

>

>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,

>

>Crystal

>

>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=KMM8548929V89](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8548929V89708L0KM&)
>708L0KM&

>

>

>

>Original Message Follows:

>-----

>You didn't read the note! It is not out of warranty because:

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>consumer satisfaction campaign for MY2007 LHD Wrangler which will extend

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>>

>> Chrysler informed ODI that it intends to initiate a

>> consumer satisfaction campaign for MY2007 LHD Wrangler which will

>> extend

>> the CS warranty coverage for 10 years or 150,000 miles

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Apr 21 23:18:56 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8548929V89708L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We have documented your concern.

As previously stated, there are no recalls, or extended warranties on your vehicle.

Any future communication related to this issue will be retained in corporate records.

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,

Crystal

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: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8553317V36736L0KM&

Original Message Follows:

Hello Crystal.

Yes I have "new information" to provide:

1. It's a 2007 Jeep Wrangler, not 2008.
2. In securing closure of an investigation by the U.S. National Highway Traffic Safety Administration ("NHTSA") into defective clock springs, Chrysler represented to the NHTSA that it would "initiate a consumer satisfaction campaign for MY2007 LHD Wrangler which will extend the [clock spring] warranty coverage for 10 years or 150,000 miles." See NHTSA Action Number : PE11019.
3. As a result of the above representation by Chrysler, the NHTSA closed the investigation.
4. Last week, I brought my 2007 Jeep Wrangler into my dealer for repair of a defective clock spring. Despite Chrysler's representations to the NHTSA, Chrysler refused to provide warranty coverage for the \$750 in repairs even though my car has far less than 150,000 miles and is of course less than 10 years old.

If you fail to acknowledge this request that Chrysler honor its commitment, I will bring this matter to the attention of the Illinois

Attorney General, the NHTSA, and Chrysler senior management.

I look forward to your response.

Ron Gavillet

On 4/17/14 9:55 PM, "customerassist" <customerassist@chrysler.com> wrote:

>Dear [REDACTED]

>

>Thank you for your recent email, although it does not contain any
>information that would cause a change in the previous decision. Your
>request must again be respectfully declined.

>

>Any future communication related to this issue will be retained in
>corporate records.

>

>If you have repaired the vehicle we recommend you keep your receipts.
>If a recall is issued in the future you will be able to submit for
>reimbursement.

>

>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,

>

>Crystal

>

>Customer Service Representative
>Jeep Customer Assistance Center

>

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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=KMM8548929V89708L0KM&

>

>

>

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>-----

>You didn't read the note! It is not out of warranty because:

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>>

>> Chrysler informed ODI that it intends to initiate a

>> consumer satisfaction campaign for MY2007 LHD Wrangler which will

>> extend

>> the CS warranty coverage for 10 years or 150,000 miles

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 22 09:48:15 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8553317V36736L0KM)
Crystal,

Please respond to the question I asked.

If you cannot, please forward this note to someone who can.

[REDACTED]

On 4/21/14 10:19 PM, "customerassist" <customerassist@chrysler.com> wrote:

>Dear [REDACTED]
>
>Thank you for contacting the Jeep Customer Assistance Center.
>
>We have documented your concern.
>
>As previously stated, there are no recalls, or extended warranties on
>your vehicle.
>
>Any future communication related to this issue will be retained in
>corporate records.
>
>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,
>
>Crystal
>
>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=KMM8553317V36736L0KM&

>

>

>

>Original Message Follows:

>-----

>Hello Crystal.

>

>Yes I have "new information" to provide:

>

>1. It's a 2007 Jeep Wrangler, not 2008.

>

>2, In securing closure of an investigation by the U.S. National Highway

>Traffic Safety Administration ("NHTSA") into defective clock springs,

>Chrysler represented to the NHTSA that it would "initiate a consumer

>satisfaction campaign for MY2007 LHD Wrangler which will extend the

>[clock

>spring] warranty coverage for 10 years or 150,000 miles." See NHTSA

>Action

>Number : PE11019.

>

>3. As a result of the above representation by Chrysler, the NHTSA

>closed

>the investigation.

>

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>of a defective clock spring. Despite Chrysler's representations to the

>NHTSA, Chrysler refused to provide warranty coverage for the \$750 in

>repairs even though my car has far less than 150,000 miles and is of

>course less than 10 years old.

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>If you fail to acknowledge this request that Chrysler honor its

>commitment, I will bring this matter to the attention of the Illinois

>Attorney General, the NHTSA, and Chrysler senior management.

>

>I look forward to your response.

>
> [REDACTED]
>
>
>
>
>
>
>
>
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>On 4/17/14 9:55 PM, "customerassist" <customerassist@chrysler.com>
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>
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>>corporate records.
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>>If you have repaired the vehicle we recommend you keep your receipts.
>>If a recall is issued in the future you will be able to submit for
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>>Thank you again for your email. Should you require additional
>>assistance, or have any new information to provide, please reply to
>this
>>email message or call 1-877-I-AM-JEEP (1-877-426-5337).
>>
>>Sincerely,
>>
>>Crystal
>>
>>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=KMM8548929

>V89

>>708L0KM&

>>

>>

>>

>>Original Message Follows:

>>-----

>>You didn't read the note! It is not out of warranty because:

>> Chrysler informed ODI that it intends to initiate a

>>consumer satisfaction campaign for MY2007 LHD Wrangler which will

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>>the CS warranty coverage for 10 years or 150,000 miles.

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>>I am asking jeep to honor that representation.

>>> On Apr 17, 2014, at 3:04 AM, customerassist

>><customerassist@chrysler.com> wrote:

>>>

>>> Chrysler informed ODI that it intends to initiate a

>>> consumer satisfaction campaign for MY2007 LHD Wrangler which will

>>> extend

>>> the CS warranty coverage for 10 years or 150,000 miles

>

>

CAIR [REDACTED] 5/5/14
Jennifer Phillips

From: Kathleen Tierney <kathleen.tierney@ignitesocialmedia.com>
Sent: Monday, May 05, 2014 1:10 PM
To: Chrysler Top Care Team Group
Cc: Maria Jewett
Subject: Customer Escalation [REDACTED]
Attachments: Customer Escalation- [REDACTED]

Hi all,

This customer posted on the Jeep Facebook page regarding a clock spring malfunction on her 2009 Jeep Wrangler Rubicon. Details are attached.

Thanks,
Kathleen

Kathleen Tierney // Content Manager
Ignite Social Media // Birmingham, MI // 248-530-4451
kathleen.tierney@ignitesocialmedia.com // @ktierney105 // @ignitesma
igniteSocialMedia.com

Customer Escalation 5/5/14

Summary: This customer posted on the Jeep Facebook page regarding a clock spring malfunction on her 2009 Jeep Wrangler Rubicon.

Contact Information:

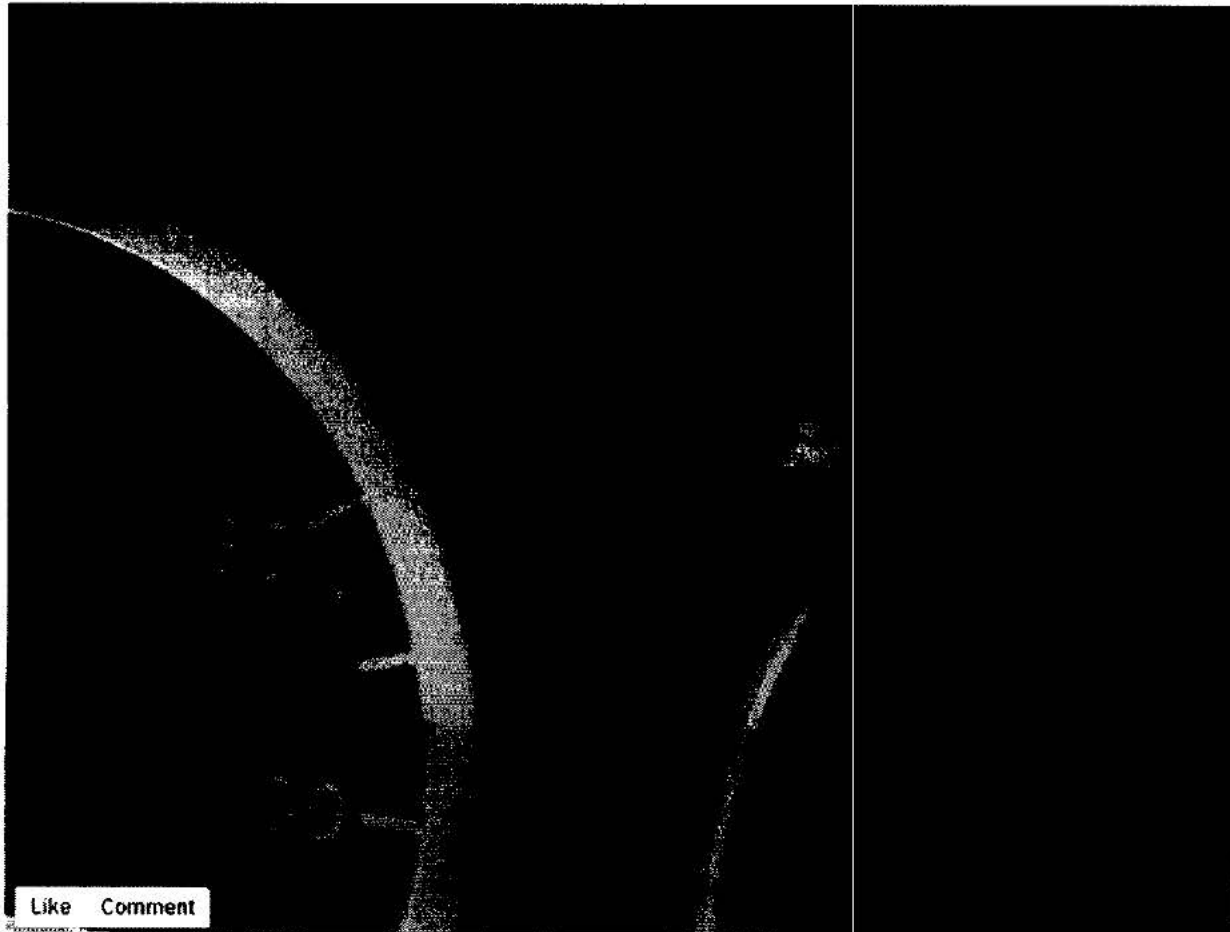
Name [REDACTED]

VIN- 1J4GA64149L [REDACTED]

Email- [REDACTED]

Phone - [REDACTED]

Details:



[REDACTED] Jeep

Hmmm, yesterday had this new dashboard light go off along with a near incessant ding (about every 15-30 seconds) on my 2009 Rubicon. Research indicates likely a clock spring malfunction that seems increasingly common. Recall for my year, but for right hand drive vehicles only (!). Will affect air bag deployment, horn and cruise control. Anyone else have issues with this? Not happy.

From: Photos of Jeep

Shared with Public

[Open Photo Viewer](#)

[Download](#)



Hi Kate.

I would appreciate that very much

Name

Home Phone

E-mail

VIN # 1J4GA64149

Sincerely,

[Redacted signature block]

Jill Carter

5/16

From: Alan D'Agostini
Sent: Friday, May 16, 2014 1:14 PM
To: Jill Carter
Subject: FW: Jeep Wrangler Clockspring

Fyi...

From: [REDACTED]
Sent: Friday, May 16, 2014 12:27 PM
To: Alan D'Agostini
Subject: Re: Jeep Wrangler Clockspring

Alan,

The VIN for the 2008 JKU is 1J4GA69148 [REDACTED]

Thanks again,

[REDACTED]
On 16-05-2014, Alan D'Agostini wrote:

[REDACTED]
What is your VIN #?

Alan

From: Alan D'Agostini
Sent: Thursday, May 15, 2014 05:19 PM
To: [REDACTED]
Subject: FW: Jeep Wrangler Clockspring

From: Alan D'Agostini
Sent: Thursday, May 15, 2014 5:19 PM
To: Joseph Warne
Subject: FW: Jeep Wrangler Clockspring

Joe,

I would like to take care of [REDACTED] vehicle. He had a clockspring go bad on his 2007 Wrangler. The 2008 model had a recall on the part, not the 2007. Let's cover as goodwill. Please confirm when complete.

Thanks,

Alan

From [REDACTED]
Sent: Wednesday, May 14, 2014 12:43 PM
To: Alan D'Agostini
Subject: Jeep Wrangler Clockspring

Hi Alan,

We had discussed the clockspring on my 2008 JKU whilst snacking on [REDACTED]'s food at his poker game. (At least I think we did. Neither of us was particularly drunk, but you never know.) I had mentioned there was a recall on the 2007's, but nothing on the '08's. You kindly offered to have mine covered under "goodwill." I will take you up on your offer, if you do not mind. What is my course of action? Do you have someone that I should work with on this?

Thanks a million,
[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun May 18 09:24:30 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Airbag Safety Recall

Comments:

My airbag light has been coming on. It resets itself and comes back on when I make a turn or take a curve, turning the steering wheel. I looked into Jeep recalls and found that right hand drive Jeeps have a recall to replace the clockspring assembly. I believe my Jeep should be included in this recall to restore the safety to my vehicle. My softtop has leaked since I bought the vehicle in 2007. I took it to Palmen Jeep in Kenosha, Wisconsin several times to attempt a repair. Nothing they did ever corrected the problem. I know this was not an isolated issue. Please let me know who, specifically I need to speak to or take my Jeep to so I may have the repairs covered by a recall of 2007 Jeep Wrangler Unlimiteds which were sold with leaking softtops. I would guess I am not the only one who owns a left hand drive Jeep with a clockspring issue disabling the airbag system. I like the vehicle and would like to continue owning it and driving it with full safety.

Sender Information:

Title:

First Name: [REDACTED]d

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Sun May 18 18:39:17 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry to hear that you are having an issue with your air bag light coming on.

I do see you have an extended warranty for the clockspring. It is extended warranty X41. Steering column clockspring may cause the airbag lamp to illuminate. In order to know if the issue you are experiencing is related to this extended warranty you would need to have your vehicle diagnosed by an authorized Jeep dealership.

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,

Natasha

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

[REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8598910V52757L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Airbag Safety Recall

Comments:

My airbag light has been coming on. It resets itself and comes back on when I make a turn or take a curve, turning the steering wheel. I looked into Jeep recalls and found that right hand drive Jeeps have a recall to replace the clockspring assembly. I believe my Jeep should be included in this recall to restore the safety to my vehicle. My softtop has leaked since I bought the vehicle in 2007. I took it to Palmen Jeep in Kenosha, Wisconsin several times to attempt a repair. Nothing they did ever corrected the problem. I know this was not an isolated issue. Please let me know who, specifically I need to speak to or take my Jeep to so I may have the repairs covered by a recall of 2007 Jeep Wrangler Unlimiteds which were sold with leaking softtops. I would guess I am not the only one who owns a left hand drive Jeep with a clockspring issue disabling the airbag system.

I like the vehicle and would like to continue owning it and driving it with full safety.

VIN:

7L [REDACTED]

Mileage:

119000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]n

Address 1:

[REDACTED]

Address 2:

City:

Kenosha

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

2 [REDACTED]

[REDACTED]

May 19, 2014

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

Dear Sir/Madam:

I am writing you today because it is apparent that my vehicle is a "lemon" under Delaware Statutes Title 6, Subtitle II, Chapter 50, Sections 5001-5009. In accordance with 5004(b) and your warranty, I am hereby making a written demand for relief under this Act.

I purchased a **2012 Jeep Wrangler Rubicon, VIN# 1C4HJWFGXC1** [REDACTED] in 9/2011 from Brandywine Jeep at 3807 Kirkwood Hwy, Wilmington, DE 19808. Since buying the vehicle, I have had to return it to the dealership a total of **4** times. My vehicle has been out of service for repairs for a total of 14 calendar days.

My vehicle has been in Brandywine Jeep on the following dates for repair of the following defects:

Date	Problem
08-24-12	Engine light-misfire
08-29-12	Engine light-misfire
03-11-13	Engine light-misfire
09-03-13	Engine light-misfire

I am currently having the following problem with my vehicle:

Engine Light-misfire P3020. The engine light is currently on.

On May 18, 2014 I spoke with Trevor at Chrysler Customer Care who issued me Case # [REDACTED]

Since these defects substantially impair the use, value, or safety of my vehicle, I am hereby allowing you one final opportunity to repair my vehicle. Following your receipt of this letter by 7 days, I will be bringing my vehicle to

[REDACTED] • WILMINGTON, DE [REDACTED]
PHONE: [REDACTED] MAIL: A [REDACTED]

the Brandywine Jeep Dealership. Please arrange with your dealer for this final opportunity for repair to occur.

If you have not arranged to have the nonconformity corrected by 7 days after receipt of this letter, it will be presumed that you have not made an attempt to do so and you will be subject to any and all remedies available. This letter is being sent by facsimile to 877-768-5076 and US Priority Mail, Confirmed Delivery to the address above.

I am totally unavailable by telephone during the week, so my only form of contact is by email at [REDACTED] Please contact me there if you require any further information.

Thank you in advance for your time and attention to this matter.

Sincerely,

[REDACTED]

[REDACTED] • WILMINGTON, DE [REDACTED] •
PHONE: [REDACTED] • EMAIL: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue May 27 20:47:28 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Help with repair

Comments:

I took my car into my local dealer where I have all my service done because my airbag light was on. I was later informed that I had a defective clockspring, and the repair was around \$600 dollars. I was floored to hear the cost of a repair for a part that controls the airbags on my car. I thought for sure something that control a safety feature as important as the airbags would be covered. Not only was it not covered but my attempt to reach out to Chrysler corporate for some assistance was flat out denied. I am 56 years old and have worked with other manufactures with issues where my car was out of warranty and they would help with part of such an expensive repair for an item that was a min safety item. The woman at Chrysler reached out to the dealer to see if they could do something and they said they could take 10% off. This was communicated to her not me, and then she said that because they offered something she could no longer do anything for me. So I said "You would like to help but your hands are tied because the dealer offered something first" This was the most ridiculous thing I have ever heard. The dealer informed that that was not the case and she could have done something and overrode his offer. I have a Chrysler Sebring sitting in my garage and the car in question is my Jeep. I cannot tell you how disappointed I was that I could not even get some relief for such an expensive repair. So my choice was to allow my kids and wife to drive a car where the airbags might not deploy and someone could get killed or find the money to do the repair. I will tell this story to everyone I see and after living for 30 years in the same Wheaton community, that's a lot.

Sender Information:

Title: [REDACTED]

First Name: [REDACTED]

Middle Initial: =20

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat May 31 01:13:01 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention. A case has been opened for you and the number is at the bottom of this page.

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 [REDACTED]. If you wish to be reached at an alternative number, please respond so we may update your file appropriately.

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,

Crystal

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=KMM8618203V13181L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Help with repair

Comments:

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VIN:

AL1

Mileage:

61000

Servicing Dealer:

Du Page Chrysler/Jeep

Title:

First Name:

k

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Wheaton

State:

IL

Zip:

Email:

[REDACTED]

Work Phone:

[REDACTED]

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2014-06-09 09:05:11.016127

Files Not Recieved: 0

OWNER #: [REDACTED]

INVOICE



433 E. North Ave.
Glendale Heights, IL 60139
TELEPHONE: (630) 446-1400

PAGE 1

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 570 ROBERT L PRITCHARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	10	JEEP WRANGLER	1J4BA5H19A[REDACTED]		61704/61704	T837	
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
T11 DD			WAIT 23MAY14		124.50	COUPON	23MAY14
R.O. OPENED	READY	OPTIONS: STK:1726N DLR:60394					
23MAY14	23MAY14						

OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
R BAG LIGHT ON						
99 GENERAL CONCERN						
413 CP					249.00	249.00
1 5156106AD CLKSPRING-STEERING COLUMN CONTROL						
MOD					297.00	297.00
S: 297.00 LABOR: 249.00 OTHER: 0.00						
TOTAL LINE A: 546.00						
61704						
FAULT B1B02 DRIVER AIRBAG SQUIB 1 CIRCUIT OPEN						
TEST AND REPLACE CLOCK SPRING						

OWNER PAY ENVIRO/SHOP CHG. FOR REPAIR ORDER						
8.91						

FIVE STAR

PAID

CHECK ☒ CC ☒ CASH

CARD TYPE

ATE 5/23

INITIALS KB

Thank You!



Robert

PAID	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.	DESCRIPTION	TOTALS
		LABOR AMOUNT	249.00
ECK ☐ CC ☐ CASH ☐	CUSTOMER SIGNATURE	PARTS AMOUNT	297.00
		GAS, OIL, LUBE	0.00
CARD TYPE		SUBLET AMOUNT	0.00
		MISC. CHARGES	8.91
TE ☐ INITIALS		TOTAL CHARGES	554.91
		LESS INSURANCE	54.60
		SALES TAX	25.24
		PLEASE PAY THIS AMOUNT	525.55

CUSTOMER #: [REDACTED]

INVOICE



WHEATON, IL [REDACTED]
HOME [REDACTED]
BUS: [REDACTED]

PAGE 1

433 E. North Ave.
Glendale Heights, IL 60139
TELEPHONE: (630) 446-1400

CONT [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 570 ROBERT L PRITCHARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
STONE	10	JEEP WRANGLER	1J4BA5H19A		61704/61704	T837	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01OCT11 DD			WAIT 23MAY14		124.50	COUPON	23MAY14
R.O. OPENED		READY	OPTIONS: STK:1726N DLR:60394				
23MAY14		23MAY14					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			AIR BAG LIGHT ON				
	99		GENERAL CONCERN				
		413	CP			249.00	249.00
	1	5156106AD	CLKSPRING-STEERING COLUMN CONTROL				
		MOD			297.00	297.00	297.00
PARTS:	297.00	LABOR:	249.00	OTHER:	0.00	TOTAL LINE A:	546.00

61704
FAULT B1B02 DRIVER AIRBAG SQUIB 1 CIRCUIT OPEN
TEST AND REPLACE CLOCK SPRING

CUSTOMER PAY ENVIRO/SHOP CHG. FOR REPAIR ORDER 8.91

FIVE STAR

PAID

CHECK CC CASH

CARD TYPE

ATE 3/23 INITIALS KB

Thank You!



ROBERT

PAID

CHECK CC CASH

/ CARD TYPE

DATE INITIALS

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	249.00
PARTS AMOUNT	297.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.91
TOTAL CHARGES	554.91
LESS INSURANCE	54.60
SALES TAX	25.24
PLEASE PAY THIS AMOUNT	525.55

CUSTOMER COPY

From: g [REDACTED]
To: customerassist@chrysler.com
Date: Thu May 29 11:31:11 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Warranty/ Life added care plus

Comments:

My air bag light is going on and off and I carried it to my dealer to have it checked out. The deal stated it was the clockspring that is bad. I thought this would be covered under the Lifetime added care plus, but my dealer said it wasn't. Since this is a part of the safety system I would like to know if there is any way to get this fixed under some goodwill program? This seems to be a problem for a lot of JEEP Wrangler owners from my research. The dealer wants \$436.72 to make this safety repair.
Thank you

Sender Information:

Title:

First [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jun 02 06:33:38 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]e,

Thank you for contacting the Jeep Customer Assistance Center.

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

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.

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,

Crystal

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=KMM8619992V5218L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Warranty/ Life added care plus

Comments:

My air bag light is going on and off and I carried it to my dealer to have it checked out. The dealer stated it was the clockspring that is bad. I thought this would be covered under the Lifetime added care plus, but my dealer said it wasn't. Since this is a part of the safety system I would like to know if there is any way to get this fixed under some goodwill program? This seems to be a problem for a lot of JEEP Wrangler owners from my research. The dealer wants \$436.72 to make this safety repair. Thank you

VIN:

8L [REDACTED]

Mileage:

96160

Servicing Dealer:

Lee CDJR

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Walstonburg

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]t

Work Phone:

[REDACTED]

CAIR #:



5/30/14

Jennifer Phillips

From: Keriann Maltby <keriann.maltby@ignitesocialmedia.com>
Sent: Thursday, May 29, 2014 1:06 PM
To: Chrysler Top Care Team Group
Cc: Mickey Wilson
Subject: CCAC
Attachments: CCAC [REDACTED].docx

Hi,

This customer has a Jeep Wrangler with the "death wobble" (possibly fixed?) and an airbag light that goes off every thirty seconds while driving. Details are attached.

Thanks,

Keriann Maltby Community Manager

Ignite Social Media

keriann.maltby@ignitesocialmedia.com

Ignite Social Media

CCAC [REDACTED]

Name [REDACTED]

VIN: 1J4CA391381 [REDACTED]

Email: [REDACTED]

Phone [REDACTED]

Issue: 2008 Jeep Wrangler has developed the "death wobble". They have tried a few fixes which seems to have fixed it for now. Her airbag light now comes on and off during commutes which causes an alert noise to come off every thirty seconds while driving. She has spoke with customer service (Kiarrisa CC 1389) and she was told there's nothing that can be done.

Initial Complaint – Facebook



[REDACTED]
Dear Chrysler Jeep

I have a 2008 Jeep Wrangler that I bought brand new. I have kept up on the maintenance as recommended in the owner's manual. Everything has been going great with it until this past year. The jeep started to develop what is referred to as the "death wobble". I was told that it could be many different issues causing this and that we would just have to pick from the list and hope it was the right one. Our first pick was like a band aid it worked for a little bit but the death wobble came back. It only took \$1200.00 out of my pocket to fix something that I didn't cause. Everything was great again until this past weekend. My airbag light now comes on and off during my commutes. Ding... Ding... Ding. That is what I hear every thirty seconds while I'm driving these days. I looked up recalls and saw that one was issued for the exact same problem so I called my local dealership and they informed me that my specific jeep was not part of the recall. Seriously? Then I called Chrysler Jeep customer service and spoke with Kiarrisa (CC1389). She informed me that there was nothing she can do so I asked to speak with her supervisor. She said that Steve (SW722) would call me back in one to two business days. Unacceptable. I then asked to speak with Steve's supervisor to which she informed me that he didn't have one. I reminded her that everyone has a supervisor well except maybe the CEO. I bet Sergio

Marchionne and Michael Manley would disagree that he doesn't have a supervisor. Now I am being told that I will have to fork out another \$500 to get a defect that I didn't cause fixed. This isn't something that I can just put off. This is a serious life threatening safety issue. I need for my airbags to be working if some crazy guy runs a red light and slams into my children and I. I understand that not every vehicle is going to be 100% all of the time but if I made a substandard product for my customers, I would resolve the issue immediately. Too bad Chrysler Jeep doesn't hold the same quality standards as I do.

[REDACTED]
Unsatisfied Jeep Owner

Correspondence – E-Mail Sent

Dear Ms. [REDACTED]

My name is Keri and I am contacting you on behalf of Chrysler. Chrysler would like to have the opportunity to directly address the concern you have with your vehicle. Could you please provide your contact information (phone number and email address) and your Vehicle Identification Number?

The vehicle's identification number (VIN) can be located on your vehicle's driver side dash viewable through the windshield, or you can locate the VIN from the insurance card or state registration.

Thank you and we look forward to hearing from you.

-Keri

Chrysler Fan Page Administrator

Jennifer Phillips

CAR #:

6/5/14

From: Francheska Gjeloshaj <francheska.gjeloshaj@ignitesocialmedia.com>
Sent: Wednesday, June 04, 2014 10:51 PM
To: Chrysler Top Care Team Group
Subject: Customer Escalation -

Hi Top Care Team,

We received the below complaint on our Facebook page regarding a clock spring issue and other issues. Please let me know if I can provide any additional information.

Over the Memorial weekend I drove to a shady non Jeep dealership in Houston TX and bought my first Jeep it's a 2008 Wrangler Unlimited Rubicon. They promised everything to be in good working order but this is what I got when I took it to a local Jeep dealership in Scottsdale AZ and the shady dealership won't pay for any of it. I've also researched online about this known clock spring issue a lot of 2008 model is having. I know a lot of people are petitioning to get this problem to be a recall. I really just want to be safe and have working airbags but I don't have the money to do so. Please let me know if you can help me out.

Email: ERICEJCHENSICLOUD.COM

#1 - 46D08: STEERING AND SUSPENSION
PERFORM RECALL K13 FENDER LINERS
PART CATCE134AA
Work performed by Roy Colpaert (T61)
Installed CATCE134AA :BUT KIT: LEFT FRONT FENDER L Qty: 1
T61 T61 CUT INNER FENDER LINER AND INSTALLED BOLTS
PER RECALL K13.
05K13182
.3 LABOR

#2 - 04D0018B6: SEASONAL INSPECTION
DONE
Sub Total: .00

#3 - 70DD: TRIM AND BODY ELECTRICAL
C/S DOOR LOCKS NOT OPEN WITH FOB OR MANUAL
Sub Total: .00

#4 - 70DD: TRIM AND BODY ELECTRICAL
C/S AIR BAG LIGHT ON
Sub Total: .00

Please Note: RECOMMEND CLOCK SPRING \$528.00 PLUS TAX
WATERPUMP LEAKING 432.00
FRONT DAMPER SHOCK HAS PLAY \$198.00
BRAKE FLARE & POWERSTEERING FLUSH 254.95
DECLINED AT THIS TIME (NO CHARGE AT THIS TIME)

Like Comment Share

Name:
Email:
Phone:

VIN: 1J4GA69168L

Francheska Gjeloshaj // Associate Community Manager
Ignite Social Media Birmingham, MI 248-530 4433
Francheska.gjeloshaj@ignitesocialmedia.com @ignitesma
igniteSocialMedia.com

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jun 05 21:12:36 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Clock Spring

Comments:

I am experiencing the Air Bag light that is identified as a likely symptom of a failed clock spring. I have been advised there was an extended warranty on the clock spring for 2008 Jeep Wranglers, however I do not know how to proceed with the warranty replacement. Some information states I need a case number from Jeep for the dealer to address the issue. Please advise.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Jun 09 03:43:42 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 vehicle, we fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, the clock spring extended warranty does not apply to your vehicle. 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.

We're sorry we cannot provide a more favorable reply.

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

Sincerely,

Melissa

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED] 8

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8630939V99822L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Clock Spring

Comments:

I am experiencing the Air Bag light that is identified as a likely symptom of a failed clock spring. I have been advised there was an extended warranty on the clock spring for 2008 Jeep Wranglers, however I do not know how to proceed with the warranty replacement. Some information states I need a case number from Jeep for the dealer to address the issue. Please advise.

VIN:

8L5 [REDACTED]

Mileage:

103000

Servicing Dealer:

West Herr Jeep orchard park, NY

Title:

First Name:

J

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Angola

State:

NY

Zip:

Email:

Work Phone:

RECEIVED DATE:

03/10/14

POSTED DATE :

3.3.14

VIN (FIRST 9 DIGITS)

1J4GA6416

VIN (LAST 8 DIGITS)

7L

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

JONES

FORD • CHRYSLER • DODGE • JEEP • RAM
555 E. WICKENBURG WAY
WICKENBURG, AZ 85390
(928) 684-5481
PHX. (602) 258-1611

1° J 4 G A 6 4 1 6 7 L				DATE: 02/26/14
Y2007	MAKE: JEEP	MODEL: WRANGLER	COLOR: RED	TIME IN: 07:35
				08:20
				CLOSED: 02/26/14
25537	25537	00/00/00	LAZ	
SEE ALSO				W: (928) -
				TABATHA

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

(1) AIR BAG MILS COMES ON AND CHIMES WHILE DRIVING	Labor	T16	93.00
SCAN VEHICLE PULL CODE B1B02 DRIVER SIDE AIR BAG SQUIB CIRCUIT ONE OPEN REMOVE AIR BAG AND OHM TEST CIRCUIT WHEN TURNING WHEEL CIRCUIT GOES TO OPEN ON CLOCK SPRING RECOMEND REPLACE MENT AND RETEST AT THIS TIME	Total Labor		93.00
(Tech:16) A	Total Repair (Customer)		93.00
(2) OPEN RECALL J24 MOPAR TOW BAR VEHICLE IS NOT EQUIPT WITH FACTORY TOW BAR	Labor	T16	
Warranty Claim Repair Type: R1 - 01			
(Tech:16) A	(Warranty)		

(X4) clock spring 120mo/150,000mils covering

Next Service	W/C	INT.	Labor	CUSTOMER
ORIGINAL ESTIMATE \$	REVISED ESTIMATE \$	Customer acknowledges and approves all repairs as itemized and/or receipt of vehicle.		
CUSTOMER SIGNATURE		Parts .00 Sublet .00 Shp. Sup. 9.30 Oil/Grease .00 Sub Total 102.30 Tax .79 Total (Cash) 103.09		
Page 1 of 1 Reprint (1)		Job 48022		
Customer Copy				

0987538
JONES FORD SERVICE DEP
781 W. WICKENBURG WAY
WICKENBURG, AZ 85398
(928) 684-5481

Term ID: 081

Ref #: 002

Sale

XXXXXXXX

DISCOVER

Entry Method: Swiped

02/26/14

08:23:49

Inv #:

Appr Code: 026510

Apprvd: Online

Batch#: 057001

Total:

\$ 103.09

Customer Copy

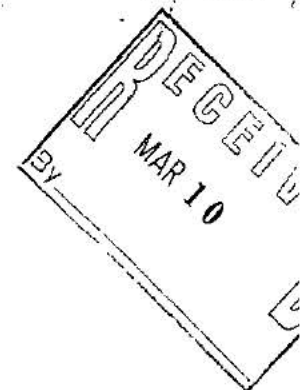
Case Number 2 [REDACTED]

Lynden, WA [REDACTED]

PHOENIX AZ 852

03 MAR 2015 PM 6:4

Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007



48321800707



Document Recieved from Customer

Cair Number: 2 [REDACTED]

Date Received: 2014-03-11 16:30:52.325501

Files Not Recieved: 0

Here is my receipt and order form.

Thank you,



Document Recieved from Customer

Cair Number: [REDACTED] 2

Date Received: 2014-03-21 14:24:02.828451

Files Not Recieved: 0

Transaction History

Auto Loan 3

Account: Auto Loan 3 ***3455 From: 1/1/2014 To: 3/21/2014 Category:

Description: Amount From: Amount To: Type: All types

Date	Description	Check	Category	Amount	Principal	Interest	Fee	Balance
3/15/2014	PAYMENT FROM SAVINGS		UNCATEGORIZED	\$188.00	\$173.10	\$14.90	\$0.00	\$12,816.40
3/1/2014	PAYMENT FROM SAVINGS		UNCATEGORIZED	\$188.00	\$172.90	\$15.10	\$0.00	\$12,989.50
2/15/2014	PAYMENT FROM SAVINGS		UNCATEGORIZED	\$188.00	\$172.71	\$15.29	\$0.00	\$13,162.40
2/1/2014	PAYMENT FROM SAVINGS		UNCATEGORIZED	\$188.00	\$175.83	\$12.17	\$0.00	\$13,335.11
1/21/2014	PAYMENT FROM SAVINGS		UNCATEGORIZED	\$188.00	\$137.70	\$50.30	\$0.00	\$13,510.94

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From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Mar 11 14:04:54 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag warning light

Comments:

Air bag warning light came on. Looked on Jeep forums and found several notices that an extended warranty was issued for this problem which is likely to be a clock spring in the steering column. Dealer said it wasn't covered but didn't check service bulletins or for extended warranty. Please let me know if it's covered.
Thanks

Sender Information:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Mar 13 14:12:41 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We would like to apologize for the experience you've endured thus far, Eric.

Unfortunately, we are not seeing that you have an extended warranty on the vehicle for the clockspring. We are seeing that there is an extended warranty on the vehicle for the following:
(X47) INLET CHECK VALVE

If you have noticed any issues with filling your gas tank, such as gas spilling or being spat out towards you while filling, this is covered by the X47 extended warranty.

Which dealership advised you that it was not covered (which is true), although decided against actually looking into your vehicle specifics? Was it Fremont Motor Cody?

Thank you again for your email and we apologize, it appears that replacing the clockspring will be an out of pocket expense. We would suggest having your vehicle diagnosed as it may not be a clockspring fault. 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,

Tyler

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=KMM8500333V34361L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air bag warning light

Comments:

Air bag warning light came on. Looked on Jeep forums and found several notices that an extended warranty was issued for this problem which is likely to be a clock spring in the steering column. Dealer said it wasn't covered but didn't check service bulletins or for extended warranty.

Please let me know if it's covered. Thanks

VIN:

8L [REDACTED]

Mileage:

88128

Servicing Dealer:

Fremont motors

Title:

First Name:

████

Middle Initial:

Last Name:

██

Address 1:

████████████████████

Address 2:

City:

Cody

State:

WY

Zip:

██████

Email:

████████████████

Home Phone:

██████████████

From: e [REDACTED]
To: customerassist@chrysler.com
Date: Tue Mar 18 15:14:22 EDT 2014
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8500333V34361L0KM)

I'm sure the problem is the clock spring since I get a chime tone every time I make a sharp turn.

The NHTSA action number is PE11019 which required an extended warranty for RH drive Jeeps. A random failure is expected as normal and would not bother me as much but when it is a know issue.,
<http://www.aboutautomobile.com/Complaint/2008/Jeep/Wrangler+2-Door+4X4/Airbag>

You make money by selling a defective component and then make more money to make the repair. I believe the same part is used on the LH drive Jeeps as the RH drive models. There are YouTube videos showing people how to replace this thing themselves which I'm sure many will try since the repair is between \$400 and \$1000 according to Jeep forums on the internet. How good an idea is it to have untrained owners working on their airbag system? It is unconscionable that you will not make it good.

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

From: customerassist [mailto:customerassist@chrysler.com]
Sent: Thursday, March 13, 2014 12:13 PM
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8500333V34361L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We would like to apologize for the experience you've endured thus far, Eric.

Unfortunately, we are not seeing that you have an extended warranty on the vehicle for the clockspring. We are seeing that there is an extended warranty on the vehicle for the following:

(X47) INLET CHECK VALVE

If you have noticed any issues with filling your gas tank, such as gas spilling or being spat out towards you while filling, this is covered by the

X47 extended warranty.

Which dealership advised you that it was not covered (which is true), although decided against actually looking into your vehicle specifics? Was it Fremont Motor Cody?

Thank you again for your email and we apologize, it appears that replacing the clockspring will be an out of pocket expense. We would suggest having your vehicle diagnosed as it may not be a clockspring fault. 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,

Tyler

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED] 8

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8500333V34361L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air bag warning light

Comments:

Air bag warning light came on. Looked on Jeep forums and found several notices that an extended warranty was issued for this problem which is likely to be a clock spring in the steering column. Dealer said it wasn't covered but didn't check service bulletins or for extended warranty.

Please let me know if it's covered. Thanks

VIN:

8L [REDACTED]

Mileage:

88128

Servicing Dealer:

Fremont motors

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Cody

State:

WY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Mar 20 11:14:28 EDT 2014

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8500333V34361L0KM)

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We [REDACTED] Unfortunately, extended warranties are determined much like recalls. They are determined by where the vehicle was built, when it was built and even what series of parts were used.

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.

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,

Tyler

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=KMM8509670V28468L0KM&

Original Message Follows:

I'm sure the problem is the clock spring since I get a chime tone every time

I make a sharp turn.

The NHTSA action number is PE11019 which required an extended warranty for

RH drive Jeeps. A random failure is expected as normal and would not

bother me as much but when it is a know issue.,

[http://www.aboutautomobile.com/Complaint/2008/Jeep/Wrangler+2-Door+4X4/Airba](http://www.aboutautomobile.com/Complaint/2008/Jeep/Wrangler+2-Door+4X4/Airbag)

g

You make money by selling a defective component and then make more money to

make the repair. I believe the same part is used on the LH drive Jeeps as

the RH drive models. There are YouTube videos showing people how to replace

this thing themselves which I'm sure many will try since the repair is

between \$400 and \$1000 according to Jeep forums on the internet. How good

an idea is it to have untrained owners working on their airbag system? It

is unconscionable that you will not make it good.

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

From: customerassist [mailto:customerassist@chrysler.com]

Sent: Thursday, March 13, 2014 12:13 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8500333V34361L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We would like to apologize for the experience you've endured thus far, Eric.

Unfortunately, we are not seeing that you have an extended warranty on the vehicle for the clockspring. We are seeing that there is an extended warranty on the vehicle for the following:

(X47) INLET CHECK VALVE

If you have noticed any issues with filling your gas tank, such as gas spilling or being spat out towards you while filling, this is covered by the X47 extended warranty.

Which dealership advised you that it was not covered (which is true), although decided against actually looking into your vehicle specifics? Was it Fremont Motor Cody?

Thank you again for your email and we apologize, it appears that replacing the clockspring will be an out of pocket expense. We would suggest having your vehicle diagnosed as it may not be a clockspring fault. 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,

Tyler

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=KMM8500333V34361L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air bag warning light

Comments:

Air bag warning light came on. Looked on Jeep forums and found several notices that an extended warranty was issued for this problem which is likely to be a clock spring in the steering column. Dealer said it wasn't

covered but didn't check service bulletins or for extended warranty.

Please let me know if it's covered. Thanks

VIN:

8 [REDACTED]

Mileage:

88128

Servicing Dealer:

Fremont motors

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:



Address 1:



Address 2:

City:

Cody

State:

WY

Zip:

8

Email:

Redacted email address

Home Phone:



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Mar 14 10:08:52 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

original tires

Comments:

I am wondering about the exact details of the original tires that came with our jeep.

We bought it from a used car dealership and new tires are on it, but we were also given the original tires since they were rarely used. I know they are Wrangler SR-A, but what other details can you give me?
Thanks!

Sender Information:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sat Mar 15 14:50:55 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

From the information available to us, it appears that we have slightly better detail about your tires. The original tires on the vehicle are produced by Goodyear. More specifically, they are catalogued in the sales codes for your vehicle as:

P225/75R16 BSW On/Off Road Tires (sales code: TRMS)

Your Wrangler was also equipped with a full size spare that matches the original four tires.

I do not know if you are aware of the extended warranties on your vehicle. There are two extended warranties.

Extended Warranty X32 - INLET CHECK VALVE

(This is for an issue that can cause fuel to spill out while trying to fill the gas tank, if you are experiencing this, your warranty is valid for the life of the vehicle)

and,

Extended Warranty X41 - CLOCKSPRING

(This is an issue that can cause the airbag indicator lamp to illuminate, if you are experiencing this, your warranty is valid until 05/15/2018 or until 150,000 Miles, which ever occurs first)

I hope this information helps! 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,

Tyler

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=KMM8503142V9455L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

original tires

Comments:

I am wondering about the exact details of the original tires that came with our jeep. We bought it from a used car dealership and new tires are on it, but we were also given the original tires since they were rarely used. I

know they are Wrangler SR-A, but what other details can you give me?

Thanks!

VIN:

7L2[REDACTED]9

Mileage:

25

Servicing Dealer:

Carfax

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Stafford

State:

VA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Mar 23 21:35:56 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Clockspring Warranty

Comments:

I have a 2007 Wrangler and the airbag light has been on and the horn doesn't work. All of the info I have found on this points toward the clockspring which I am told is under an extended warranty? I have read thaty Jeep sent a letter to registered owners regarding this. Can you please forward this letter to me? Also, which dealer OTHER THAN BILLY BENDER JEEP would be able to perform this warranty work that is relatively close to 21502 (I will not allow Billy Bender to touch any of my vehicles again)? And how do I know if this work will be covered (I would not want this work done at the dealership if it is not covered under warranty)? Can I remove the clockspring myself and return it for replacement under warranty?

Thanks

for your help as I feel this is a safety issue that should be handled by Jeep in a timely manner (should have been a recall???).

Thanks, [REDACTED]
[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Mar 24 21:34:36 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear J [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.

I am sorry to learn of the concerns your 2007 Jeep Wrangler is experiencing at this time. 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.

According to our records, the X41 Clockspring Extended Warranty applies to your vehicle.

Remaining on this warranty is another 38 months or 14,000 miles (expiring on May 23, 2017).

Unfortunately, we cannot send out a duplicate letter. But if you bring your vehicle to any authorized Jeep dealership they will be able to see by pulling up your VIN number that this warranty applies to your vehicle.

I have picked the two next closest Jeep dealerships in your location that can assist you with the warranty work:

Bedford Chrysler Dodge Jeep Ram

7055 Lincoln Hwy

Bedford, PA 15522

(888) 362-8439

Douglas Chrysler Jeep & Dodge

295 Resley St

Hancock, MD 21750

(301) 678-6163

You can also find dealerships in your area by visiting <http://www.jeep.com> then select the 'find a dealer' tab at the top.

I also wanted to inform you of incomplete recall: 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.

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,

Bree

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

[REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8515405V11276L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Clockspring Warranty

Comments:

I have a 2007 Wrangler and the airbag light has been on and the horn doesn't work. All of the info I have found on this points toward the clockspring which I am told is under an extended warranty? I have read thaty Jeep sent a letter to registered owners regarding this. Can you please forward this letter to me? Also, which dealer OTHER THAN BILLY BENDER JEEP would be able to perform this warranty work that is relatively close to [REDACTED] will not allow Billy Bender to touch any of my vehicles again)? And how do I know if this work will be covered (I would not want this work done at the dealership if it is not covered under warranty)? Can I remove the clockspring myself and return it for replacement under warranty? Thanks for your help as I feel this is a safety issue that should be handled by Jeep in a timely manner (should have been a recall???). Thanks, [REDACTED]
[REDACTED]

VIN:

7L1 [REDACTED]

Mileage:

136000

Servicing Dealer:

Any other than Billy Bender Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

cumberland

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Mar 25 13:08:45 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8515405V11276L0KM)

Thanks for your quick response. So I can return just the part for replacement? I am an hour from any dealer and prefer to complete the work myself. When I questioned this issue at Billy Bender they stated I would have to pay the labor unless THEY determined otherwise. Thanks, [REDACTED]

Sent from my iPhone

> On Mar 24, 2014, at 9:34 PM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center.

>

> I am sorry to learn of the concerns your 2007 Jeep Wrangler is

> experiencing at this time. 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.

>

> According to our records, the X41 Clockspring Extended Warranty applies

> to your vehicle. Remaining on this warranty is another 38 months or

> 14,000 miles (expiring on May 23, 2017). Unfortunately, we cannot send

> out a duplicate letter. But if you bring your vehicle to any authorized

> Jeep dealership they will be able to see by pulling up your VIN number

> that this warranty applies to your vehicle.

>

> I have picked the two next closest Jeep dealerships in your location

> that can assist you with the warranty work:

>

> Bedford Chrysler Dodge Jeep Ram

> 7055 Lincoln Hwy

> Bedford, PA 15522

> (888) 362-8439

>

> Douglas Chrysler Jeep & Dodge

> 295 Resley St

> Hancock, MD 21750

> (301) 678-6163

>
> You can also find dealerships in your area by visiting <http://www.jeep.com>
> then select the 'find a dealer' tab at the top.

>
> I also wanted to inform you of incomplete recall: 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.

>
> 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,

>
> Bree

>
> 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: 2 [REDACTED]

> REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8515405V11276L0KM&

>
>
>

> Original Message Follows:

> -----

> US Customer Service - Jeep Brand Site

> Brief Description:

> Clockspring Warranty

> Comments:

> I have a 2007 Wrangler and the airbag light has been on and the horn
> doesn't

> work. All of the info I have found on this points toward the
> clockspring

> which I am told is under an extended warranty? I have read thaty Jeep
> sent

> a letter to registered owners regarding this. Can you please forward
> this
> letter to me? Also, which dealer OTHER THAN BILLY BENDER JEEP would be
> able
> to perform this warranty work that is relatively close to [REDACTED] (I will
> not
> allow Billy Bender to touch any of my vehicles again)? And how do I
> know if
> this work will be covered (I would not want this work done at the
> dealership if it is not covered under warranty)? Can I remove the
> clockspring myself and return it for replacement under warranty? Thanks
> for your help as I feel this is a safety issue that should be handled
> by
> Jeep in a timely manner (should have been a recall??). Thanks, [REDACTED]
[REDACTED]

>

>

>

> VIN:

> 7L [REDACTED]

> Mileage:

> 136000

> Servicing Dealer:

> Any other than Billy Bender Jeep

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> cumberland

> State:

> MD

> Zip:

> 2 [REDACTED]

> Email:

> [REDACTED]m

> Home Phone:

> [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Mar 27 13:04:16 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8515405V11276L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Yes, the part can be replaced at any authorized dealer under the warranty. There should be no price for replacing this at the dealer.

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,

Bree

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=KMM8519727V39856L0KM&

Original Message Follows:

Thanks for your quick response. So I can return just the part for replacement? I am an hour from any dealer and prefer to complete the work myself. When I questioned this issue at Billy Bender they stated I would have to pay the labor unless THEY determined otherwise. Thanks, [REDACTED]

Sent from my iPhone

> On Mar 24, 2014, at 9:34 PM, customerassist <customerassist@chrysler.com> wrote:

>

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center.

>

> I am sorry to learn of the concerns your 2007 Jeep Wrangler is

> experiencing at this time. 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.

>

> According to our records, the X41 Clockspring Extended Warranty applies

> to your vehicle. Remaining on this warranty is another 38 months or
> 14,000 miles (expiring on May 23, 2017). Unfortunately, we cannot send
> out a duplicate letter. But if you bring your vehicle to any authorized
> Jeep dealership they will be able to see by pulling up your VIN number
> that this warranty applies to your vehicle.
>
> I have picked the two next closest Jeep dealerships in your location
> that can assist you with the warranty work:
>
> Bedford Chrysler Dodge Jeep Ram
> 7055 Lincoln Hwy
> Bedford, PA 15522
> (888) 362-8439
>
> Douglas Chrysler Jeep & Dodge
> 295 Resley St
> Hancock, MD 21750
> (301) 678-6163
>
> You can also find dealerships in your area by visiting <http://www.jeep.com>
> then select the 'find a dealer' tab at the top.
>
> I also wanted to inform you of incomplete recall: 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.
>
> 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,
>
> Bree
>
> 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=KMM8515405V11276L0KM&

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Jeep Brand Site

> Brief Description:

> Clockspring Warranty

> Comments:

> I have a 2007 Wrangler and the airbag light has been on and the horn

> doesn't

> work. All of the info I have found on this points toward the

> clockspring

> which I am told is under an extended warranty? I have read thaty Jeep

> sent

> a letter to registered owners regarding this. Can you please forward

> this

> letter to me? Also, which dealer OTHER THAN BILLY BENDER JEEP would be

> able

> to perform this warranty work that is relatively close to [REDACTED] (I will

> not

> allow Billy Bender to touch any of my vehicles again)? And how do I

> know if

> this work will be covered (I would not want this work done at the

> dealership if it is not covered under warranty)? Can I remove the

> clockspring myself and return it for replacement under warranty? Thanks

> for your help as I feel this is a safety issue that should be handled

> by

> Jeep in a timely manner (should have been a recall???). Thanks, [REDACTED]

[REDACTED]

>

>

>

> VIN:

> 7L1 [REDACTED]

> Mileage:

> 136000

> Servicing Dealer:

> Any other than Billy Bender Jeep

> Title:

>

> First Name:

> [REDACTED]

> Middle Initial:

>

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

>

> City:

> cumberland

> State:

> MD

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

From: [REDACTED]
To: customerassistsc@chrysler.com
Date: Mon Mar 24 14:56:39 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Service Contracts

Brief Description:

Warranty

Comments:

My 2007 Jeep Wrangler is experiencing multiple signs of a bad clock spring. The first instance was the horn sounding off on its own while being parked in the driveway. The second instance was the horn sounding off on its own while driving down the road. Also, the air bag light repeatedly chimes and comes on then turns off, sometimes quicker than later. I have discovered from a Jeep mechanic there is a Technical Service Bulletin for this part as well. I have read online and spoken with numerous other owners of Jeep Wrangler of the same style and they stated Chrysler was extending the warranty on this part to 10 years or 150,000 miles. I want to know if my vehicle is also going to be covered for this issue as I do not like it that my local Jeep dealer is going to be charging me \$120 solely to figure out the issue, then I would have to pay for the repairs on top of that as well.

Thank you for whatever help you can provide.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistsc@chrysler.com

To: [REDACTED]

Date: Tue Mar 25 13:03:07 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2007 Jeep Wrangler.

We apologize that you are having an issue with your clockspring.

Unfortunately, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

If the issue is the Airbag Clockspring Assembly it will be covered under this extended warranty.

Your vehicle does have the extended warranty (X41) attached for the Airbag Clockspring Assembly for up to 10 years or 150,000 miles (whichever occurs first).

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,

Kristine

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=KMM8516313V66987L0KM&

Original Message Follows:

Service Contracts - Jeep Brand Site

Brief Description:

Warranty

Comments:

My 2007 Jeep Wrangler is experiencing multiple signs of a bad clock spring.

The first instance was the horn sounding off on its own while being parked in the driveway. The second instance was the horn sounding off on its own while driving down the road. Also, the air bag light repeatedly chimes and comes on then turns off, sometimes quicker than later. I have discovered from a Jeep mechanic there is a Technical Service Bulletin for this part as well. I have read online and spoken with numerous other owners of Jeep Wrangler of the same style and they stated Chrysler was extending the warranty on this part to 10 years or 150,000 miles. I want to know if my vehicle is also going to be covered for this issue as I do not like it that

my local Jeep dealer is going to be charging me \$120 solely to figure out the issue, then I would have to pay for the repairs on top of that as well.
Thank you for whatever help you can provide.

VIN:

7L [REDACTED]

Mileage:

73505

Servicing Dealer:

Title:

First Name:

[REDACTED]tt

Middle Initial:

Last Name:

M [REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Chicopee

State:

MA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 26 22:16:49 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air Bag Light

Comments:

My air bag light keeps going on and off. From on-line research, I understand that it is not an uncommon issue generally resulting from a clock spring failure that Jeep will consider correcting with a co-pay.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Mar 27 18:14:31 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry to learn of the issues raised regarding your air bag light concern your 2009 Jeep Wrangler is currently having. 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 would be happy to further look into this situation and review your request. To do so, we will first require a diagnosis be performed by any authorized Dealership to review the situation and a determination on the repair procedure be put in place.

This will best allow us to review your request going forward. Your Dealership has been empowered to make these goodwill decisions and any decisions rendered will be dependant on a Dealership diagnosis. If there are charges associated with the diagnostics, you will be responsible for these charges.

We feel this referral action will provide the best resource for your request.

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,

Bree

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=KMM8520337V58471L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air Bag Light

Comments:

My air bag light keeps going on and off. From on-line research, I understand that it is not an uncommon issue generally resulting from a clock spring failure that Jeep will consider correcting with a co-pay.

VIN:

9L [REDACTED]

Mileage:

54230

Servicing Dealer:

Bradshaw Jeep in Watertown, CT

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED] e

Address 2:

City:

Watertown

State:

CT

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED] 4

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Nov 07 11:59:15 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

clockspring

Comments:

The airbag light of my 2008 Jeep Wrangler has been coming on intermittently and after checking online it appears that it is most likely a problem with the clockspring. I was also told through an online forum that there was a NHTSA statement regarding the clockspring issue with Jeep Wranglers from 2007 on and with less than 150,000 miles. I found the supporting documents online and it seems to indicate the my Wrangler was covered until this notice. When I contact my local Jeep dealer they said that there are no recall notices that would effect my problem. I sent them a copy of the NHTSA notice but haven't even heard back from them again. Could you please tell me what the status of the NHSTA notice on Jeep clocksprings is and if my vehicle is covered. Thank you. [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Nov 10 21:00:42 EST 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 am sorry to learn of the concerns raised regarding your vehicle's clockspring and I appreciate the time taken to bring this matter to my attention.

The notification you referenced from the National Highway Traffic Safety Administration (NHTSA) is not a recall notification nor an indication your vehicle is presently involved in a recall investigation.

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 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.

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

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

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,

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: [REDACTED]

[REDACTED]

[REDACTED]forms/us/reply.jsp?trk_ID=KMM8882249V71242L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

clockspring

Comments:

The airbag light of my 2008 Jeep Wrangler has been coming on intermittently and after checking online it appears that it is most likely a problem with the clockspring. I was also told through an online forum that there was a NHTSA statement regarding the clockspring issue with Jeep Wranglers from 2007 on and with less than 150,000 miles. I found the supporting documents online and it seems to indicate the my Wrangler was covered until this notice. When I contact my local Jeep dealer they said that there are no recall notices that would effect my problem. I sent them a copy of the NHTSA notice but haven't even heard back from them again. Could you please tell me what the status of the NHSTA notice on Jeep clocksprings is and if my vehicle is covered. Thank you. Rev. [REDACTED]

VIN:

88L [REDACTED]

Mileage:

53247

Servicing Dealer:

Title:

First Name:

[REDACTED]

[REDACTED] ial:

Last Name:

[REDACTED]

Address 1:

PO Box 435

Address 2:

[REDACTED]

City:

Bernardston

State:

MA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Oct 08 16:14:15 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2008 Jeep Wrangler Airbag Warning Defect

Comments:

My 2008 Jeep Wrangler X recently started exhibiting false airbag warnings. The dash light flashes on intermittently, sometimes turning off quickly and sometimes staying on for some time; when the light is on it also chimes sporadically. Researching the problem online, I find that many many many 2008 Jeep Wrangler owners are experiencing this same problem. Apparently it was covered by a recall for 2007 Wranglers and for 2008 Wranglers with a right-hand drive; the 2008 LHD Wrangler ought to be covered under the same recall. This is a serious safety issue. It is extremely troubling that Jeep has not taken action.

Sender Information:

Title:

First [REDACTED]

Middle Initial:

Last Name: H [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Oct 17 15:34:02 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear G [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry that you keep experiencing that airbag light coming on intermittently.

I do apologize Gregory but there is no recall on your vehicle for that airbag light, but save all receipts if you get that issue fixed as recall could always be called in the future for this issue.

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,

Jody

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=KMM8844427V74442L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2008 Jeep Wrangler Airbag Warning Defect

Comments:

My 2008 Jeep Wrangler X recently started exhibiting false airbag warnings.

The dash light flashes on intermittently, sometimes turning off quickly and sometimes staying on for some time; when the light is on it also chimes sporadically. Researching the problem online, I find that many many many 2008 Jeep Wrangler owners are experiencing this same problem. Apparently it was covered by a recall for 2007 Wranglers and for 2008 Wranglers with a right-hand drive; the 2008 LHD Wrangler ought to be covered under the same recall. This is a serious safety issue. It is extremely troubling that Jeep has not taken action.

VIN:

8L5 [REDACTED]

Mileage:

160000

Servicing Dealer:

Self

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Occidental

State:

CA

Zip:

[REDACTED]

Email:

g [REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Oct 14 10:55:19 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2008 Jeep Airbag

Comments:

I have not received a response from my 10/6 inquiry. Due to the safety hazard of this airbag problem, I'm having the airbag repaired today. My mechanic stated the airbag would not deploy in case of an accident with this problem. I'm disappointed in the timely response and the expense of a product that states in the owner's manual it does not need servicing. This is my third Jeep (2002, 2004, 2008) but once again I'm pretty disappointed in the delay of an item that could result in a dangerous situation in case of an accident

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: J [REDACTED]

From: customerassist@chrysler.com

[REDACTED]

Date: Tue Oct 14 16:43:26 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear E [REDACTED]

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

I regret to learn of your dissatisfaction with the length of time it has taken for us to respond to your concerns as well as costs you have encountered with your vehicle and appreciate the time you have taken to contact us.

Our records show that you have contacted us by email 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.

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

Sincerely,

Jennifer

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED] 1

EMAIL CASE NUMBER: 3 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8838215V19406L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2008 Jeep Airbag

Comments:

I have not received a response from my 10/6 inquiry. Due to the safety hazard of this airbag problem, I'm having the airbag repaired today. My mechanic stated the airbag would not deploy in case of an accident with this problem. I'm disappointed in the timely response and the expense of a product that states in the owner's manual it does not need servicing. This is my third Jeep (2002, 2004, 2008) but once again I'm pretty disappointed in the delay of an item that could result in a dangerous situation in case of an accident

VIN:

8L[REDACTED]4

Mileage:

71000

Servicing Dealer:

Title:

First Name:

E[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Santa Rosa

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

RECEIVED DATE:

10/28/14

POSTED DATE:

10-22-14

VIN (FIRST 9 DIGITS)

1J4AA2D10

VIN (LAST 8 DIGITS)

BL

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

Oct 21, 2014

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

Chrysler Reimbursement,

Please review attached documents. I have a 2011 LHD Jeep Wrangler Sport. A little while ago, the airbag light illuminated. Controls on my steering wheel also quit working. I looked at some Jeep forums online and learned there were some issues with the clockspring on certain models, and a recall active on some. My VIN number is not associated with the recall due to it being a LHD Jeep, not RHD.

Looking over the recall letter, it clearly states that the reason more RHD Jeeps are affected is due to their exposure to dust. I choose to keep the top off my Jeep most of the year, I live in central California, and I work in an oilfield. We're in the middle of a historic drought, it's very dry and dusty. I had no reason to believe in purchasing my Jeep that I would have to avoid dust with it.

I took my Jeep to the nearest Chrysler dealer and had it diagnosed and fixed. The only part needed was a new clockspring, this fixed both the airbag light and steering wheel lights. From what they could tell in their service department, they agreed it was definitely due to circuit failure from dust.

I am asking that Chrysler reimburse the cost of the clockspring part and repair. I have attached the billing documents and receipt from the dealership as well as additional recall information explaining why I believe my vehicle should be covered by this recall as well. I do have an open issue # with you, it is [REDACTED] Thank you so much.

[REDACTED]
Paso Robles, CA
[REDACTED]
[REDACTED]



CHRYSLER-DODGE-JEEP-MAZDA-FIAT

3550 Broad Street, San Luis Obispo, CA 93401
(805) 549-7310 • (800) 549-8500 • FAX (805) 549-7399

**** In Progress ****

B.A.R. #ARD009952
E.P.A. #CAL 000288905



Page 1

SO #: 698533
Tag #: 3905

*** Service Invoice Customer Copy ***

Auth#:

Customer No: [REDACTED]	Advisor: Matt	Invoice Date: 10/03/2014	Term: CASH
License No	Odometer In	Odometer Out	Delivery Date
	75074	75079	
Year	Make	Model	Model No
2011	JEEP	WRANGLER	
Vehicle ID No	Selling Dealer	SO Date	InServ Date
1J4AA2D10BL3 [REDACTED]		09/26/2014	
Fleet #			3905

Home: (000) 000-0000 Bus: (000) 000-0000
Cell: [REDACTED] today: (000) 000-0000
Email:

Request/Concern	Type	CSR#	Amount
1 100 OWNER STATES THE AIRBAG LIGHT COMES ON & OFF - DIAGNOSE & ADVISE			
100 DIAGNOSE & REPLACE CLOCKSPRING	CLAB	0722	300.00
1 5156106AD CLKSPRING STEERING COLUMN CONT	CSERV		324.00
Technician 1973 Eric			
Request Total			624.00
2 800 OWNER STATES THE STEERING WHEEL CONTROL BUTTON BACKLIGHTING DOESNT WORK UNLESS WHEEL IS IN 2:00 POSITION - DIAGNOSE & ADVISE			
100 MISC ADJUSTMENTS	CLAB	0722	0.00
Technician 1973 Eric			
Request Total			0.00
3 16 MULTI POINT VEHICLE CHECK UP INCLUDING BATTERY TEST - CHECK AND SET TIRE PRESSURE FRONT TIRES ___ - REAR TIRES ___ PSI.			
PSI35 SET FRONT AND REAR TIRE PRESSURE TO 35 PSI	CLAB	0722	0.00
Technician 1973 Eric			
Request Total			0.00

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS: MONDAY THRU FRIDAY: 8:00 A.M. TO 5:30 P.M.
SATURDAY: 9:00 A.M. TO 5:00 P.M. CLOSED SUNDAYS

VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS IN ORDER TO SERVE YOU BETTER WE SUGGEST
YOU CALL FOR A SERVICE APPOINTMENT

WE ACCEPT THE FOLLOWING CREDIT CARDS: AMERICAN EXPRESS, DISCOVER, MASTERCARD AND VISA
Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your
complete satisfaction. If you have any question pertaining to this work order please contact your service advisor.

Thank You

COLE CHRYSLER DODGE

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS SHEET
By law, you may choose another Licensed Smog Check facility to perform any
needed repairs or adjustments which the Smog Check Test indicates are necessary.
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE
ORIGINAL ESTIMATED PRICE.

\$

CUSTOMER SIGNATURE x _____

5564523
COLE CHRYSLER DODGE JE
3550 BROAD ST
SAN LUIS OBISPO, CA
(805)543-7321

TERMINAL I.O.:

55645231

UISA
XXXXXXXXXXXX
SALE
BATCH: 000536 INU:
DATE: OCT 23, 14 TIME: 09:16:58
AUTH NO: 015819

TOTAL \$649.92

EMILY R BOUCHER

X-----
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY



CHRYSLER-DODGE-JEEP-MAZDA-FIAT

3550 Broad Street, San Luis Obispo, CA 93401
(805) 549-7310 • (800) 549-8500 • FAX (805) 549-7399

**** In Progress ****

B.A.R. #ARD009952
E.P.A. #CAL 000288905



SO #: 698533
Tag #: 3905

*** Service Invoice Customer Copy ***

Auth#:

Page 2

Customer No: [REDACTED]		Advisor: Matt		Invoice Date: 10/03/2014		Term: CASH	
[REDACTED]		License No	Odometer In	Odometer Out	Delivery Date	Stock No	
Paso Robles, CA [REDACTED]			75074	75079			
Home: (000) 000-0000 Bus: (000) 000-0000		Year	Make	Model	Model No	Color	
Cell: [REDACTED] Day: (000) 000-0000		2011	JEEP	WRANGLER			
Email: [REDACTED]		Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location	
		1J4AA2D10B [REDACTED]		09/26/2014		3905	
		Fleet #					

Request/Concern

Type CSR# Amount

LABOR	300.00
PARTS	324.00
SUPPLIES	0.00
SUBTOTAL	624.00
SALES TAX	25.92
TOTAL INVOICE	649.92

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

PAID
OCT 03 2014

BY:

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS: MONDAY THRU FRIDAY: 8:00 A.M. TO 5:30 P.M.
SATURDAY: 9:00 A.M. TO 5:00 P.M. CLOSED SUNDAYS

VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT HOURS IN ORDER TO SERVE YOU BETTER WE SUGGEST YOU CALL FOR A SERVICE APPOINTMENT

WE ACCEPT THE FOLLOWING CREDIT CARDS: AMERICAN EXPRESS, DISCOVER, MASTERCARD AND VISA
Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any question pertaining to this work order please contact your service advisor.

Thank You

COLE CHRYSLER DODGE

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS SHEET
By law, you may choose another Licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check Test indicates are necessary. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE x _____



CHRYSLER

RECEIVED

By Recall Management Division at 8:10 am, May 07, 2013

Please see highlighted sections.

May 7, 2013

Ms. Nancy Lummen Lewis
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Recall Management Division (NVS-215)
Room: W48-302
1200 New Jersey Ave. SE
Washington, DC 20590

Dear Ms. Lewis:

Attached is Chrysler Group LLC's ("Chrysler") *updated* Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of a potential safety related defect in some 2008 – 2012 MY Jeep Wrangler Right Hand Drive (RHD) vehicles. *This update is to change the recall number from L37 to M31. Changes are to 573.6(c)(3), 573.6(c)(8), 573.6(c)(10), and 573.6(c)(11).*

Chrysler will conduct a voluntary safety recall to replace the clockspring (2008-2012 MY) and add a steering wheel dust shield (2008-2010 MY).

Sincerely,

Kristin J. Kolodge

Enclosure: Updated Defect Information Report for Chrysler Recall M31

cc: Frank Borris, NHTSA

**UPDATED DEFECT INFORMATION REPORT
FOR CHRYSLER GROUP LLC RECALL M31**

Page 1

Submission Date: February 29, 2012, revised May 7, 2013

573.6(c)(1): Manufacturer's Name, Brand Name

Chrysler Group LLC, Jeep

573.6(c)(2): Identification of Affected Vehicles

Make(s)	Model(s)	Model Year(s)	Inclusive Dates of Manufacture
Jeep	Wrangler (RHD)	2008 - 2012	February 1, 2007 – October 10, 2011

573.6(c)(2)(iv): Component manufacturer name, address, telephone number, and country of origin:

TRW Automotive
12000 Tech Center Drive
Livonia, MI 48150
734-855-2371
Country of Origin: USA

573.6(c)(3): Potentially Affected Vehicle Population

5440 (estimated)

573.6(c)(4): Percentage of Affected Vehicles

100% (approximate)

573.6(c)(5): Description of Defect or Noncompliance

Some vehicles may be equipped with driver's airbag clockspring assemblies that could experience a compromised airbag circuit resulting in an airbag lamp illumination, which indicates that the airbag may not deploy in the event of a frontal crash.

**UPDATED DEFECT INFORMATION REPORT
FOR CHRYSLER GROUP LLC RECALL M31**

Page 2

573.6(c)(6): Chronology of Principal Events Leading to Determination of a Safety Defect

- In May of 2011, PE11-019 was opened by the National Highway Traffic Safety Administration (NHTSA) concerning customer complaints of airbag lamp illuminations related to steering column clocksprings issues.
- The investigation included 2007 – 2010 MY Jeep Wrangler (JK) vehicles.
- Chrysler's investigation determined that the condition was happening on domestic right hand drive (RHD) vehicles at a rate much greater than the left hand drive (LHD) vehicles and the exported RHD vehicles. *But also happening on some LHD*
- Returned parts enabled Chrysler to determine that the vast majority of RHD clocksprings returned from the field exhibited high resistance on airbag circuit #1 on the clockspring's flexible conductor.
- It was determined that the high resistance was the result of circuit fatigue, caused by dust contamination of the grease applied to the flexible conductor, resulting in the conductor bending unnaturally during cycling.
- If the resistance of the circuit goes out of range in relation to the diagnostic parameters within the Occupant Restraint Module (ORC), the airbag lamp will illuminate indicating that the airbag may not deploy in the event of a crash.
- The root cause of the condition is due to the RHD US duty cycle (primarily mail delivery), which repeatedly exposes the clockspring to environmental conditions not often seen in comparable LHD US or RHD exported vehicles. *Please see letter attached*
- Chrysler Group LLC is unaware of any accidents or injuries related to this condition.
- This information was presented to the Vehicle Regulations Committee on October 25, 2011, which decided to conduct a safety recall.

573.6(c)(7): Information Used in Determination of a Noncompliance

N/A

573.6(c)(8): Description of Remedy

Chrysler will replace the clockspring (2008-2012 MY) and add a steering wheel dust shield (2008-2010 MY). The clockspring has been modified for improved protection from dust and dirt. The steering wheel dust shield further reduces potential paths of dust and dirt to the clockspring. The steering wheel dust shield is not required on the 2011-2012 MY vehicles due to a different steering wheel design.

**UPDATED DEFECT INFORMATION REPORT
FOR CHRYSLER GROUP LLC RECALL M31**

Page 3

Chrysler has a longstanding policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, Chrysler, as part of the owner letter, will request that customers send the original receipt and/or other adequate proof of payment to the company for confirmation of the expense.

573.6(c)(10): Dealer and Owner Communications

In March of 2012, interim notifications were sent to dealers and all affected vehicle owners indicating that, until the remedy is available, if an airbag light was illuminated in the owner's vehicle the owner is encouraged to bring the vehicle in for a free diagnosis and clockspring replacement, as required. Repairs as a result of the interim notifications were tracked under recall number L37.

Chrysler will begin notifying dealers and owners in May, 2013.

Chrysler will provide dealer and owner letters when available.

573.6(c)(11): Manufacturer's Campaign Number

Chrysler has assigned recall number M31 to this action (previously L37). As a result of recall M31, Chrysler will cancel recall L37 (11V-528).

[REDACTED]
Paso Robles, CA
[REDACTED]



OCT 28

Chrysler Cust. Assistance Center
ATTN: Reimbursement
P.O. Box 21-8007
Auburn Hills, MI
48321-8007

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Oct 31 13:06:24 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag indicator

Comments:

My air bag light has been going off all week- it chimes about every minute.
Is there a recall- What do I need to do to fix this?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: A [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Nov 04 17:15:33 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I do apologize for the inconvenience. I can imagine how frustrating this must be for you. Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle.

Products are not put out onto the market with specific faults in mind and we cannot foresee when a vehicle may require specific maintenance or service outside of the warranty. Any component can be subject to fail, and often times, failure is an isolated incident that is not indicative of a part design problem.

Chrysler routinely analyses failed parts to develop product improvements in response to data received from dealers and the warranty system. No evidence currently exists to suggest a quality problem with the air bag indicator on the 2008 Jeep wranlger at this time. A review of our records indicates that your Jeep 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.

Unfortunately, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.

I have updated your file to reflect the information provided in your response. Going forward, if any recall or extended warranty is placed on your vehicle at a future date for this issue and you have paid to have the part replaced or repaired, we can look into possible reimbursement at that time. 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,

Myranda

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=KMM8872901V39333L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Air bag indicator

Comments:

My air bag light has been going off all week- it chimes about every minute.

Is there a recall- What do I need to do to fix this?

VIN:

8L5

Mileage:

65000

Servicing Dealer:

Pattersons

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

WICHITA FALLS

State:

TX

Zip:

Email:

Work Phone:

9

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-11-04 17:03:19.989826

Files Not Recieved: 0

November 4, 2014

[REDACTED]
Round Rock, TX [REDACTED]
[REDACTED]

Chrysler Corporation
Case # [REDACTED]

Per instructions given to me this morning, I am submitting the following documents for reimbursement of the cost for having the clock spring replaced on my 2009 Jeep Wrangler.

- 1) R.O. form
- 2) Receipt/ proof of payment

After the replacement was completed, I was given the defective part and have it in my possession. If you have any further questions please call me at the number listed above.

Sincerely,

[REDACTED]

CUSTOMER #:

INVOICE

**Benny Boyd Bastrop**

Chrysler Dodge Jeep

 1586 State HWY 71W
 Creek Cedar, TX 78612
 PHONE: (512) 772-2227
 FAX: (512) 772-2349

 DUPLICATE 1
 PAGE 1

SERVICE ADVISOR: 121 DAVID QUINN

ROUND ROCK, TX

ONT
ELL

SERVICE ADVISOR: 121 DAVID JOHNSON									
COLOR	YEAR	MAKE/MODEL			VIN	LICENSE	MILEAGE IN/OUT		TAG
SILVER	09	JEEP WRANGLER			1J4FA24129		90065/90069		T323
DEL DATE	PROD DATE	WARR EXP.	PROMISED		PD NO.	RATE	PAYMENT	INV DATE	
06OCT10 DD			18:00 03NOV14			0.00	CASH	04NOV14	

 R.O. OPENED READY OPTIONS: STK:9L711307 DLR:44416 ENG:3.8_Liter
 TRN:AUTO

07:27 03NOV14 10:31 04NOV14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A 01 Change engine oil and filter

01 Change engine oil and filter

79 CLO

1 4105409BC FILTER-ENGINE OIL

7.60

12.00

12.00

6 68055890AA *OIL-5W20

3.55

5.98

5.98

2.68

16.08

B 23PT Multipoint inspection

23PT Multipoint inspection

79 CC

0.00

0.00

C DTC Perform DTC Inspection Restates airbag light comes on and off while driving

DTC Perform DTC Inspection Restates airbag light comes on and off while driving

79 CC

230.00

230.00

1 5156106AD CLKSPRING-STEERING COLUMN CONTROL MOD

307.80

307.80

307.80

 CODE B1B06 DRIVERS AIRBAG SQUIB 2 CIRCUIT OPEN. FOLLOWED
 DIAGNOSTICS FOUND CLOCKSRRING RIBBON OPEN, BROKEN WIRE, REPLACED
 CLOCKSRRING, CLEARED CODES, TEST DROVE NO OTHER REPAIRS NEEDED

CUSTOMER PAY ENVIRONMENTAL WASTE REMOVAL FEE FOR REPAIR ORDER 19.36

 ON BEHALF OF OUR ENTIRE SERVICE AND PARTS
 STAFF, I WOULD LIKE TO THANK YOU FOR THE
 OPPORTUNITY TO BE YOUR DEALER OF CHOICE.
 BENNY BOYD BASTROP CHRYSLER DODGE JEEP IS
 COMMITTED TO YOUR TOTAL SATISFACTION. PLEASE
 CONTACT ME IF I MAY BE OF ANY FURTHER
 ASSISTANCE. ANDREW M RONIE, SERVICE DIRECTOR

 PAID
 NOV 04 2014
 BY: V/50

 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.

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, other 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

DESCRIPTION	TOTALS
LABOR AMOUNT	242.00
PARTS AMOUNT	329.86
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	19.36
TOTAL CHARGES	591.22
SS INSURANCE	0.00
SALES TAX	23.58
PLEASE PAY THIS AMOUNT	614.80

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

CUSTOMER COPY

434300001002
HENRY BOVO BASTROP
3400 HWY 71, P.O. BOX 1213
BASTROP, TX 78602
512-383-4406

Term ID: 003

Ref #: 004

Sale

XXXXXXXXXX

VISA

Entry Method: Swiped

11/04/14

12:27:30

Inv #:

Appr Code: 004277

Apprvd: Online

Batch#: 300001

Total:

\$ 614.80

Customer Copy

From: p [REDACTED]
To: customerassist@chrysler.com
Date: Sat Oct 25 19:34:12 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Air bag system light

Comments:

I have a 07 Jeep Wrangler with around 84,000 miles on it. Today when I headed home from work this light kept coming on for like 5 to 10 seconds then going off. Done this about 50 times in 25 miles. And it dings every time it comes on. I heard that Chrysler extended the warranty on this issue to 150,000 miles. Is this correct.

Thanks

[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: P [REDACTED]

From: customerassist@chrysler.com

To: p [REDACTED]

Date: Thu Oct 30 03:29:56 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

There is an extended warranty on your clockspring for 10 years, or 150,000 miles, which ever occurs first. We would suggest having the vehicle diagnosed at an authorized Chrysler Group dealership.

The extended warranty on the vehicle is known as:

(X41) CLOCKSPRING

You also have:

(X32) INLET CHECK VALVE (Unlimited years, unlimited miles)

This addresses an issue with the fuel tank when filling with fuel. Instead of automatically shutting off the pump, it will spill fuel.

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,

Tyler

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=KMM8864667V54196L0KM&

Original Message Follows:

US Customer Service - J-Mobile Brand Site

Brief Description:

Air bag system light

Comments:

I have a 07 Jeep Wrangler with around 84,000 miles on it. Today when I headed home from work this light kept coming on for like 5 to 10 seconds then going off. Done this about 50 times in 25 miles. And it dings every time it comes on. I heard that Chrysler extended the warranty on this issue to 150,000 miles. Is this correct. Thanks [REDACTED]

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Salem

State:

MO

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Nov 07 14:55:01 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

cruise control, air bag sensor

Comments:

I have had my 2011 Wrangler in at least 7 times for the cruise control not being available, i had just about given up and now the air bag indicator light has started to intermittently flash on the dash, I am wondering is this the same wiring issue that doesn't allow my cruise control to come on? On why i am at my wits end?,,, the last comment from the dealer "the system shows no sign of the cruise control not coming on" kind of let the confidence in the dealer down.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Nov 10 22:45:09 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear T [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Our records show that you have contacted us by telephone and we have directed you to the dealership for a diagnosis. Once you have the diagnosis we suggest you contact us back and we can look further into your case at that time. 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,

Christine

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] [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8882382V77509L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

cruise control, air bag sensor

Comments:

I have had my 2011 Wrangler in at least 7 times for the cruise control not being available, i had just about given up and now the air bag indicator light has started to intermittently flash on the dash, I am wondering is this the same wiring issue that doesn't allow my cruise control to come on? On why i am at my wits end?,,, the last comment from the dealer "the system shows no sign of the cruise control not coming on" kind of let the confidence in the dealer down.

VIN:

BL [REDACTED]

Mileage:

61000

Servicing Dealer:

Bettenhausen Orland Park IL

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Munster

State:

IN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Nov 17 11:41:41 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Airbag light issue

Comments:

My airbag light illuminates intermittently. I believe the issue may be a faulty clockspring. While my vehicle is a 2008 with 63K miles I do not believe the airbag system should malfunction. Before reporting to the NHTSA etc. I wanted to give Jeep a chance to fix it. Thank you.

Kent

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Nov 19 01:59:26 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We have received your e-mail regarding your vehicle issues and concerns. We are sorry to learn you've had such an experience, and can only imagine the frustration you are experiencing.

Unfortunately, we are unable to diagnose the situation you have outlined via e-mail. There are too many variables involved and a detailed inspection of your vehicle is required for proper diagnosis. We recommend that you contact your authorized Chrysler Group dealership for an appointment for thorough testing, diagnosis and repair.

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

Sometimes intermittent problems can be 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 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.

Once your vehicle has been to the Dealership for diagnosis and if the Dealership is still having difficulties diagnosing your concerns, you can contact us back and we can step in and provide technical assistance and work with the Dealer to diagnose your concerns and if need be send your case to our unresolved unable to duplicate concern department for further handling and resolution.

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.

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

Sincerely,

Melissa

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this e-mail, 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=KMM8895623V80366L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Airbag light issue

Comments:

My airbag light illuminates intermittently. I believe the issue may be a faulty clockspring. While my vehicle is a 2008 with 63K miles I do not believe the airbag system should malfunction. Before reporting to the NHTSA etc. I wanted to give Jeep a chance to fix it. Thank you. Kent

VIN:

8L5 [REDACTED]

Mileage:

63000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

cambridge

State:

MA

Zip:

[REDACTED]

Email:

[REDACTED]m

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Nov 17 12:14:45 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Air bag lilght

Comments:

In the last week my air bag alert light has started to go on and off for no apparent reason. I have heard there is a recall on the clockspring and would like to get this problem resolved as quickly as possible with a local dealer. Need to know how much I expect to pay out of pocket as well. You can contact me via email or by phone. Thank you.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: S [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]
[REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

A review of our records indicates that your 2008 Jeep Wranger does not currently require service for any recall campaigns related to the clockspring.

The following Recalls are incomplete on the vehicle:

K13 INNER FENDER LINERS SAFETY

L05 TRANSMISSION COOLER LINES

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.

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,

Carol

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=KMM8895696V88427L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Air bag light

Comments:

In the last week my air bag alert light has started to go on and off for no apparent reason. I have heard there is a recall on the clockspring and would like to get this problem resolved as quickly as possible with a local dealer. Need to know how much I expect to pay out of pocket as well. You can contact me via email or by phone. Thank you.

VIN:

8L5 [REDACTED]

Mileage:

86728

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Henderson

State:

TX

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Nov 30 14:59:07 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

AIR BAG CLOCK SPRING FAILURE

Comments:

The airbag warning light and tone repeatedly would come on to notify me about the airbag failure. Computer diagnosis testing identified a recurring failing airbag clock spring. This type of failure has been the subject of recalls on earlier and later jeeps and is well documented by Chrysler Customer Service. I had the clock spring replace at Barton Jeep on 11/25/2014 at the cost of \$449.04. I would like reimbursement for this repair. As a long time repeated customer for Jeep I am thankful and satisfied with all of my Jeeps past but now I feel that this one repair is not my responsibility. I ask for reimbursement. I am eager to speak with someone about my request. Sincerely, [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Dec 01 13:51:56 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I do apologize for the inconvenience. I can imagine how frustrating this must be for you. Chrysler is dedicated to producing a quality product and we are saddened to hear of the issues you have had with your vehicle.

Our records show that you have contacted us by telephone and we have looked into your concern and at this time there are no incomplete recalls showing on the vehicle at this time. In the event that a recall or extended warranty is placed on your vehicle for this issue in the future, we can look into possible reimbursement at that time.

We have updated your file to reflect the latest information you provided in the email message. Any future communication related to this issue will be retained in corporate records.

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,

Myranda

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=KMM8914131V59916L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

AIR BAG CLOCK SPRING FAILURE

Comments:

The airbag warning light and tone repeatedly would come on to notify me about the airbag failure. Computer diagnosis testing identified a recurring failing airbag clock spring. This type of failure has been the subject of recalls on earlier and later jeeps and is well documented by Chrysler Customer Service. I had the clock spring replace at Barton Jeep on 11/25/2014 at the cost of \$449.04. I would like reimbursement for this repair. As a long time repeated customer for Jeep I am thankful and satisfied with all of my Jeeps past but now I feel that this one repair is

not my responsibility. I ask for reimbursement. I am eager to speak with someone about my request. Sincerely, [REDACTED].

VIN:

9 [REDACTED]

Mileage:

137000

Servicing Dealer:

Barton Jeep

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Newport

State:

WA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

5 [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Jan 12 17:36:45 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Case # [REDACTED]
Comments:

CAC Manager,

Case # [REDACTED]
Vin # 1J4GA59188L6 [REDACTED]
2008 Wrangler
Unlimited with 57,923 miles

On 1/6/15 I talked with Krysten at CAC about my Air bag light problem. From various Jeep internet Forums that I belong to I surmised that my problem was with the "clockspring" in the steering column. According to the Forums this is a definite problem with '07 and up Wranglers. So much so that Jeep extended the warranty on that part for RHD Jeeps that are used for mail carriers to 150,000 miles so they didn't have to deal with the Federal Gov.

Kyrsten suggestion a diagnose by a Jeep Dealership, which I have done today at Jim Click Dealership in Tucson,AZ(invoice # [REDACTED] It was confirmed that it is indeed the "clockspring" that needs replacing for a estimated \$454.00 !!! They said they contacted Jeep with my Case # about a warranty replacement and where turned down.

In the last 15 yrs my wife and I have been faithful Jeep owners, owning 4 all together. Two(2)Grand Cherokee Limited, One(1) Cherokee Limited and my present Wrangler Unlimited Sahara. Between the first three Jeeps vehicles we have driven over 320,000 miles and never had this problem and now with only 57K on the Wrangler I am looking at a \$ 454.00 repair. As you can see we drive a lot of miles and for the last two weeks with this air bag light "ON" I don't feel safe on the Interstate at 75MPH or even around town

driving. I guess I am feeling what owners of other brands are feeling with their Air Bag problems and others with Ignition switch failures. UNSAFE !

I am hoping that you will reconsider my request for warranty on this part and labor. I look forward to your favorable response in a short time so I can continue my travels safely.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

Green Valley, AZ [REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jan 16 21:17:20 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

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 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8975392V61040L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Case # [REDACTED] 5

Comments:

CAC Manager, Case # [REDACTED] 5 Vin # 1J4GA59188 [REDACTED] 2 2008 Wrangler

Unlimited with 57,923 miles On 1/6/15 I talked with Krysten at CAC about my Air bag light problem. From various Jeep internet Forums that I belong to I surmised that my problem was with the "clockspring" in the steering column. According to the Forums this is a definite problem with '07 and up Wranglers. So much so that Jeep extended the warranty on that part for RHD Jeeps that are used for mail carriers to 150,000 miles so they didn't have to deal with the Federal Gov. Kyrsten suggestion a diagnose by a Jeep Dealership, which I have done today at Jim Click Dealership in Tucson,AZ(invoice # [REDACTED]) It was confirmed that it is indeed the "clockspring" that needs replacing for a estimated \$454.00 !!! They said they contacted Jeep with my Case # about a warranty replacement and where turned down. In the last 15 yrs my wife and I have been faithful Jeep owners, owning 4 all

together. Two(2)Grand Cherokee Limited, One(1) Cherokee Limited and my present Wrangler Unlimited Sahara. Between the first three Jeeps vehicles we have driven over 320,000 miles and never had this problem and now with only 57K on the Wrangler I am looking at a \$ 454.00 repair. As you can see we drive a lot of miles and for the last two weeks with this air bag light "ON" I don't feel safe on the Interstate at 75MPH or even around town driving. I guess I am feeling what owners of other brands are feeling with their Air Bag problems and others with Ignition switch failures. UNSAFE ! I am hoping that you will reconsider my request for warranty on this part and labor. I look forward to your favorable response in a short time so I can continue my travels safely. Regards, [REDACTED]

[REDACTED]r Green Valley, AZ [REDACTED]

VIN:

8L [REDACTED]

Mileage:

57923

Servicing Dealer:

Jim Click

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Green Valley

State:

AZ

Zip:

[REDACTED]

Email:

j [REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jan 21 09:48:29 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Air Bags

Comments:

My jeep is a left side drive. The warning light is on all the time and the chime goes off now and then. I was told it is not on a recall. Right side drive had a recall for air bag problems in 2011, recall ID# 95263. Why not the left side drive?? I am told by the service department this could cost well over a thousand dollars to fix. Why are you not standing behind your product??

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Thu Jan 22 08:30:19 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear A [REDACTED]

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

I'm sorry to hear that the air bag light is on in your vehicle.

The dealership is correct your vehicle does not have any open recalls or any recall for the airbags. Recalls are VIN specific. It depends on a lot of things such as where the vehicle was built, when it was built etc.

I researched the recall and your vehicle doesn't meet the requirements of the recall. I regret at this time we are not able to assist you with your repair.

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,

Linda

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=KMM8983285V33419L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Air Bags

Comments:

My jeep is a left side drive. The warning light is on all the time and the chime goes off now and then. I was told it is not on a recall. Right side drive had a recall for air bag problems in 2011, recall ID# 95263. Why not the left side drive?? I am told by the service department this could cost well over a thousand dollars to fix. Why are you not standing behind your product??

VIN:

8L [REDACTED]

Mileage:

82000

Servicing Dealer:

Title:

First Name:

██████e

Middle Initial:

Last Name:

██████

Address 1:

████████████████████

Address 2:

City:

Florissant

State:

CO

Zip:

██████

Email:

r████████████████████

Home Phone:

7██████████

To: customerassistre@chrysler.com

Date: Thu Jan 22 13:08:09 EST 2015

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8983285V33419L0KM)

TGluZGE6DQpWZXJ5IHNVcnJ5IHRvIGhlYXIgdGhhdCBDaHJ5c2xlcjB3aWxslG5vdCBzdGFuZCB

ZWhpbmQgdGhllHByb2R1Y3QuIEkgY2FuIGFzY3VyZSB5b3UgdGhhdBjJlHdpbGwgYm90IG93biBh

bm90aGVyIENoYXNjaGVyIHByb2R1Y3QsIGFuZCB3aWxsIGJlIA0Kc3VyZSB0byB0ZWxsIGZyaWVu

ZHMgZXRjlHRvIGJld2FyZS4gTXkgbmV4dCBtb3ZlIHdpbGwgaGF2ZSB0byBiZSB0byB0cmFkZSB0

biB0aGUgSmVlcCwgSUYgYW55b25lHdpbGwgdGFrZSBpdCB3aXRoIHRob2ZSBkZWZlY3QuIElOI
Glz

IHZlcnkgdW5mb3J0dW5hdGUNCnRoYXQgQ2hyeXNsZXlgaXMgZm9sbG93aW5nIHRoZSBzYW
1lIHNO

ZXBzIGFzIEdNIHdpdGggdGhllGlnbml0aW9uIHJlY2FsbHMuIFRvb2sgc2V2ZXJhbCBkZWFOaHMg

dG8gZ2V0IGFueSBvbmVzIGF0dGVudGlvbi4gSSByZW5hbGwgb3VyIHJheCBkb2xsYXJzIA0KY
mFp

bGluZyBvdXQgdGhlGxhcmdiGNvcnBvcnF0aW9ucyBhbmQgbm93IHRoZSBjb25zdW1lciBpcyBs

ZWZ0IHdpdGggZGVmZWN0aXZlIGNhcnMgYW5kIG90aGVyIHByb2R1Y3RzLiBNYWtlcyBzaW5jZSB0

aGF0IHBlb3BsZSBhcmUgZ29pbmcgdG8gZm9yZWlnbiANCm1hZGUgY2Fycy4gVGhleSBhbHNvI
Ghh

dmUgc29tZSBpc3N1ZXMsIGJ1dCBpdCBsb29rcyBsaWtlHRoZSBtYW51ZmFjdHVyZXMgc3Rhbm
Qg

YmVoaW5kIHRobW0uDQoNCIRoYW5rIHlvdSBmb3IgeW91ciB0aW1lLiBBbmQgSSBob3BIIHlvdS
Bk

byBub3QgZHJpdmUgYSBDbHJ5c2xlcjBwcm9kdWN0IGFzIHlvdSBhcmUgaW4gZGFuZ2VylGV2Z
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IHRpbWUgeW91IGdldCBiZWVhpbmQgdGhlIHdoZWVsLiBQbGVhc2UgZmVlYCBmcmVlIHhvDQpwYXNz

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ZI
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BQ
aG9uZToNCj4gICAgICAgIDcxOS4zMjMuNDk3Ne+/ve+/ve+/ve+/vQ0KIAkJIAkgICAJCSAg

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Thu Jan 22 13:39:11 EST 2015

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8983285V33419L0KM)

Dear [REDACTED]

Thank you for your reply back to the Jeep Customer Assistance Center.

I have documented your concerns in our corporate files.

If you do get the vehicle fixed I would recommend keeping your receipts and if a recall is added to your vehicle for this issue you can seek possible reimbursement for the repair.

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

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,

Linda

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=KMM8984048V51951L0KM&

Original Message Follows:

Linda:

Very sorry to hear that Chrysler will not stand behind the product. I can assure you that I will not own another Chrysler product, and will be sure to tell friends etc to beware. My next move will have to be to trade in the Jeep, IF anyone will take it with the defect. It is very unfortunate that Chrysler is following the same steps as GM with the ignition recalls. Took several deaths to get any ones attention. I recall our tax dollars bailing out the large corporations and now the consumer is left with defective cars and other products. Makes since that people are going to foreign made cars. They also have some issues, but it looks like the manufactures stand behind them. Thank you for your time. And I hope you do not drive a Chrysler product as you are in danger every time you get behind the wheel. Please feel free to pass this response to your manager. Would be great if it would go the very top so it is clear to all that the product they are selling is unsafe and a disgrace to this fine country.

[REDACTED]

> Date: Thu, 22 Jan 2015 08:31:08 -0500
> From: customerassistre@chrysler.com
> To: [REDACTED]
> Subject: Re: Chrysler Group LLC Customer Assistance (KMM8983285V33419L0KM)
>
> Dear [REDACTED],
>
> Thank you for contacting the Jeep Customer Assistance Center regarding
> your 2008 Wrangler.
>
> I'm sorry to hear that the air bag light is on in your vehicle.
>
> The dealership is correct your vehicle does not have any open recalls or
> any recall for the airbags.
>
> Recalls are VIN specific. It depends on a lot of things such as where
> the vehicle was build, when it was built etc.
>
> I researched the recall and your vehicle doesn't meet the requirements
> of the recall. I regret at this time we are not able to assist you with
> your repair.
>
> 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,
>
> Linda
>
> 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=KMM8983285V33419L0KM&
>
>

>
> Original Message Follows:
> -----
> Recall Information - Jeep Brand Site
> Brief Description:
> Air Bags
> Comments:
> My jeep is a left side drive. The warning light is on all the time and
> the
> chime goes off now and then. I was told it is not on a recall. Right
> side
> drive had a recall for air bag problems in 2011, recall ID# 95263. Why
> not
> the left side drive?? I am told by the service department this could
> cost
> well over a thousand dollars to fix. Why are you not standing behind
> your
> product??
>
>
>
> VIN:
> 8L6[REDACTED]
> Mileage:
> 82000
> Servicing Dealer:
>
> Title:
>
> First Name:
> A[REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED].
> Address 2:
>
> City:
> Florissant

> State:

> CO

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Jan 22 16:11:17 EST 2015
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8984048V51951L0KM)
QW5klENvcnBvcnF0ZSBjb3VsZCBjYXJlIGxlc3MulEkgyW0gYSBzZW5pb3IgyW5klG9uIGegZml4
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bGlmZS4gTm93IGl0IG9ubHkgYWRkcyB0byBkZXNwYWlyLiAgDQpTYWQgdGhhdCB0aGUgY29uY2Vy
biBpcyBvbmx5IHdvcnRzLiANCg0KPiBEYXRIOiBUaHUzIDlyIEphbiAyMDE1IDEzOjM5OjMzIC0wNTAwDQo+IEZyb206IGN1c3RvbWVyeXNzaXN0cmVAY2hyeXNsZXluY29tDQo+IFRvOiByYW5uZXlh
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Cj4gVGhhbm5geW91IGFnYWluIGZvciB5b3VyIGVtYWlsLiAgU2hvdWxklHlvdSBjYXZlF1aXJlIGFkZG10aW9uYWwgDQo+IGFzc2lzdGFuY2UzIG9yIGhhdmdUgYW55IG5ldyBpbmZvcn1hdGlvbiB0byBw
cm92aWRILCBwbGVhc2UgcmVwbHkgdG8gdGhpcw0KPiBlbWVpCBtZXNzYWdlIG9yIGNhbGwMS04
NzctSS1BTS1KRUVQICgxLTg3Ny00MjYtNTMzNykuICAgICAgDQo+IA0KPiBTaW5jZXJlbHksIA0K
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d3LmNo
cnlzbGVyLmNvbS93Y2NzL2JyYW5kX2ZvcmlzL3VzL3JlcGx5LmpzcD90cmR0SUQ9S01NODk4ND
A0
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Nh
biBhc3N1cmUgeW91IHROYXQgSSB3aWxslG5vdCBvd24gYW5vdGhlciBdaHJ5c2xlcjBwcm9kdW
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4g
TXkgbmV4dCBtb3ZlIHdpbGwgaGF2ZSB0byBiZSB0byANCj4gdHJhZGUgaW4gdGhIIEpIXAsIEI
G
IGFueW9uZSB3aWxslHRha2UgaXQgd2l0aCB0aGUgZGVmZW50LiBJdCBpcyB2ZXJ5IA0KPiB1
bmZv
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TSB3aXRoIHROZSBpZ25pdGlvbiANCj4gcmlvYXVxscj4gVG9vayBzZXZlcmFslGRlYXRocyB0byB
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ZXQgYW55IG9uZXMgYXR0ZW50aW9uLiBJIHJlY2FsbCBvdXlmdGF4DQo+IGRvbGxhcnMgDQo+
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Mg
bGVmdCB3aXRoIA0KPiBkZWZlY3RpdmlvY2FycyBhbmQgb3R0ZXlmcHJvZHVjdHMulE1ha2VzI
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Q3VzdG9tZXlglU2VydmljZSBsZXByZXNlbnRhdGllZSANCj4gPiBKZWVwIEN1c3RvbWVyeIEFzc2l

Z

[illegible]

From: customerassistre@chrysler.com

To: [REDACTED]m

Date: Fri Jan 23 07:25:29 EST 2015

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8984048V51951L0KM)

Dear [REDACTED]

Thank you for your recent email, although it does not contain any information that would cause a change in the previous decision. Your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

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,

Linda

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=KMM8985145V15929L0KM&

Original Message Follows:

And Corporate could care less. I am a senior and on a fixed income, thought the jeep would last me the rest of my life. Now it only adds to despair.

Sad that the concern is only words.

> Date: Thu, 22 Jan 2015 13:39:33 -0500

> From: customerassistre@chrysler.com

> To: [REDACTED]

> Subject: RE: Chrysler Group LLC Customer Assistance (KMM8984048V51951L0KM)

>

> [REDACTED]

>

> Thank you for your reply back to the Jeep Customer Assistance Center.

>

> I have documented your concerns in our corporate files.

>

> If you do get the vehicle fixed I would recommend keeping your receipts

> and if a recall is added to your vehicle for this issue you can seek

> possible reimbursement for the repair.

>

> Thank you for taking the time to communicate with us. We're sorry we

> can't provide a more favorable reply.

>

> 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,

>

> Linda

>

> 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]

[REDACTED]

[REDACTED]forms/us/reply.jsp?trk_ID=KMM8984048V51951L0KM&

>

>

>

> Original Message Follows:

> -----

> Linda:

> Very sorry to hear that Chrysler will not stand behind the product. I
> can assure you that I will not own another Chrysler product, and will be

>

> sure to tell friends etc to beware. My next move will have to be to

> trade in the Jeep, IF anyone will take it with the defect. It is very

> unfortunate

> that Chrysler is following the same steps as GM with the ignition

> recalls. Took several deaths to get any ones attention. I recall our tax

> dollars

> bailing out the large corporations and now the consumer is left with

> defective cars and other products. Makes since that people are going to

> foreign

> made cars. They also have some issues, but it looks like the

> manufactures stand behind them.

>

> Thank you for your time. And I hope you do not drive a Chrysler product

> as you are in danger every time you get behind the wheel. Please feel
> free to
> pass this response to your manager. Would be great if it would go the
> very top so it is clear to all that the product they are selling is
> unsafe and a
> disgrace to this fine country.
>
> [REDACTED].
>
>
>
>> Date: Thu, 22 Jan 2015 08:31:08 -0500
>> From: customerassistre@chrysler.com
>> To: [REDACTED]m
>> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM8983285V33419L0KM)
>>
>> Dear [REDACTED]
>>
>> Thank you for contacting the Jeep Customer Assistance Center regarding
>
>> your 2008 Wrangler.
>>
>> I'm sorry to hear that the air bag light is on in your vehicle.
>>
>> The dealership is correct your vehicle does not have any open recalls
> or
>> any recall for the airbags.
>>
>> Recalls are VIN specific. It depends on a lot of things such as where
>> the vehicle was build, when it was built etc.
>>
>> I researched the recall and your vehicle doesn't meet the requirements
>
>> of the recall. I regret at this time we are not able to assist you
> with
>> your repair.
>>
>> 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,

> >

> > Linda

> >

> > 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=KMM8983285V33419L0KM&

> >

> >

> >

> > Original Message Follows:

> > -----

> > Recall Information - Jeep Brand Site

> > Brief Description:

> > Air Bags

> > Comments:

> > My jeep is a left side drive. The warning light is on all the time and
>

> > the

> > chime goes off now and then. I was told it is not on a recall. Right

> > side

> > drive had a recall for air bag problems in 2011, recall ID# 95263. Why

>

> > not

> > the left side drive?? I am told by the service department this could

> > cost

> > well over a thousand dollars to fix. Why are you not standing behind

> > your

> > product??

> >

> >

> >

> > VIN:

> > 8L [REDACTED]
> > Mileage:
> > 82000
> > Servicing Dealer:
> >
> > Title:
> >
> > First Name:
> [REDACTED]
[REDACTED]:
> >
> > Last Name:
> > [REDACTED]
> > Address 1:
> > [REDACTED]
> > Address 2:
> >
> > City:
> > Florissant
> > State:
> > CO
> > Zip:
> > [REDACTED]
> > Email:
> > [REDACTED]
> > Home Phone:
> > [REDACTED] ?????????????

[REDACTED]
Woods Cross, Utah
[REDACTED]

Feb 18, 2015

To whom it may concern:

Case #: [REDACTED]

Attached with this fax is a letter from the UTAH DMV stating that I am the First and only registered owner of the 2008 Jeep Vin# 1J8GA59168L [REDACTED]. I am following up on a delay in having my warranty reinstated. I have also attached that page. I have been told that I have a claim number and to go ahead with the process. I took my Jeep to Salt Lake Valley Dodge in Salt Lake City, Utah but they are not showing these same results in their system. But assumed it was ok to go through and did most of the work needed under the warranty. They later contacted me and said it has not gone through. I recently spoke with someone at your customer care and they are requesting a bill of sale which I have also attached. Please take the attached information and reinstate my warranty so that I can finish the work needed covered by the warranty. Any questions please call me at the above number. I appreciate all your help in this matter.

Sincerely,
[REDACTED]

5 pages

Feb 18 15:04:20p

VLF Enterprises

R/DEALER:

MOTOR VEHICLE CONTRACT OF SALE

DEAL #

DATE OF SALE

LARRY H MILLER CHRYSLER JEEP DODGE

755 NORTH 500 WEST

WEST BOUNTIFUL, UT 84087

801-693-2200

PURCHASER'S NAME

STREET ADDRESS

COUNTY

STATE

SUB. PHONE

Purchaser and Co-Purchaser(s), if any, (hereafter referred to as "Purchaser") hereby agree to purchase the following vehicle from Seller/Dealer (hereafter referred to as "Seller"). Subject to all terms, conditions, warranties and agreements contained herein, including those printed on the reverse side hereof.

NEW	USED	DEMO	YEAR	MAKE	SERIES	BODY TYPE	CYL	COLOR
	X		08	JEEP	WRANGLER	N/A		BLACK
VIN: 1J8GA59168L				ODOMETER: 7886		STOCK NO.:		DEL. DATE: 02 SEP 2008
								SALES PERSON:

PURCHASE PRICE AND OTHER SUMS DUE

1. CASH PRICE OF VEHICLE	25500.00
2. ACCESSORIES/OPTIONS	N/A
3. ENVIRONMENTAL PACKAGES	NONE
4.	N/A
5.	N/A
6. TOTAL CASH PRICE (add lines 1-5)	25500.00
7. MFR. REBATE \$	N/A
8. PORTION/REBATE APPLIED TO PURCHASE	N/A
9. SUBTOTAL (line 6 minus 8)	25500.00

TRADE-IN AND/OR OTHER CREDITS

YEAR/MAKE	ODOMETER
N/A N/A	N/A
SERIES	BODY TYPE
N/A	N/A
VIN:	
N/A	
*BALANCE OWED ON TRADE-IN:	N/A
BALANCE OWED TO:	N/A
ADDRESS:	
PAYOFF	GOOD
VERIFIED BY:	UNTIL:
DATE OF	
VERIFICATION:	ACC. #:

*WARRANTY AS TO BALANCE OWED ON TRADED-IN VEHICLE: Purchaser warrants that he/she has given Seller a true pay-off amount on any vehicle traded in, and that it is not correct and is greater than the amount shown above. Purchaser will pay the excess to Seller on demand.

10. TRADE-IN ALLOWANCE	N/A
11. BALANCE OWED ON TRADE-IN	N/A
12. NET ALLOWANCE ON TRADE-IN (line 10 minus line 11)	N/A
13. DEPOSIT/CASH DOWN PAYMENT (omit amt. line 8)	N/A
14. TOTAL CREDITS (total lines 12 & 13)	N/A
15. SUBTOTAL FROM LINE 9	25500.00
16. SERVICE CONTRACT	N/A
17. DEALER DOCUMENTARY SERVICE FEE	299.00
18.	N/A
19. SUBTOTAL-TAXABLE ITEM (total lines 15-18)	25799.00
20. TRADE ALLOWANCE** (line 10)	N/A
21. NET TAXABLE AMOUNT (line 19 minus line 20)	25799.00
22. UTAH SALES/USE TAX ON "TAXABLE AMOUNT"	1702.73
23. LICENSE AND REGISTRATION FEES	71.75
24. FEES: AGE BASED/PROPERTY ASSESSMENT	150.00
25. STATE INSPECTION/EMISSIONS TEST	39.50
26. STATE WASTE TIRE RECYCLING FEE	N/A
27.	N/A
PERMIT FEE	11.01
29. TOTAL OF ALL ITEMS ABOVE (lines 19, 22-28)	27773.99
30. TOTAL CREDITS (line 14)	N/A
31. BALANCE DUE (total line 29 minus 30)	27773.99
DAY MONTH YEAR	09

THIS SECTION FOR SELLER'S USE ONLY PERTAINING TO TRADE-IN

Title (if not, explain):

REGISTRATION	POWER OF ATTORNEY	ODOMETER STATEMENT	TRADE-IN APPRAISAL	AUTHORIZATION FOR PAYOFF	MANUFACTURED OUT OF COUNTRY
☐	☐	☐	☐	☐	☐

NOTICE ONLY TO BUYERS OF USED VEHICLES

The information you see on the window form (Buyer's Guide) for this vehicle is part of this contract. Information on this window form overrides any contrary provisions in the contract of sale.

I HAVE RECEIVED A COPY OF THE FTC BUYERS GUIDE.

X

FINANCING DISCLOSURE

INSTRUCTION: One of the two following disclosures, either "A" or "B", must be acknowledged. If Purchaser agrees to be responsible for financing, or if this is a cash-only or cash-plus-trade-in only transaction, the Purchaser must sign disclosure "A". If Seller agrees to arrange for financing, then both Seller and Purchaser must sign disclosure "B". BY SIGNING, PURCHASER AFFIRMS THAT HE/SHE HAS READ THE DISCLOSURE AND AGREES THERETO. IF SELLER DISCLOSES "B", DO NOT SIGN UNTIL ALL BLANKS HAVE BEEN FILLED IN. PURCHASER ACKNOWLEDGES THAT THE TERMS SET FORTH BELOW ("A") AND ("B") ARE STATE CODE MANDATED AND ARE NOT TO BE CONSTRUED AS CONTRACTUAL TERMS BETWEEN THE SELLER AND PURCHASER.

PURCHASER AGREES TO ARRANGE FINANCING

"(A)" THE PURCHASER OF THE MOTOR VEHICLE DESCRIBED IN THIS CONTRACT ACKNOWLEDGES THAT THE SELLER OF THE MOTOR VEHICLE HAS MADE NO PROMISES, WARRANTIES, OR REPRESENTATIONS REGARDING SELLER'S ABILITY TO OBTAIN FINANCING FOR THE PURCHASE OF THE MOTOR VEHICLE. FURTHERMORE, PURCHASER UNDERSTANDS THAT IF FINANCING IS NECESSARY IN ORDER FOR THE PURCHASER TO COMPLETE THE PAYMENT TERMS OF THIS CONTRACT ALL THE FINANCING ARRANGEMENTS ARE THE SOLE RESPONSIBILITY OF THE PURCHASER.

SIGNATURE OF PURCHASER

SELLER AGREES TO SEEK ARRANGEMENTS FOR FINANCING

"(B)" THE PURCHASER OF THE MOTOR VEHICLE DESCRIBED IN THIS CONTRACT HAS EXECUTED THE CONTRACT IN RELIANCE UPON THE SELLER'S REPRESENTATION THAT SELLER CAN PROVIDE FINANCING ARRANGEMENTS FOR THE PURCHASE OF THE MOTOR VEHICLE. THE PRIMARY TERMS OF THE FINANCING ARE AS FOLLOWS:

INTEREST RATE BETWEEN N/A % AND N/A % PER ANNUM, TERM BETWEEN N/A MONTHS AND N/A MONTHS. MONTHLY PAYMENTS BETWEEN \$ N/A PER MONTH AND \$ N/A PER MONTH BASED ON A DOWN PAYMENT OF \$ N/A.

IF SELLER IS NOT ABLE TO ARRANGE FINANCING WITHIN THE TERM DISCLOSED, THEN SELLER MUST, WITHIN SEVEN CALENDAR DAYS OF THE DATE OF SALE, MAIL NOTICE TO THE PURCHASER THAT HE/SHE HAS NOT BEEN ABLE TO ARRANGE FINANCING. PURCHASER THEN HAS 14 DAYS FROM DATE OF SALE TO ELECT, IF PURCHASER CHOOSES, TO RESCIND THE CONTRACT OF SALE. PURSUANT TO SECTION 41-3-401.

IN ORDER TO RESCIND THE CONTRACT OF SALE, THE PURCHASER SHALL:
(1) RETURN TO SELLER THE MOTOR VEHICLE PURCHASED;
(2) PAY THE SELLER AN AMOUNT EQUAL TO THE CURRENT STANDARD MILEAGE RATE FOR THE COST OF OPERATING A MOTOR VEHICLE ESTABLISHED BY THE FEDERAL INTRASTATE REVENUE SERVICE FOR EACH MILE THE MOTOR VEHICLE HAS BEEN DRIVEN; AND
(3) COMPENSATE SELLER FOR ANY PHYSICAL DAMAGE TO THE MOTOR VEHICLE.

IN RETURN, SELLER SHALL GIVE BACK TO THE PURCHASER ALL PAYMENTS OR OTHER CONSIDERATION PAID BY THE PURCHASER, INCLUDING ANY DOWN PAYMENT AND ANY MOTOR VEHICLE TRADED IN, IF THE TRADE-IN HAS BEEN SOLD OR OTHERWISE DISPOSED OF BEFORE THE PURCHASER RESCINDS THE TRANSACTION. THEN THE SELLER SHALL RETURN TO THE PURCHASER A SUM EQUIVALENT TO THE ALLOWANCE TOWARD THE PURCHASE PRICE GIVEN BY THE SELLER FOR THE TRADE-IN AS NOTED IN THE DOCUMENT OF SALE.

IF PURCHASER DOES NOT ELECT TO RESCIND THE CONTRACT OF SALE AS PROVIDED IN SUBSECTION (2)(b) OF THIS FORM, (A) THE PURCHASER IS RESPONSIBLE FOR ADHERENCE TO THE TERMS AND CONDITIONS OF THE CONTRACT ON RISKS BEING FOUND IN DEFAULT OF THE TERMS AND CONDITIONS; (B) THE TERMS AND CONDITIONS OF THE DISCLOSURE SET FORTH IN SECTION (1) OF THIS FORM ARE NOT BINDING ON THE SELLER; AND (C) IF FINANCING IS NECESSARY FOR THE PURCHASER TO COMPLETE THE PAYMENT TERMS OF THE CONTRACT OF SALE, THE PURCHASER IS SOLELY RESPONSIBLE FOR MAKING ALL THE FINANCING ARRANGEMENTS.

SIGNING THIS DISCLOSURE DOES NOT PROHIBIT THE PURCHASER FROM SEEKING HIS/HER OWN FINANCING. THE DEALERSHIP MAY OR MAY NOT RECEIVE INCOME FOR ARRANGING FINANCING.

SIGNATURE OF PURCHASER

SIGNATURE OF SELLER

OTHER TERMS AGREED TO:

NONE ☐ AS FOLLOWS ☐

The following non-Chrysler parts-accessories and/or service contract is/are not warranted by Chrysler. Full Disclosure attached int.

Purchaser has arranged insurance on vehicle through N/A

insurance company. Policy #

AS IS STATED ON THE REVERSE SIDE OF THIS DOCUMENT, UNLESS SELLER HAS GIVEN TO PURCHASER AN EXPRESS WARRANTY IN WRITING, SELLER MAKES NO WARRANTY, EXPRESS OR IMPLIED, WITH RESPECT TO THE MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE, OR OTHERWISE CONCERNING THE VEHICLE, PARTS OR ACCESSORIES DESCRIBED HEREIN. UNLESS OTHERWISE INDICATED IN WRITING, ANY WARRANTY IS LIMITED TO THAT PROVIDED BY THE MANUFACTURER, IF ANY, AS EXPLAINED AND CONDITIONED BY PARAGRAPH 4 ON THE REVERSE SIDE HEREOF.

Purchaser agrees that this contract includes all of the terms, conditions and warranties on both the face and reverse side hereof. This agreement cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby. PURCHASER BY HIS/HER EXECUTION OF THIS AGREEMENT ACKNOWLEDGES THAT HE/SHE HAS READ ITS TERMS, CONDITIONS AND WARRANTIES BOTH ON THE FACE AND THE REVERSE SIDE HEREOF AND HAS RECEIVED A TRUE COPY OF THIS AGREEMENT, AND FURTHER AGREES TO PAY THE "BALANCE DUE" SET FORTH ABOVE ON OR BEFORE THE DATE SPECIFIED. IF NO DATE SPECIFIED, THEN BALANCE IS DUE AS OF THE DATE OF THIS CONTRACT. THIS CONTRACT IS NOT A RECEIPT OF PAYMENT. NO RETURNS, REFUNDS OR EXCHANGES ARE PERMISSIBLE EXCEPT AS NOTED ABOVE.

SIGNATURE OF PURCHASER	DATE	VEHICLE TO BE TITLED IN NAME OF:
SIGNATURE OF CO-PURCHASER	DATE	SIGNATURE OF SELLER
		DATE

UTAH MOTOR VEHICLE CURRENT INFORMATION**DIVISION OF MOTOR VEHICLES****210 NORTH 1950 WEST SALT LAKE CITY UT 84134****PHONE: 801 - 297 - 7780**

The following is a true and accurate copy of the vehicle information recorded with the Division of Motor Vehicles

as of: **17-Nov-2014****VEHICLE INFORMATION**

VIN: 1J8GA59168L [REDACTED]
YEAR/MAKE/MODEL 2008 / JEEP / WRANGLER
TYPE: UNLIMITED SAHARA
TRUCK
COLOR: BLACK
BODY TYPE: 4 DOOR WAGON TRUCK
FUEL TYPE: GASOLINE
CYLINDERS: 6
LENGTH: 0 ft 0 in

TITLE INFORMATION

TITLE NUMBER: [REDACTED]
TITLE ISSUE DATE: 05-Oct-2009
TITLE CANCEL DATE:
TITLE STATUS: VALID
ODOMETER: 7886
ODO DESCRIPTION: Actual
ODOMETER DATE: 08-Sep-2009
VEHICLE BRAND:
PREVIOUS TITLE #: [REDACTED]
PREVIOUS STATE: UT

VEHICLE INFORMATION

PLATE NUMBER: [REDACTED]
PLATE EXPIRATION DATE: 30-Sep-2015
PLATE CANCEL DATE:

PERMIT NUMBER:
PERMIT EXPIRATION DATE:
SAFETY INSPECTION #:
EMISSION INSPECTION #: 3454155

INFORMATION REQUESTED BY: RICHARD HUBER

OWNER**RELATIONSHIP****PHYSICAL ADDRESS****MAILING ADDRESS**

PRIMARY

WOODS CROSS UT [REDACTED]

LIEN HOLDER: PHILLIPS-WASATCH
CREDIT UNION

LESSOR:

LIEN RELEASE DATE:

ADDRESS:

ADDRESS: PO BOX 666
BOUNTIFUL UT
84011-0666



State of Utah

GARY R. HERBERT
Governor

GREG BELL
Lieutenant Governor

Utah State Tax Commission

R. BRUCE JOHNSON
Commission Chair

MARC B. JOHNSON
Commissioner

D'ARCY DIXON PIGNANELLI
Commissioner

MICHAEL J. CRAGUN
Commissioner

BARRY C. CONOVER
Executive Director

November 17, 2014

Re: [REDACTED]
2008 Jeep
1J8GA59168L [REDACTED]

To whom it may concern:

Our records show that [REDACTED] is showing as the only registered owner of the
above referenced vehicle.

Thank you,

Sher Smart

Sher Smart

Farmington DMV
969 West Clark Lane
Farmington, UT 84025
801-447-4253

**WHAT'S COVERED UNDER
CHRYSLER MOTORS LLC'S WARRANTIES**

**2.4 Lifetime Powertrain Limited
Warranty**

A. Who Is Covered?

You are covered by the Lifetime Powertrain Limited Warranty if you are the first registered owner or lessee for use of the vehicle sold and delivered on or after July 26, 2007. Subsequent owners or lessees, even if they are within the same family or business, are not covered. Successor business entities or persons to whom the vehicle is transferred by operation of law are also not covered.

B. What's Covered

The Lifetime Powertrain Limited Warranty covers the cost of all parts and labor needed to repair a powertrain component listed in section

2.4.E below that is defective in workmanship and materials. There is no coverage for towing in the event of disablement.

C. When It Begins

The Lifetime Powertrain Limited Warranty begins at the end of the Basic Limited Warranty.

D. Excluded Vehicles

SRT vehicles, Sprinter vehicles, diesel equipped vehicles, and all Ram Cab/Chassis vehicles are not covered. Vehicles used as a police, taxi, limousine, postal delivery vehicle, ambulance, rental and government vehicles are not covered by the Lifetime Powertrain Limited Warranty.

From: a [REDACTED]
To: customerassist@chrysler.com
Date: Sun Feb 01 09:21:18 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Clockspring defective?

Comments:

Controls on my steering wheel have gone out and my horn does not work. I read that this is common for my vehicle and that there was a recall for RHD Wranglers. This appears to be a safety issue as it is the clockspring that controls the airbag. Is this something that is covered by the manufacturer for repair?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Feb 02 04:28:29 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear A [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center. It is always a concern when a customer is dissatisfied with our products. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.

We have documented your concern and the clockspring recall your referring to is outlined by Chrysler and NHTSA as follows:

Safety Recall L37/NHTSA 11V-528

The airbag system clockspring assembly that connects the driver's airbag to the electrical system on about 5,400 of the above vehicles could experience a compromised driver's airbag circuit. This would cause the airbag light to illuminate or flash intermittently, which indicates the airbag may not deploy and increase the risk of an injury in the event of a frontal crash.

The supplemental restraint system must be tested using a wiTECH scan tool. Vehicles found with a defective clockspring must have the clockspring replaced.

If other airbag components are found to be faulty, it is the responsibility of the owner unless the vehicle is still in the new vehicle 3/36 warranty period.

I have researched your file and the only recall outstanding on your account is listed below. As well the issues you have stated you are experiencing does not pertain to the clockspring recall, as it states this is for the airbag system, not the steering wheel controls or the horn.

As I stated there is an open recall currently on your vehicle that needs to be completed. Our records indicate that the following recall campaign has not been performed by an authorized dealer:

P61

Power Mirror Wiring

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,

Tina

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=KMM8999277V69309L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Clockspring defective?

Comments:

Controls on my steering wheel have gone out and my horn does not work. I read that this is common for my vehicle and that there was a recall for RHD Wranglers. This appears to be a safety issue as it is the clockspring that controls the airbag. Is this something that is covered by the manufacturer for repair?

VIN:

CL [REDACTED] 0

Mileage:

67000

Servicing Dealer:

Rice Chrysler Jeep

Title:

[REDACTED] Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]s

Address 1:

[REDACTED]

Address 2:

City:

Maryville

State:

TN

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Tue Feb 03 13:16:45 EST 2015

Subject: Reply to Chrysler Group LLC (KMM8999277V69309L0KM)

Reply Comments:

This is a response to my inquiry, REF # [REDACTED] I am just trying to verify that you are saying take my car in and they will evaluate the clockspring and fix it for no charge?

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Feb 03 22:54:27 EST 2015

Subject: Re: Reply to Chrysler Group LLC (KMM8999277V69309L0KM)

Dear [REDACTED]

I apologize for any confusion my email may have caused. Your vehicle does not have a recall for the clockspring. In the email I outlined the recall you are speaking about. In the recall the issue is the Air Bag not the horn or steering wheel mounted controls. Therefore, any repair will be the responsibility of the owner to pay for.

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,

Tina

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=KMM9002834V22067L0KM&

Original Message Follows:

Comments:

This is a response to my inquiry, REF # [REDACTED]. I am just trying to verify that you are saying take my car in and they will evaluate the clockspring and fix it for no charge?

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Feb 02 15:29:03 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall ID # 95261 - AIR BAGS:FRONTAL

Comments:

I have a left hand drive Wrangler and my airbag light goes off and on randomly. I have yet to find the root cause. I have found some recall info but it is only for right hand drive Wranglers. I might be wrong but isn't the clockspring the same on both left and right hand drives at least internally? My question is how is there a recall for one but not the other? I would love to get it fixed but it is too costly for me to do it which sucks because it is part of the safety system.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Tue Feb 03 06:03:50 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear C [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

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

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. The dealership will also be able to answer your question about the clockspring being the same on both left and right hand drives.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

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,

Carol

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=KMM9001215V61430L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Recall ID # 95261 - AIR BAGS:FRONTAL

Comments:

I have a left hand drive Wrangler and my airbag light goes off and on randomly. I have yet to find the root cause. I have found some recall info but it is only for right hand drive Wranglers. I might be wrong but isn't the clockspring the same on both left and right hand drives at least internally? My question is how is there a recall for one but not the other? I would love to get it fixed but it is too costly for me to do it which sucks because it is part of the safety system.

VIN:

AL [REDACTED]

Mileage:

34455

Servicing Dealer:

Colorado Chrysler

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Aurora

State:

CO

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

RECEIVED DATE:

12/17/14

POSTED DATE :

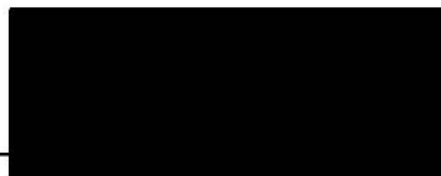
12.12.14

VIN (FIRST 9 DIGITS)

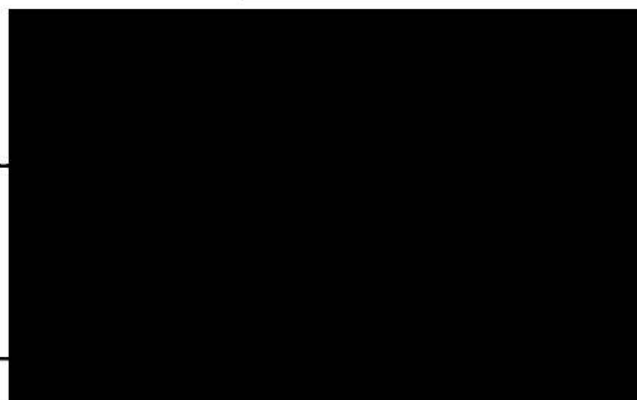
1J8FA54/3

VIN (LAST 8 DIGITS)

7L



FIRST NAME:



LAST NAME :

CAIR :

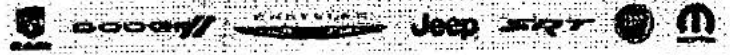
000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

December 21, 2011



CHRYSLER GROUP LLC

077311

GALLOWAY, OI



1J8FA54137

Dear [REDACTED]:

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your Wrangler's clockspring has been extended to 10 years or 150,000 miles, whichever occurs first. This extended clockspring warranty coverage applies to select model year 2007 Wranglers.

We are extending the warranty period on your clockspring because some of the affected vehicle population may experience an airbag lamp illumination caused by a steering column clockspring issue. **If your vehicle is operating properly, there is nothing you are required to do.**

If you are experiencing the condition as described in this warranty extension (within the 10 year or 150,000 mile period), simply contact your dealer to schedule a service appointment. Remember to bring this letter with you to your dealer. Please make sure to store this letter with your vehicle's other warranty information for future reference. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your clockspring, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Jeep Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST. Please contact 1-877- I AM JEEP (426-5337).

Chrysler Group LLC

2007 JEEP WRANGLER CLOCKSPEED EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: [REDACTED]
17-Digit Vehicle Identification Number (VIN): 1J8FA54137L [REDACTED]
Mileage at Time of Repair: ~~104800~~ 50588 Date of Repair: 20100401
Customer First & Last Name (please print): [REDACTED]
Street Address or PO Box Number: [REDACTED]
City: JACKSONVILLE State: NC Zip Code: [REDACTED]
Daytime Telephone Number (include Area Code): [REDACTED]
Evening Telephone Number (include Area Code): SAME AS ABOVE
Amount of Reimbursement Requested: \$ 445.00

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- ☒ The name and address of the person who paid for the repair.
- ☒ The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- ☒ What repair was completed, when it was done, and who did it.
- ☒ The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer Signature: [REDACTED]

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. Indicate in the narrative "X41 Repair Reimbursement - Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Jeep Customer Care between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday and Sunday 9:00 AM to 5:00 PM, EST at 1-877-1AM JEEP (426-5337).

CUSTOMER #:

**MATHEWS DODGE
CHRYSLER JEEP, INC.**

1866 MARION WALDO RD.

MARION, OH 43302

(740) 389-2341

Dealer Zone / Code 41-44707

INVOICE

DUPLICATE 1

PAGE 1

MORRAL, C

HOM

BUS:

CONT:N/A

CELL:

SERVICE ADVISOR: 243 MICHAEL GIST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	07	JEEP WRANGLER	1J8FA54137		50588/50588		
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG. NO.	RATE	PAYMENT	INV. DATE
12FEB07 DD			17:00 01APR10	3	80.00	CASH	13APR10
DATE OF REPAIR	CUST. NOTIFIED DATE	OPTIONS: DLR:44707 ENG:3.8 Liter					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES CHECK ENGINE LIGHT ON AND AIR BAG LIGHT

CO FOUND CODES FOR EGR VALVE AND CLOCK

SPRING, REPAIR CLOCK SPRING, PER CUSTOMER ONLY

102 CP

1 68003216AH CLKSPRING-STEERING COLUMN

PARTS: 235.00 LABOR: 210.00 OTHER: 0.00 TOTAL LINE A: 445.00

B RECALL-G25 RE-PROGRAM TIPM

CAUSE: RECALL G25

08G25182 RECALL G25-REPROGRAM TIPM

102 W94

FC: ZZ PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C RECALL-G40 EBC MODULE

CAUSE: RECALL G40

18G40182

102 W94

FC: ZZ PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

IMPORTANT

You may receive a customer satisfaction survey from Chrysler Corporation in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please contact our Service Dept. immediately.

Thank You,

Mathews Dodge Chrysler Jeep, Inc.

(740) 389-2341

(800) 943-5103

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

CUSTOMER SIGNATURE

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

5% of the Total Labor, not to exceed \$10.00, will be charged for hazardous waste removal and shop supplies.

RECEIVED COPY

CUSTOMER #:

**MATHEWS DODGE
CHRYSLER JEEP, INC.**

1866 MARION WALDO RD.

MARION, OH 43302

(740) 389-2341

Dealer Zone / Code 41-44707

INVOICE

DUPLICATE 1

PAGE 2

186 W SOUTH ST
MORRAL, OH 43061
HOM [REDACTED] CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 243 MICHAEL GIST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	07	JEEP WRANGLER	1J8FA54137L		50588/50588		
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
12FEB07 DI			17:00 01APR10	3	80.00	CASH	13APR10
DATE OF REPAIR		CUST. NOTIFIED DATE	OPTIONS: DLR:44707 ENG:3.8 Liter				

15:05 01APR10 09:36 13APR10

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

D RECALL-J24-TOW BAR

CAUSE: RECALL DOES NOT APPLY

13J24182 RECALL J24

999 W94

FC: ZZ PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E CUSTOMER STATES LUBE OIL AND FILTER

LOF CUSTOMER SUPPLIED OIL AND FILTER

102 CP

9.97

9.97

PARTS: 0.00 LABOR: 9.97 OTHER: 0.00 TOTAL LINE E: 9.97

F 23 POINT VEHICLE INSPECTION

9023 23 POINT VEHICLE INSPECTION

102 CP

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

SHOP CHARGES

1.20

Paid
4/13/10
Customer

IMPORTANT

You may receive a customer satisfaction survey from Chrysler Corporation in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please contact our Service Dept. immediately.

Thank You,

Mathews Dodge Chrysler Jeep, Inc.

(740) 389-2341

(800) 943-5103

Disclaimer of Warranties

Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold products or services. This disclaimer by the dealership in no way affects the terms or performance of the manufacturer's warranty.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	219.97
PARTS AMOUNT	235.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.20
TOTAL CHARGES	456.17
LESS INSURANCE	0.00
SALES TAX	29.66
PLEASE PAY THIS AMOUNT	485.83

5% of the Total Labor, not to exceed \$10.00, will be charged for hazardous waste removal and shop supplies.

CUSTOMER COPY



JACKSONVILLE, NC



FAYETTEVILLE NC 283
Coastal Carolina Area
12 DEC 2014 PM 1 L



CHRYSLER CUSTOMER ASSISTANCE CENTER
P.O. BOX 21-8007
AUBURN HILLS, MI
48321-8007

483218007



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2015-03-14 00:53:48.021046

Files Not Recieved: 0

My mailing address is [REDACTED] eaton co [REDACTED]

Jordan

800-763-8422

CUSTOMER #:

JOHN ELWAY

CHRYSLER JEEP DODGE RAM

ACCOUNTING

2501 35th Avenue

Greeley, CO 80634

(970) 506-9777

www.elwaydealers.com

EATON, CO

HOME:

BUS:

CONT

CELL

PAGE 1

* PRE-INVOICE **

SERVICE ADVISOR: 468 THADEUS NOLAND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TA
GREEN	09	JEEP WRANGLER	1J4GZ39189L		138435/138443	T67

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN09 IS			18:00	12FEB15	115.00	CASH	17FEB15

R.O. OPENED	READY	OPTIONS:	SOLD-STK: 9L740547	DLR: 45504
17:14 11FEB15	13:08 17FEB15	ENG: 3.8_Liter		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON. CHECK AND ADVISE.

CAUSE: STEERING ANGLE SENSOR INTERNAL

09 ENGINE

164 CP 0.86 1.50 4200 17250 172.50 172.50

1 5156106AD

CLKSPRING-STEERING COLUMN

CONTROL MOD

16200 29160 0 291.60 291.60 291.60

1 4883971

*ADHESIVE-RTV-BLACK

595 1428 0 14.28 14.28 14.28

PARTS: 305.88 LABOR: 172.50 OTHER: 0.00 TOTAL LINE A: 478.38

138443 STEERING ANGLE SENSOR INTERNAL SCAN & TEST REPLACE

INTERNALLY FAILED STEERING ANGLE SENSOR/CLOCK SPRING & RETEST, TEST

DRIVE

B CUSTOMER STATES THAT THE AIR BAG LIGHT IS ON. CHECK AND ADVISE.

27 ACCESSORIES

164 CP 0.00 0.00 0 0 0.00 0.00

1 68273161AA THRMOSTAT

1425 2375 0 23.75 23.75 23.75

1 53034018AE FILTER-AIR

1360 3500 0 35.00 35.00 35.00

6 S3RE14PLP5 SPARKPLUG

4320 7200 0 12.00 12.00 72.00

1 68017712AC CABLE

PKG-IGNITION

3805 7420 0 74.20 74.20 74.20

6 4781580AA SEAL-INTAKE

MANIFOLD

3450 8280 0 13.80 13.80 82.80

1 4781034AB GASKET-INTAKE

MANIFOLD

1395 3069 0 30.69 30.69 30.69

1 5277928 GASKET-EGR TUBE

FLANGE

210 546 0 5.46 5.46 5.46

1 4667431 SEAL-EGR TUBE

675 1620 0 16.20 16.20 16.20

1 68048953AB

*ANTIFREEZ-COOLANT

1390 2320 0 23.20 23.20 23.20

PARTS: 363.30 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 363.30

138443 SEE LINE A

C JOHN ELWAY WORLD CLASS INSPECTION - SEE REPORT FOR COMPLETE DETAILS

INSP JOHN ELWAY WORLD CLASS INSPECTION - SEE

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

A charge equivalent to 10% of the labor charge is included for materials and supplies and environmental fees used on your vehicle, with a maximum of \$50.00.

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

Customer Signature X

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

CUSTOMER #:

JOHN ELWAY

CHRYSLER JEEP DODGE RAM

ACCOUNTING

2501 35th Avenue
Greeley, CO 80634
(970) 506-9777

www.elwaydealers.com

EATON, CO

HOME:

BUS:

CONT

CELL

PAGE 2

** PRE-INVOICE **

SERVICE ADVISOR: 468 THADEUS NOLAND

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAX
GREEN	09	JEEP WRANGLER	1J4GZ391891		138435 / 138443	T675..

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN09 IS							
20JUN12 DD			18:00	12FEB15	115.00	CASH	17FEB15

R.O. OPENED	READY	OPTIONS:
17:14 11FEB15	13:08 17FEB15	SOLD-STK:9L740547 DLR:45504 ENG:3.8 Liter

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

REPORT FOR COMPLETE DETAILS

164	ISP	0.00	0.00	0	0	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

138443 INSPECT

D** UPON INSPECTION THE VEHICLE WAS LEAKING COOLANT.

07 COOLING SYSTEM

164	CP	0.01	6.30	17640	72450	724.50	724.50
PARTS:	0.00	LABOR:	724.50	OTHER:	0.00	TOTAL LINE D:	724.50

138443 0.63 RESEAL LEAKING INTAKE & T-STAT, PERFORM TUNE WITH WIRE
SET, AIR FILTER TEST DRIVE

EST: 110.00 11FEB15 17:14 SA: 468

CUSTOMER PAY SHOP CHARGE FOR REPA 0 3999 39.99

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-17-15	05:48	06:37	0.82	W	164	A	
	12:05	12:07	0.04	W	164	A	
	12:07	12:07	0.00	W	164	B	
	12:07	12:07	0.00	W	164	C	
	13:04	13:05	0.01	W	164	D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55000	89700	21840		57000	66918	34825	
55400	0	0		34401	3999	0	
21500	4510	0		11700	165127	*****	
34601	0	*****					

COST, SALE, & COMP TOTALS 56665 160617 0

REPAIR ORDER NOTICE

Colorado law provides for the imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.

NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

A charge equivalent to 10% of the labor charge is included for materials and supplies and environmental fees used on your vehicle, with a maximum of \$50.00.

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

Customer Signature X

DESCRIPTION	TOTALS
LABOR AMOUNT	897.00
PARTS AMOUNT	669.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES / SHOP SUPPLIES	39.99
TOTAL CHARGES	1606.17
LESS INSURANCE / DISCOUNT	0.00
SALES TAX	45.10
PLEASE PAY THIS AMOUNT	1651.27

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Feb 19 11:50:27 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Faulty clock spring

Comments:

(the online link for Jeep didn't work) While driving the Jeep the airbag warning light came on with the warning chime. The light continued to go on and off intermittently and the chime sounded. I took the Jeep to the local dealer who I bought it from and they determined it was a faulty clock spring in the steering column. I researched this issue on line and learned that this is a common problem on this model of Jeep. Right hand drive models have been recalled for this issue and the clock springs replaced, but there is no such recall for the Left hand drive vehicles. The on line information indicated that this issue could cause the airbag to not deploy in an accident, so I had it replaced by the dealer at my expense. This issue should be addressed by Chrysler and owners who've had their clock springs replaced for this issue should be reimbursed for their expense.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Feb 19 20:22:17 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Clark,

Thank you for contacting the Jeep Customer Assistance Center.

We apologize for the inconvenience you have experienced.

We would like to review your concerns further by contacting the dealership you had the repair completed at. Please respond by clicking the link below and provide the dealership name and location so we may discuss your concerns further.

Once we have reviewed this, we will contact you back.

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

Sincerely,

Ashley

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9027431V95337L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Faulty clock spring

Comments:

(the online link for Jeep didn't work) While driving the Jeep the airbag warning light came on with the warning chime. The light continued to go on and off intermittently and the chime sounded. I took the Jeep to the local dealer who I bought it from and they determined it was a faulty clock spring in the steering column. I researched this issue on line and learned that this is a common problem on this model of Jeep. Right hand drive models have been recalled for this issue and the clock springs replaced, but there is no such recall for the Left hand drive vehicles. The on line information indicated that this issue could cause the airbag to not deploy in an accident, so I had it replaced by the dealer at my expense. This issue should be addressed by Chrysler and owners who've had their clock springs replaced for this issue should be reimbursed for their expense.

VIN:

AL1 [REDACTED]

Mileage:

35600

Servicing Dealer:

Lithia Jeep of Pocatello

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Pocatello

State:

ID

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Thu Feb 19 22:17:18 EST 2015

Subject: Reply to Chrysler Group LLC (KMM9027431V95337L0KM)

Reply Comments:

Lithia Chrysler, Jeep, Dodge of Pocatello is did the repair on my Jeep.

Address 2929 Poleline, Pocatello, ID 83201. Ph. 208-232-3322. They are also where I purchased the Jeep new in 2010.

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Feb 19 22:32:27 EST 2015

Subject: Re: Reply to Chrysler Group LLC (KMM9027431V95337L0KM)

Dear [REDACTED]

Thank you for providing this information.

Once we review your concerns with the dealership, we will contact you back.

Sincerely,

Ashley

Customer Service Representative

Jeep Customer Assistance Center

Original Message Follows:

Comments:

Lithia Chrysler, Jeep, Dodge of Pocatello is did the repair on my Jeep.

Address 2929 Poleline, Pocatello, ID 83201. Ph. 208-232-3322. They are also where I purchased the Jeep new in 2010.

From: c [REDACTED]
To: customerassist@chrysler.com
Date: Sat Feb 21 10:13:27 EST 2015
Subject: RE: Chrysler Group LLC Customer Assistance (KMM9027431V95337L0KM)

Ashley: I called the number you left on my voice mail and talked to a customer service representative who told me that I am not going to get reimbursed for the clock spring replacement. I don't understand why you couldn't have told me that in the voice mail or sent me an e-mail to that effect and saved me the trouble of calling in.

[REDACTED]

=0A=
=0A=
=0A=

[REDACTED]
[REDACTED]
Pocatello=2C ID [REDACTED]
ph. [REDACTED]

=20

> Date: Thu=2C 19 Feb 2015 22:10:13 -0500
> From: customerassist@chrysler.com
> To: [REDACTED]
> Subject: Re: Chrysler Group LLC Customer Assistance (KMM9027431V95337L0KM)

>=20

> Dear [REDACTED]=2C

>=20

> Thank you for contacting the Jeep Customer Assistance Center.

>=20

> We apologize for the inconvenience you have experienced.

>=20

> We would like to review your concerns further by contacting the=20
> dealership you had the repair completed at. Please respond by clicking=20
> the link below and provide the dealership name and location so we may=20
> discuss your concerns further.

>=20

> Once we have reviewed this=2C we will contact you back.

>=20

> Thank you again for your email. Should you require additional=20

> assistance=2C or have any new information to provide=2C please reply to t=
his
> email message or call 1-877-I-AM-JEEP (1-877-426-5337). =20
>=20
> Sincerely=2C=20
>=20
> Ashley=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: [REDACTED]
> EMAIL CASE NUMBER: [REDACTED]=20
> REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM9027431V95337L0KM&)
=3DKMM9027431V95337L0KM&
>=20
>=20
>=20
> Original Message Follows:
> -----
> US Customer Service - Chrysler Brand Site
> Brief Description:=20
> Faulty clock spring
> Comments:
> (the online link for Jeep didn't work) While driving the Jeep the airbag
> warning light came on with the warning chime. The light continued to go
> on
> and off intermittently and the chime sounded. I took the Jeep to the=20
> local
> dealer who I bought it from and they determined it was a faulty clock
> spring in the steering column. I researched this issue on line and=20
> learned
> that this is a common problem on this model of Jeep. Right hand drive
> models have been recalled for this issue and the clock springs=20
> replaced=2C
> but there is no such recall for the Left hand drive vehicles. The on=20
> line
> information indicated that this issue could cause the airbag to not=20

> deploy
> in an accident=2C so I had it replaced by the dealer at my expense. This
> issue should be addressed by Chrysler and owners who've had their clock
> springs replaced for this issue should be reimbursed for their expense.
>=20
>=20
> =20
> VIN:
> AL1[REDACTED]
> Mileage:
> 35600
> Servicing Dealer:
> Lithia Jeep of Pocatello
> Title:
> =20
> First Name:
> [REDACTED]
> Middle Initial:
> =20
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
> =20
> City:
> Pocatello
> State:
> ID
> Zip:
> [REDACTED]
> Email:
> [REDACTED]
> Home Phone:
> [REDACTED]
=

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Feb 22 08:09:13 EST 2015

Subject: RE: Chrysler Group LLC Customer Assistance (KMM9027431V95337L0KM)

Dear [REDACTED]

I apologize for the inconvenience.

It is against our policy to leave that information in a voicemail. We are only to provide good and bad news directly to the customer and not in a voicemail. We will document down for future reference that you would prefer us to leave a voicemail with this information.

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

Sincerely,

Ashley

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9030193V10553L0KM&

Original Message Follows:

Ashley: I called the number you left on my voice mail and talked to a customer service representative who told me that I am not going to get reimbursed for the clock spring replacement. I don't understand why you couldn't have told me that in the voice mail or sent me an e-mail to that effect and saved me the trouble of calling in.

[REDACTED]

[REDACTED]

[REDACTED]

Pocatello, ID [REDACTED]

ph. 2 [REDACTED]

> Date: Thu, 19 Feb 2015 22:10:13 -0500

> From: customerassist@chrysler.com

> To: c [REDACTED]

> Subject: Re: Chrysler Group LLC Customer Assistance (KMM9027431V95337L0KM)

>

> Dear [REDACTED]

>

> Thank you for contacting the Jeep Customer Assistance Center.

>

> We apologize for the inconvenience you have experienced.

>

> We would like to review your concerns further by contacting the

> dealership you had the repair completed at. Please respond by clicking

> the link below and provide the dealership name and location so we may

> discuss your concerns further.

>

> Once we have reviewed this, we will contact you back.

>

> Thank you again for your email. Should you require additional

> assistance, or have any new information to provide, please reply to this

> email message or call 1-877-I-AM-JEEP (1-877-426-5337).

>

> Sincerely,

>

> Ashley

>

> Customer Service Representative

> Jeep Customer Assistance Center

>

> For any future communications related to this email, please refer to the

> following information:

> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE [REDACTED]

> REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9027431V95337L0KM&

>

>

>

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:

> Faulty clock spring

> Comments:

> (the online link for Jeep didn't work) While driving the Jeep the airbag

> warning light came on with the warning chime. The light continued to go

> on

> and off intermittently and the chime sounded. I took the Jeep to the

> local
> dealer who I bought it from and they determined it was a faulty clock
> spring in the steering column. I researched this issue on line and
> learned
> that this is a common problem on this model of Jeep. Right hand drive
> models have been recalled for this issue and the clock springs
> replaced,
> but there is no such recall for the Left hand drive vehicles. The on
> line
> information indicated that this issue could cause the airbag to not
> deploy
> in an accident, so I had it replaced by the dealer at my expense. This
> issue should be addressed by Chrysler and owners who've had their clock
> springs replaced for this issue should be reimbursed for their expense.
>
>
>
> VIN:
> AL [REDACTED]
> Mileage:
> 35600
> Servicing Dealer:
> Lithia Jeep of Pocatello
> Title:
>
> First Name:
> [REDACTED]
> Middle Initial:
>
> Last Name:
> [REDACTED]
> Address 1:
> [REDACTED]
> Address 2:
>
> City:
> Pocatello
> State:
> ID
> Zip:
> 8 [REDACTED]

> Email:

> [REDACTED]

> Home Phone:

> [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Feb 22 18:22:04 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Chryslers failure to safeguard customers

Comments:

I sent the below complaint to the National Highway Transportation Safety Administration and notified the National Trial Lawyers Association and the American Bar Association of Chryslers decision to mimic GM when it comes to ignoring customer safety. This after contacting Chrysler directly and determining they really don't care.

Air bag light continuously illuminated, determined clock spring in the steering column was defective. Chrysler has a recall for right hand steering 2009 Jeep Wranglers and has extended warranty to repair 2007 Jeep Wranglers with this issue yet has done nothing for other affected models. The failure of this part can result air bags not deploying during an accident. This is a safety issue that puts all customers at risk. Whether the steering is right hand, left hand, 2007 or 2009, they are all affected yet Chrysler chooses the same path as GM and their ignition switch issues by recalling or extending warranties to only fix those that they are forced to fix at the expense of the safety of their other customers who have the same defective part in their steering columns. Does the NHTSA condone this action? Chrysler is clearly aware of the safety issue and should be held accountable should anyone or if anyone has already been injured or killed by this defective part.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Mon Feb 23 03:11:21 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We are sorry to find that you are having this concern with your vehicle and we appreciate the time and effort it has taken to bring it to our attention.

According to our records, your vehicle is not affected by any open recalls so we recommend having your local dealer look into the concern you are having. Should the recalls you are referring to ever be expanded, we recommend keeping all repair receipts in case you should ever be included in possible expansions. Your comments have been documented in our corporate records and will be provided to our development team for review.

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 NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9030914V79081L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Chryslers failure to safeguard customers

Comments:

I sent the below complaint to the National Highway Transportation Safety Administration and notified the National Trial Lawyers Association and the American Bar Association of Chryslers decision to mimic GM when it comes to ignoring customer safety. This after contacting Chrysler directly and determining they really don't care. Air bag light continuously illuminated, determined clock spring in the steering column was defective. Chrysler has a recall for right hand steering 2009 Jeep Wranglers and has extended warranty to repair 2007 Jeep Wranglers with this issue yet has done nothing for other affected models. The failure of this part can result air bags not deploying during an accident. This is a safety issue

that puts all customers at risk. Whether the steering is right hand, left hand, 2007 or 2009, they are all affected yet Chrysler chooses the same path as GM and their ignition switch issues by recalling or extending warranties to only fix those that they are forced to fix at the expense of the safety of their other customers who have the same defective part in their steering columns. Does the NHTSA condone this action? Chrysler is clearly aware of the safety issue and should be held accountable should anyone or if anyone has already been injured or killed by this defective part.

VIN:

9L [REDACTED]

Mileage:

81000

Servicing Dealer:

Richard Gehlbach

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Glendale

State:

AZ

Zip:

[REDACTED]

Email:

[REDACTED]t

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Feb 27 12:27:41 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dissatisfied With Product

Comments:

Hello,

My name is [REDACTED] and I own a 2010 Jeep Wrangler that I've loved... up until this month. I started getting an Air Bag Warning light on the dash and ultimately had to have the clock spring in the steering column replaced at a cost of \$528. I've witnessed a history of this problem with the Wranglers and am in hopes that someone can assist me in wanting to keep my interest in purchasing another one of these in the near future. I have a scan of the work order and would love to speak with someone further about this. (This should be warrented past 36,000 miles)

Thanks for your
time

[REDACTED]

Sender Information:

Title:

First Name [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Feb 27 22:00:29 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry that you had that issue with the clockspring and the Air Bag warning light.

There was a recall M31 on Air Bag Clocksprings for applicable 2008-2012 Jeep Wranglers in 2013. Recalls are VIN specific and your vehicle was not part of the recall.

Chrysler routinely analyses failed parts to develop product improvements in response to data received from dealers, customer's, and the warranty system. This in turn allows us the opportunity to review and learn of problems that may develop and improvements desired by customers.

I have updated your file to reflect the information provided in your response. Going forward, if any recall or extended warranty is placed on your vehicle at a future date, you will be further notified via mail.

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,

Jody

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=KMM9040281V92429L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Dissatisfied With Product

Comments:

Hello, My name is [REDACTED] and I own a 2010 Jeep Wrangler that I've loved... up until this month. I started getting an Air Bag Warning light on the dash and ultimately had to have the clock spring in the steering column replaced at a cost of \$528. I've witnessed a history of this problem with the Wranglers and am in hopes that someone can assist me in wanting to keep my interest in purchasing another one of these in the near future. I have a scan of the work order and would love to speak with someone further about this. (This should be warrented past 36,000 miles) Thanks for your time

Dean

VIN:

AL2 [REDACTED]

Mileage:

54678

Servicing Dealer:

Lee Auto Mall

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED].

Address 2:

City:

South Portland

State:

ME

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Mar 16 09:30:49 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2008 Wrangler Clock Spring

Comments:

Good Morning,

I have a 2008 Wrangler Unlimited, and my airbag light and chime recently started coming on intermittently while driving. I have a friend who used to have a 2007 Wrangler Unlimited, and he told me that his had the same problem about two years ago, and at that time, there was a recall out for replacing the clock spring for that issue. When I used the recall lookup for my VIN, there was no recall for the clock spring listed. I am wondering why the recall would not apply to a 2008 model, when it still causes problems with the air bag, which is a safety issue. Based on a little bit of online research, it seems like this is a fairly common problem for Wrangler JKs.

Thank you for your time.

Sincerely,

[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Mar 17 06:17:43 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

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

The address we have on file does not match the address sent in your email. Please respond to this email with the correct mailing address so that we may keep our records up to date.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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

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 NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9064570V87463L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2008 Wrangler Clock Spring

Comments:

Good Morning, I have a 2008 Wrangler Unlimited, and my airbag light and chime recently started coming on intermittently while driving. I have a friend who used to have a 2007 Wrangler Unlimited, and he told me that his had the same problem about two years ago, and at that time, there was a recall out for replacing the clock spring for that issue. When I used the recall lookup for my VIN, there was no recall for the clock spring listed.

I am wondering why the recall would not apply to a 2008 model, when it still causes problems with the air bag, which is a safety issue. Based on a little bit of online research, it seems like this is a fairly common problem for Wrangler JKs. Thank you for your time. Sincerely, [REDACTED]

VIN:

8L5 [REDACTED]

Mileage:

85000

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Plumas Lake

State:

CA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2015-04-30 10:04:27.952493

Files Not Recieved: 0

My vehicle was taken to Chrysler Paramus NJ for service. The service manager contacted me and informed me that the part and service is covered and provided to me at no cost. I called Chrysler customer care and it was reconfirmed that the part and service will be provided to me at no cost. However, I ended up having to pay for the part and service. Please assist in recovering the cost I paid for parts and service. I've attached all docs received from the dealer.

INVOICE

Invoice #

CHRYSLER, JEEP, DODGE
OF PARAMUSWest 315 Route 4 • PARAMUS, N.J. 07652
SERVICE (201) 488-8000 • SALES (201) 488-9000

TEANECK, NJ

Home:

Bus:

Customer

Cell:

Email: ema

Service Advisor: 329 RALPH RUSSO

Tag #: T6508

Cell: [REDACTED]		Email: [REDACTED]		Phone: [REDACTED]								
COLOR	YEAR	MAKE/MODEL			VIN		LICENSE		MILEAGE IN		MILEAGE OUT	
	09	JEEP WRANGLER			1J8GA59199L [REDACTED]				102554		102554	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED		READY	
01JAN09			18:00 23APR15			135.00	VISA	23APR15	07:40 23APR15		15:02 23APR15	
OPTIONS: DLR-68277 ENG-3.8 Liter												

OPTIONS: DLR:68277 ENG:3.8 Liter

LINE OPCODE TECH TYPE HOURS
EST: 0.00 23 APR 15 07:40 SA: 329

LIST NET TOTAL

**Thank You
For Your
Business!!**

We are honored that you chose
to do business with us.
Thank you for your confidence
in our Service Team. We are
fortunate to have customers
like you!!

**YOU SAVED
\$ 0.00
On this Visit**

CUSTOMER SERVICE IS OUR #1 FOCUS.
IF YOU ARE NOT COMPLETELY SATISFIED FOR ANY
REASON, PLEASE CALL AND ASK TO SPEAK TO
OUR CUSTOMER RELATIONS DEPARTMENT.
YOUR FEEDBACK IS VERY IMPORTANT TO US.
THANK YOU FOR CHOOSING RT 4 CDJR.
CSR HOTLINE: 201-712-9668

LIMITED LABOR WARRANTY		STATEMENT OF DISCLAIMER		LABOR AMOUNT	283.50
The Repair Facility guarantees the labor used in performing the repair noted on the front of the Repair Order for a period of 90 days or 6,000 miles, whichever comes first from the date such repairs were completed. This Limited Warranty specifically excludes: body and alignment, electrical wiring and shorts, and tune-up services. This Limited Warranty is limited to the vehicle covered by the repair and is not transferable to, nor enforceable by, any other person.		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.		PARTS AMOUNT	301.36
During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional labor required as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.		CUSTOMER SIGNATURE		GAS, OIL, LUBE	0.00
To obtain repairs under this Limited Warranty, customer must (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within 90 days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.				SUBLET AMOUNT	0.00
All implied warranties, including the implied warranty of merchantability and fitness for a particular purpose, are waived to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any economic or consequential damages, including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, loss of business or commercial loss.				MISC. CHARGES	31.20
The vehicle is sold "as is". The only warranties applying in this regard are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle under service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, customer is excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.				TOTAL CHARGES	616.06
THIS WARRANTY COVERS THE REPAIRS LISTED ON THE AUTHORIZED LABOR TIME SHEET. IT DOES NOT INCLUDE AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS. ONE HOUR IS THE MAXIMUM TIME PERMITTED BY THE SELLER. ON LESS THAN THE ACTUAL CLOCK TIME IN ANY CASE, EXCEPT AS NOTED ON THE ORDER, THE SELLER IS NOT RESPONSIBLE FOR THE ACTUAL CLOCK TIME IN ANY CASE.				LESS DISCOUNTS	0.00
				SALES TAX	43.13
				PLEASE PAY THIS AMOUNT	659.19

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Customer Copy

Page 2 of 2

THANK YOU!

07/16

EXPIRATION

☐ DATE

☒ CHECKED

PAID TO: MURDER DODGE OF PA

PAID TO: NJ 07052

2093116026

QTY.	CLASS	DESCRIPTION	PRICE	AMOUNT
		310A97		
DATE			AUTHORIZATION	
REFERENCE NO.			SERVER	
ID-FOLIO / CHECK NO. / LIC. NO. STATE			REG/DEPT / CLERK	
			TAX	
			TIP	
			MISC.	
			TOTAL	

159.19

SALES SLIP
COPY

RETAIN THIS COPY FOR YOUR RECORDS

CHRYSLER JEEP DOO
315 ROUTE 4 WEST
PARAPLUS, NJ 07652
(201) 486-9600

Sale

Merchant ID: 54282888

Term ID: LK131639

01/23/15 17:08:25
Bal: 316 Inv #: 0026
Ticket: 319997

VISA Entry Method: S

XXXXXXXXXX

Seq. #: 0026 Appr Code: 03497C

Total: \$ 659.19

APPROVED

Customer Copy

THANK YOU FOR YOUR BUSINESS
PLEASE VISIT US AGAIN SOON

Document Recieved from Customer

Cair Number: [REDACTED] **1**

Date Received: 2015-08-09 22:21:18.545154

Files Not Recieved: 1

ow Receipt when engine failed

Clock spring / airbag / horn switch failed 1 day after my Wrangler being in shop for 7 weeks



DWAYNE LANE'S
CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 353-3855
Fax: (425) 514-8354

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

DWAYNE LANE'S C.J.
10515 EVERGREEN WAY
EVERETT, WA 98204

08/07/2015

14:59:58

CREDIT CARD
VISA SALE

CARD # [REDACTED]
INVOICE
SEQ # 0024
Batch # 000354
Approval Code 068561
Entry Method Manual
Mode Online
Card Code X

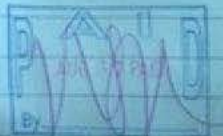
SALE AMOUNT \$85.86

CUSTOMER COPY

SOLD TO

EVERETT, WA

RETURN POLICY: No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned.
DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, Dwayne Lane's, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Dwayne Lane's Chrysler Jeep, Ram, liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

YOUR PURCHASE ORDER		TERMS		INVOICE #	
Verbal		Payment Due Upon Receipt		8/07/15 5152170 1	
SHIP VIA		SALESPERSON'S NAME			
UPS GROUND		Arturo Ramirez			
QTY	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
1	66003477AA : SWITCH: HORN 2008 JKJP74- JEEP WRANGLER 1J4GA591X6 [REDACTED]	SPORD	78.63	78.63	Ordered
					

DATE PRINTED 8/07/15 TIME 14:06:01

PARTS DEPARTMENT HOURS
8:00 a.m. to 5:30 p.m. Mon - Fri

Thank You!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

SERVICES OR EQUIPMENT

SHIPPING

C.O.D. CHARGE

SALES TAX OR TAX I.D.

DEPOSIT ON CONTRACT

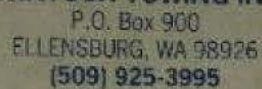
TOTAL

** Initial Invoice **

.00

85.86

85.86



ad service

RECEIVED DATE:

06/09/15

POSTED DATE :

6-2-15

VIN (FIRST 9 DIGITS)

1J4BA3H19

VIN (LAST 8 DIGITS)

AL 

FIRST NAME:



LAST NAME :



CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

☒ NO

YES

Case Number: [REDACTED]

June 1, 2015

Chrysler Customer Care,

I am writing in regards to my concern with Jeep's foreknowledge of faulty airbag clock springs. The issue of a faulty clock spring illuminates the airbag light, which then may cause non-deployment of the driver's side airbag in the event of a crash and increased risk of injuries/fatality to the driver. The airbag clock springs have been recalled on certain manufactured 2008-2010 Jeep Wranglers, so therefore I contacted customer care for more information about the clock spring recalls. Unfortunately, my vin number was not included in this particular recall. Due to my concerns about the safety of my Jeep, I immediately had Bear Jeep Dealer of Berwick run a diagnostic test on my Wrangler. The test confirmed my suspicion, and my faulty clock spring was replaced.

Once my Jeep Wrangler was serviced, I contacted customer care services to open a case regarding my safety concerns. I was very impressed with the diligence and good communication of the customer care agent that guided me through this process. He recommended that I send my service bill and proof of payment to Chrysler Customer Care since regrettably my Jeep Wrangler was not included in the recall.

I am certain that Chrysler takes pride in manufacturing safe vehicles and rectifying parts that have been known to be faulty. I have enclosed my service bill and proof of payment with the expectation of financial restitution.

Thank you for consideration,

[REDACTED]

BERWICK

PROFESSIONAL AUTO, INC.

1127 Pine Street • Berwick, PA 18603
Phone (570) 759-1221 • Fax (570) 759-6975
berwickautoservice@pa.metrocast.net

CHRYSLER
DODGE

Jeep.

RAM

BEAR

CHRYSLER DODGE JEEP RAM

Berwick, PA 18603
Phone (570) 752-3617 • Fax (570) 759-6338
www.bearchryslerdodgejeep.com

OPERATION
MONDAY/FRIDAY
8:00am - 4:30pm
SATURDAY
8:00am - 12:00pm



RO 22071	VIN 1 J 4 B A 3 H 1 9 A L	DATE IN 06/01/15	
YEAR 2010	MAKE JEEP	MODEL WRANGLER U	COLOR RED ROCK O
MILES IN 72364	MILES OUT 72365	FIRST USE 02/19/10 02/19/10	USE PA
SEE ALSO		W: () -	
		WRITER JOHN\03	

(1) CUST STATES THAT THE AIR BAG LIGHT IS ILLUMINATING WHILE DRIVING
SCANNED MODULE, FOUND CODE B1B02, DRIVERS FRONT SQUIB CIRCUIT OPEN.
VEHICLE NEEDS CLOCKSPRING, STEERING ANGLE SENSOR.
REPLACED CLOCKSPRING/ANGLE SENSOR-FAULT CODE RESET, ROAD TESTED. MODULE READING AS DESIGNED AT THIS TIME
(Tech:63) A

Labor T63 18 135.00
5156106AD (CLKSPRING) 1 290.85
Total Labor 135.00
Total Parts 290.85

Total Repair (Customer) 425.85

At Bear Conveniences:
When light is illuminated
The Air Bags will not
Deploy After an Accident
that they should
parts

6-1-15

Case#

BERWICK PROFESSIONAL AUTO, INC.
1127 PINE STREET
BERWICK, PA 18603
(570) 752-3617
TERMINAL #2

Permit # 8355
Term ID 71825851

Ref #: 0004

Sale

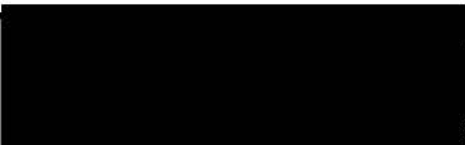


DISCOVER	Service Entry Method: Sufed	Tube-Oil-Filter	W C	INT.	CUSTOMER
Total:	451.40	Labor 135.00 Parts 290.85 Sublet .00 Shop Supplies .00 Oil/Grease .00 Sub Total 425.85 Tax 25.55 Total (Cash) 451.40			
06/01/15 Inv #: 000004 Transaction ID: 075131743353953 Approved: Online 071 Batch#: 000422		CUSTOMER SIGNATURE Job Customer Copy			

no part(s) and/or service are those offered by the manufacturer. The selling dealer hereby (pled warranties of merchantability or fitness for a particular purpose, and neither assumes the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling (the loss of time, loss of profit or income, or any other incidental damages.

AUTOSOFI FORM 1-877-427-4367

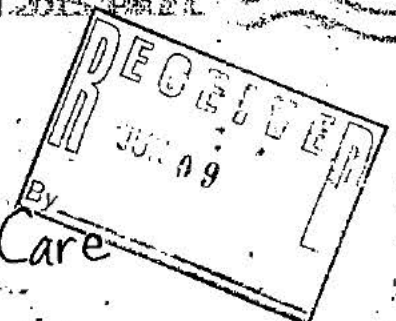
THANK YOU
PLEASE COME AGAIN



benice A

LEHIGH VALLEY PA 180

02 JUN 2015 PM 2 L



Chrysler Customer Care

P.O. Box 21-8004

Auburn Hills, MI 48321

48321800404



Document Recieved from Customer

Cair Number: 2 [REDACTED]

Date Received: 2015-06-12 09:12:47.283491

Files Not Recieved: 0

Thank you for your consideration for financial reimbursement. I know Caitlin may have already added this to my case file but I am the original owner of this 2008 Unlimited and it is my 3rd Jeep Wrangler (all purchased new from a Jeep dealer). My wife is the original owner of her 2009 Grand Cherokee (before that she owned a Jeep Patriot) and we plan to upgrade to a 2016 Grand Cherokee next year. Her mother has owned nothing but Jeeps (recently purchased a 2014 Patriot, new from the dealer) her entire life and my parents own a Chrysler Sebring Convertible and a Pacifica. We both are second generation Jeep/Chrysler families so we are very loyal to your product. Your financial assistance in this matter would be greatly appreciated and would not be forgotten. It would further solidify our loyalty to Jeep.

Thank you!

██████████

Safford

CHRYSLER JEEP DODGE
OF WARRENTON

www.saffordauto.com



7308 CEDAR RUN DRIVE WARRENTON, VA 20187

Toll Free (800) 374-8366 Phone (540) 347-6622

www.saffordauto.com

CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAN	3748	TAG NO. 2066	INVOICE DATE 06/11/15	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 115,300	COLOR STEEL BLUE	STOCK NO. 91616067
9372 CAMELOT CT WARRENTON, VA [REDACTED]	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/4DR 4WD UNLIM SAHAR		DELIVERY DATE 02/16/09	DELIVERY MILES 15	
[REDACTED]	VEHICLE I.D. NO. 1 J 4 G A 5 9 1 8 8 L [REDACTED]		SELLING DEALER NO. 9999990	PRODUCTION DATE	
[REDACTED]	F.T.E. NO.		P.O. NO.	R.O. DATE 06/09/15	
[REDACTED] BUSINESS PHONE 0688	COMMENTS				

MO: 115309

JOB# 1 CHARGES-----

LABOR-----
J# 1 66JEZ9023 23 POINT INSPECTION TECH(S):3749 0.00

COMPLIMENTARY 23 POINT MULTI-POINT INSPECTION
COMPLETE INSPECTION
23 Point Inspection A11

JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX JECS JOB# 1 TOTAL 0.00
JOB# 2 CHARGES-----

LABOR-----
J# 2 51JEZ *BODY ELECT DIAG TECH(S):3749 287.50

AIR BAG LIGHT IS ON
VERIFIED CONCERN. DIAGNOSED FAILURE OF CLOCKSPRING ASSEMBLY
REPLACED CLOCKSPRING AND RE-CHECKED SYSTEM. OKAY AT
THIS TIME.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
1 5156106-AD CLKSPRING 08015001 277.00 277.00
TOTAL - PARTS 277.00

JOB# 2 TOTALS-----
LABOR 287.50
PARTS 277.00

JOB# 2 JOURNAL PREFIX JECS JOB# 2 TOTAL 564.50

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS SHOP SUPPLIES 29.47
TOTAL - MISC 29.47

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

RECOMMENDATIONS-----

EGR VALVE- \$485.00
PASSENGER EXHAUST MANIFOLD- \$615.00

SERVICE HOURS:

7:30 A.M. to 6:00 P.M.
Monday through Friday
8:00 A.M. to 5:00 P.M.
Saturday

LIMITED WARRANTY

Parts & labor warranted for 12 months or 12,000 miles whichever occurs first, under normal driving conditions.

This copy must be returned for adjustments.

Safford

CHRYSLER JEEP DODGE
OF WARRENTON

www.saffordauto.com



7308 CEDAR RUN DRIVE WARRENTON, VA 20187

Toll Free (800) 374-8366 Phone (540) 347-6622

www.saffordauto.com

CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAN	3748	TAG NO. 2066	INVOICE DATE 06/11/15	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 115,300	COLOR STEEL BLUE	[REDACTED]
WARRENTON, VA [REDACTED]	YEAR / MAKE / MODEL 08/JEEP/WRANGLER/4DR 4WD UNLIM SAHAR	DELIVERY DATE 02/16/09		DELIVERY MILES 15	
[REDACTED]	VEHICLE I.D. NO. 1 J 4 G A 5 9 1 8 8 L [REDACTED]	SELLING DEALER NO. 999990		PRODUCTION DATE	
[REDACTED]	F.T.E. NO. [REDACTED]	P.O. NO. [REDACTED]	R.O. DATE 06/09/15		[REDACTED]
COMMENTS					MO: 115309
TOTALS					

*
* SAFFORD OF WARRENTON WOULD LIKE TO THANK YOU *
* FOR YOUR BUSINESS AND WOULD LIKE TO INFORM
* OUR CUSTOMERS OF OUR 12 MONTH OR 12,000 MILE
* WARRANTY ON PARTS AND LABOR PROVIDED.
* PAYMENT METHOD *
* (VISA) (MASTER CARD) (AMEX) (DISCOVER)
* (CHECK) (CASH) INITIALS DATE

TOTAL LABOR....	287.50
TOTAL PARTS....	277.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	29.47
TOTAL MISC DISC	0.00
TOTAL TAX.....	14.68

TOTAL INVOICE \$	608.65

SERVICE HOURS:

7:30 A.M. to 6:00 P.M.
Monday through Friday
8:00 A.M. to 5:00 P.M.
Saturday

LIMITED WARRANTY

Parts & labor warranted for 12 months or 12,000 miles whichever occurs first, under normal driving conditions.

This copy must be returned for adjustments.

CUSTOMER SIGNATURE _____

SAFFORD CHRYSLER JEEP DO
7308 CEDAR RUN DRIVE
WARRENTON, VA 20187

Merchant ID: 6070

Ref #: 0020

Sale

XXXXXXXXXX

VISA

Entry Method: Swiped

Total: \$ 608.65

06/11/15

17:19:24

Inv #

Appr Code: 07505C

Transaction ID: 305162767649579

Apprvd: Online

Batch#: 000137

Customer Copy

THANK YOU!

REJECTION VIRGINIA STATE POLICE

Date: 06/02/2015

Sticker Number: 5152577

Station: 4920 - WARRENTON TIRE & AUTO

Inspector: 9037 - HALL, EUGENE G

License No: [REDACTED]

VIN: 1J4GA59188L [REDACTED]

Make: JEEP

Year Built: 2008

Body Type: SUV

Odometer Reading: 115245

Inspection Fee: \$ 16.00

Related Charges: \$ 0.00

Total Charges: \$ 16.00

Wheels Inspected:	RF	LF X	RR	LR X

EQUIPMENT INSPECTED	FAILED
BRAKES	
HEADLIGHTS	
SIGNAL LIGHTS	
OTHER LIGHTS	
STEERING	
SUSPENSION	
EXHAUST SYSTEM	
FUEL SYSTEM	
TIRES	
HOOD LATCH	
EMISSION CONTROL	
WINDSHIELD	
WINDSHIELD WIPERS	
OTHER GLASS	
MIRROR	
DOORS	
SEATS	
SEAT BELTS	X
FLOOR PAN	
DEFROSTER	
HORN	

I wanted to
include my state inspection
rejection to convey the
importance of the clerk
Spring meeting to be
changed.

Printed: 06/02/2015 02:47 PM ID: 62181848

Thank you for your
consideration, [REDACTED]

THIS RECEIPT SHOULD BE KEPT IN THE VEHICLE AT ALL TIMES WHILE THE VEHICLE IS BEING OPERATED.

WARRENTON TIRE & AUTO

19 BROADVIEW AVE.
WARRENTON, VA 20186
540 349-0900

Repair Order [REDACTED]

Date : 6/2/2015

Page 1 of 1

Orig Est #:

Center : 1

Customer : [REDACTED]
Address : [REDACTED]
City : WARRENTON, VA [REDACTED]
Work1 : [REDACTED] Ext :
Cell 1 : (540) - Ext :

Vehicle : 2008 JEET WRANGLER

License [REDACTED]

Colr :

VIN : 1J4GA59188 [REDACTED]

Fleet #:

Engine : V6-231 3.8L

Trans :

Mileage : 115245

Oth :

Parts**Labor**

Quan	Part Number	Description	Price	Op	Tech	Description	Time	Charge
Payments:				SIN005	332	STATE INSPECTION (AUTO) -- REJECTED		16.00
	MASTER, on 06/02/15 *****8039		\$16.00					
	Auth#:000883							

REJECTED -- AIR BAG LIGHT IS ON

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control. If purchasing new tires; register at: <http://www.cimstireregistration.com>, for recall only. Warranty on repairs 1 year 12 K miles not including customer supplied parts

Labor :	\$16.00
Parts :	\$0.00
Sublet :	\$0.00
Other Fees :	\$0.00
Supply Chrg	\$0.00
Subtotal :	\$16.00
Sales Tax :	\$0.00
Total :	\$16.00
Paid :	\$16.00
Due :	\$0.00

Signature X _____