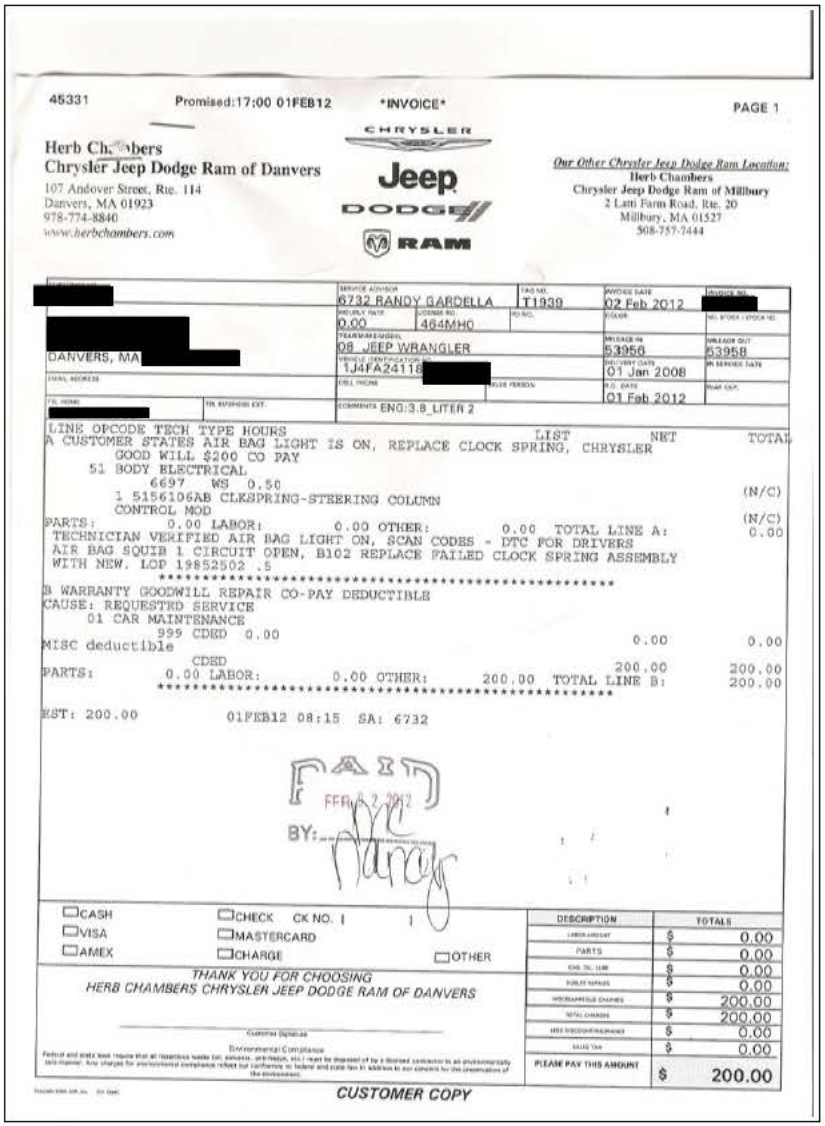
INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2012-02-02 16:07:07.954125
Files Not Recieved: 0

i would like to be reimbursed for the entire amount of $310.00 that i paid.



45331 Promised:17:00 01FEB12 *INVOICE* PAGE 1

Herb Chambers
Chrysler Jeep Dodge Ram of Danvers
107 Andover Street, Rte. 114
Danvers, MA 01923
978-774-8840
www.herbchambers.com

CHRYSLER Jeep DODGE RAM

Our Other Chrysler Jeep Dodge Ram Location:
Herb Chambers
Chrysler Jeep Dodge Ram of Millbury
2 Lani Farm Road, Rte. 20
Millbury, MA 01527
508-757-7444

[redacted]
[redacted]
DANVERS, MA [redacted]

SERVICE ADVISOR: 6732 RANDY GARDELLA | TAG NO.: T1939 | INVOICE DATE: 02 Feb 2012 | INVOICE NO.: [redacted]
DATE/TIME PAID: 0.00 | LICENSE NO.: 464MH0 | RO NO.: | COLOR: | NO. STOCK / STOCK NO.:
YEAR/MAKE/MODEL: 08 JEEP WRANGLER | MILEAGE IN: 53956 | MILEAGE OUT: 53958
VEHICLE IDENTIFICATION: 1J4FA24118[redacted] | DELIVERY DATE: 01 Jan 2008 | IN SERVICE DATE:
EMAIL ADDRESS: | CELL PHONE: | SALES PERSON: | P.O. DATE: 01 Feb 2012 | WARR EXP.:
TEL. HOME: [redacted] | TEL. BUSINESS EXT.: | COMMENTS: ENG:3.8 LITER 2

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A CUSTOMER STATES AIR BAG LIGHT IS ON, REPLACE CLOCK SPRING, CHRYSLER
GOOD WILL $200 CO PAY
51 BODY ELECTRICAL
6697 WS 0.50 (N/C)
1 5156106AB CLKSPRING-STEERING COLUMN
CONTROL MOD (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
TECHNICIAN VERIFIED AIR BAG LIGHT ON, SCAN CODES - DTC FOR DRIVERS
AIR BAG SQUIB 1 CIRCUIT OPEN, B102 REPLACE FAILED CLOCK SPRING ASSEMBLY
WITH NEW. LOP 19852502 .5
****
B WARRANTY GOODWILL REPAIR CO-PAY DEDUCTIBLE
CAUSE: REQUESTRD SERVICE
01 CAR MAINTENANCE
999 CDED 0.00
MISC deductible 0.00 0.00
CDED 200.00 200.00
PARTS: 0.00 LABOR: 0.00 OTHER: 200.00 TOTAL LINE B: 200.00
****

EST: 200.00 01FEB12 08:15 SA: 6732

PAID
FEB 2 2012
BY: [redacted]

☐CASH ☐CHECK CK NO. [redacted] ☐VISA ☐MASTERCARD ☐AMEX ☐CHARGE ☐OTHER

THANK YOU FOR CHOOSING
HERB CHAMBERS CHRYSLER JEEP DODGE RAM OF DANVERS

Customer Signature

Environmental Compliance
Federal and state laws require that all hazardous waste (oil, solvents, anti-freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for environmental compliance reflect our conformance to federal and state law in addition to our concerns for the preservation of the environment.

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 0.00
PARTS	$ 0.00
GAS, OIL, LUBE	$ 0.00
PUBLIC REPAIR	$ 0.00
MISCELLANEOUS CHARGES	$ 200.00
TOTAL CHARGES	$ 200.00
LESS DISCOUNTS/REBATES	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 200.00

CUSTOMER COPY

Herb Chambers
Chrysler Jeep Dodge Ram of Danvers
107 Andover Street, Rte. 114
Danvers, MA 01923
978-774-8840
www.herbchambers.com

CHRYSLER Jeep DODGE RAM

Our Other Chrysler Jeep Dodge Ram Location:
Herb Chambers
Chrysler Jeep Dodge Ram of Millbury
2 Latti Farm Road, Rte. 20
Millbury, MA 01527
508-757-7444

CUSTOMER NO.	SERVICE ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	6732 RANDY GARDELLA	T9180	16 Jan 2012	[redacted]
[redacted]	HOURLY RATE 0.00 / LICENSE NO. 464MH0 / P0 NO.		COLOR	NO. STOCK / STOCK NO.
	YEAR/MAKE/MODEL 08 JEEP WRANGLER		MILEAGE IN 53396	MILEAGE OUT 53396
DANVERS, MA[redacted]	VEHICLE IDENTIFICATION NO 1J4FA24118L[redacted]		DELIVERY DATE 01 Jan 2008	IN SERVICE DATE
EMAIL ADDRESS	CELL PHONE / SALES PERSON		R.O. DATE 16 Jan 2012	WAR EXP.
[redacted]	TEL BUSINESS EXT.	COMMENTS ENG:3.8_LITER 2		

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C/S AIR BAG LIGHT IS ON - CONTACTED CHRYSLER
51 BODY ELECTRICAL
6237 CP 1.00 110.00 110.00
PARTS: 0.00 LABOR: 110.00 OTHER: 0.00 TOTAL LINE A: 110.00
TECHNICIAN VERIFIED AIR BAG LIGHT ON, SCAN FOR CODES-DTC FOR DRIVERS AIR BAG SQUIB 1 CIRCUIT OPEN, B102. NEED TO REPLACE CLOCK SPRING ASSEMBLY. QUOTE $610.00
****

B 16 POINT INSPECTION
CAUSE: PERFORM 16 POINT INSPECTION
9016 16 POINT INSPECTION
6697 CP 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****

C CUSTOMER STATE TRANSMION LOOKS WET, POSSIBLE FLUID LEAK? ADVISE.
30 TECHNICIAN INSPECTED VEHICLE ON LIFT, NO LEAKS FROM TRANSMISSION, DID SEE SLIGHT STAIN FROM REAR DIFFERENTIAL AREA-NO LEAK , ALL FLUIDS FULL
6697 CP 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
****

JAN 16 2012
BY: AX

HERB CHAMBERS DOD
107 ANDOVER ST
DANVERS, MA 0192
(978) 774-8840

Sale
Merchant ID: 2206090903
Term ID: 10010932
01/16/12
Batch#: 000159
Entry Method: S
AMEX [redacted]
Seq.#: 0013 Appr Code: 586276
Ref #: 000368
Total:$ 110.00
APPROVED
Customer Copy
Thank You

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 110.00
PARTS	$ 0.00
GAS, OIL, LUBE	$ 0.00
SUBLET REPAIRS	$ 0.00
MISCELLANEOUS CHARGES	$ 0.00
TOTAL CHARGES	$ 110.00
LESS DISCOUNT/INSURANCE	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 110.00

THANK YOU FOR CHOOSING
HERB CHAMBERS CHRYSLER JEEP DODGE RAM OF DANVERS

Customer Signature

Environmental Compliance
Federal and state laws require that all hazardous waste (oil, solvents, anti-freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for environmental compliance reflect our conformity to federal and state law in addition to our concern for the preservation of the environment.

Copyright 2000 ADP, Inc. ELF X5HC

CUSTOMER COPY

January 23, 2012

Mr. Terrance F. Greene
Pennsylvania Bureau of Consumer Protection
Room 100, Samter Building
101 Penn Ave.
Scranton, PA 18503

Re: [redacted]
Our File No. [redacted]

Dear Mr. Greene:

Thank you for your letter dated January 6, 2012.

We contacted Ms. [redacted] on January 10, 2012 to discuss her concern. We referred her to a local dealership for an inspection of her airbag. The dealership replaced the clockspring sensor on January 17, 2012 under warranty.

At this time, we consider the matter closed. Thank you for allowing us to contact our customer and get involved with their concern.

Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

MG/ss

January 23, 2012
Reprinted February 22, 2012

Mr. Terrance F. Greene
Pennsylvania Bureau of Consumer Protection
Room 100, Samter Building
101 Penn Ave.
Scranton, PA 18503

Re: [redacted]
Our File No.: [redacted]

Dear Mr. Greene:

Thank you for your letter dated January 6, 2012.

We contacted Ms[redacted]n January 10, 2012 to discuss her concern. We referred her to a local dealership for an inspection of her airbag. The dealership replaced the clockspring sensor on January 17, 2012 under warranty.

At this time, we consider the matter closed. Thank you for allowing us to contact our customer and get involved with their concern.

Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

MG/ss

[redacted]

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

1/4

BUREAU OF CONSUMER PROTECTION
Room 100 Samter Building
101 Penn Avenue
Scranton, PA 18503
570-963-4913
January 6, 2012

Chrysler Corporation
800 Chrysler Drive
Auburn Hills, MI 48326

Re: [redacted]

Dear Sir/Madam:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within twenty-one (21) days from the above date.

Very truly yours,

Terrance F. Greene
Agent

kr
Enclosure
21

RECEIVED
JAN 10 2012
SPECIAL INVESTIGATIONS

Reviello, Kathleen

From: consumers@attorneygeneral.gov
Sent: Thursday, January 05, 2012 3:09 PM
To: BCP Admin
Subject: BCP Online Complaint Form submission for: [redacted]

==========

Bureau of Consumer Protection - Online Complaint Form submission

==========

Your age group:..... 45-59

Name:..... [redacted]
Address:.....
City:..... New Columbia
County:..... Union
State:..... PA
Zip:..... [redacted]
Home telephone number:.....
Daytime telephone number:.....
Email:.....

Business Complaint is Against:... Chrysler Corp
Indiv. whom you complained:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Company telephone number:.....
Product or Service purchased:.... 2008 Jeep Wrangler
Date of purchase:..... 5/6/2008
Purchase price:.....

Other Agencies you contacted:.... NTSHA
What action was taken:..... recall
Have you retained an Attorney?... No

Attorney's name, address and telephone number:
Name:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Telephone number:.....

Have you filed a Court Action?... No
WHEN:.....
WHERE:.....
WHAT decision was made:.....

Describe events in the order in which they happend, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

In March, 2011, I contacted the NHTSA about the airbag light on my Jeep being on, which meant that the airbag was not functioning. This seemed to be only prevalient in right hand drive vehicles. I am a rural mail carrier, and I drive this vehicle at least 60 miles daily. A recall was made on certain RHD Jeep Wranglers on 11/1/11 by Chrysler. (L37) The clockspring mechanism is defective. I was puzzled as to why I had not received my recall. On 1/5/12, I contacted Chrysler Corp. cencerning this. I was informed by the customer recall rep, Jason, that the recall was VIN sensitive, and that my vehicle was not included in the recall! I was also informed that I was not able to challange or refute this. I contacted NHTSA after this conversation, and was directed to make a complaint to this office. The complaint # is [redacted] The NHTSA Campaign ID is 11V528000, and the action # is PE11019.

What would you like the business to do to settle your complaint?

I would like to have my vehicle added to the recall list

Office of Attorney General
Commonwealth of Pennsylvania
Bureau of Consumer Protection
Room 100, Samter Building
101 Penn Avenue
Scranton, PA 18503-2025

Hasler
01/06/2012
US POSTAGE

FIRST-CLASS MAIL
$00.44⁰

ZIP 18503
011D11612246

4-4-4

4802682781 C009

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

[redacted]

P.O. Box 30213
LANSING, MICHIGAN 48909

BILL SCHUETTE
ATTORNEY GENERAL

2/17

February 15, 2012

Refer to AG No.: 2012-0003384-A

Chrysler Customer Service Center
1000 Chrysler Dr.
Auburn Hills, MI 48326

RECEIVED
FEB 22 2012
SPECIAL INVESTIGATIONS

Dear Sir/Madam:

Re: [redacted]

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email13@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

slk

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Room 100 Samter Building
101 Penn Avenue
Scranton, PA 18503
570-963-4913

February 1, 2012

Dept. of Attorney General
Consumer Protection Division

FEB 07 2012

RECEIVED

[redacted]
New Columbia, PA [redacted]

Re: Chrysler Corporation
BCP-12-05-000457

Dear Ms. [redacted]

The Bureau of Consumer Protection has attempted to contact the out-of-state business against which you filed a complaint, but we have not received a response. Therefore, by copy of this letter, we are forwarding your complaint to Michigan Office of Attorney General and requesting its assistance in attempting to address this matter. Please direct any further inquiries about this matter to:

Michigan Office of Attorney General
Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909

If you would like more information on this referral, please feel free to contact our office. A copy of your complaint will remain on file for our future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,

Terrance F. Greene
Agent

kr
23A

Reviello, Kathleen

From: consumers@attorneygeneral.gov
Sent: Thursday, January 05, 2012 3:09 PM
To: BCP Admin
Subject: BCP Online Complaint Form submission for: mare39@windstream.net

==========

Bureau of Consumer Protection - Online Complaint Form submission

==========

Your age group:..... 45-59

Name:.....
Address:.....
City:..... New Columbia
County:..... Union
State:..... PA
Zip:.....
Home telephone number:.....
Daytime telephone number:.....
Email:.....

Business Complaint is Against:... Chrysler Corp
Indiv. whom you complained:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Company telephone number:.....
Product or Service purchased:.... 2008 Jeep Wrangler
Date of purchase:..... 5/6/2008
Purchase price:.....

Other Agencies you contacted:.... NTSHA
What action was taken:..... recall
Have you retained an Attorney?... No

Attorney's name, address and telephone number:
Name:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Telephone number:.....

Have you filed a Court Action?... No
WHEN:.....
WHERE:.....
WHAT decision was made:.....

Describe events in the order in which they happend, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

In March, 2011, I contacted the NHTSA about the airbag light on my Jeep being on, which meant that the airbag was not functioning. This seemed to be only prevalient in right hand drive vehicles. I am a rural mail carrier, and I drive this vehicle at least 60 miles daily. A recall was made on certain RHD Jeep Wranglers on 11/1/11 by Chrysler. (L37) The clockspring mechanism is defective. I was puzzled as to why I had not received my recall. On 1/5/12, I contacted Chrysler Corp. cencerning this. I was informed by the customer recall rep, Jason, that the recall was VIN sensitive, and that my vehicle was not included in the recall! I was also informed that I was not able to challange or refute this. I contacted NHTSA after this conversation, and was directed to make a complaint to this office. The complaint # is [redacted] he NHTSA Campaign ID is 11V528000, and the action # is PE11019.

What would you like the business to do to settle your complaint?

I would like to have my vehicle added to the recall list

Greene, Terry

From: Consumers
Sent: Wednesday, January 11, 2012 3:19 PM
To: Greene, Terry
Subject: FW: Consumer Topics : Automobile

-----Original Message-----
From: info@attorneygeneral.gov [mailto:info@attorneygeneral.gov]
Sent: Tuesday, January 10, 2012 11:27 AM
To: Consumers
Subject: Consumer Topics : Automobile

From [redacted]
Email [redacted]
Consumer Topics : Automobile

This is in reagard to file [redacted]. I spoke with Christine at Chrysler Corp. Customer Service this morning, and Chrysler still insists that my vehicle still will not be included with the recall L37. I was advised to contact the dealership where it was purchased, and have it diagnosed. (At $70.00 per hour) She was not able to tell me if the clock spring, if determined to be defective, would be then included in the recall. Or if the diagnostic charges would be waived. I feel that Chrysler Corp. should re-evaluate their recall list. I also feel like I'm being punished for reporting this problem to the NHTSA. Thank you.

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Room 100 Samter Building
101 Penn Avenue
Scranton, PA 18503
570-963-4913
January 6, 2012

[redacted]
New Columbia, PA [redacted]

Re: Chrysler Corporation
[redacted]

Dear Ms. [redacted]

Your complaint has been received by the Bureau of Consumer Protection and I have reviewed it. Please refer to your File Numbe[redacted] when corresponding with this office, to help us keep accurate and up-to-date records.

The Bureau will attempt to resolve your complaint within a reasonable length of time based upon the information you have presented to us. We will keep you advised of significant developments as your case progresses.

If your complaint has been settled or you have new information that would have a bearing on your complaint, please inform us. We encourage you to submit such information in writing.

On behalf of the Office of Attorney General, thank you for bringing this matter to our attention. We hope to be of assistance in resolving your complaint.

Very truly yours,

Terrance F. Greene
Agent

kr
20A

23 A

COMMONWEALTH
OFFICE OF ATTORNEY GENERAL
BUREAU OF CONSUMER PROTECTION

Room 100 Samter Building
101 Penn Avenue
Scranton, PA 18503
570-963-4913
January 6, 2012

Chrysler Corporation
800 Chrysler Drive
Auburn Hills, MI 48326

Re: [redacted]

Dear Sir/Madam:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within twenty-one (21) days from the above date.

Very truly yours,

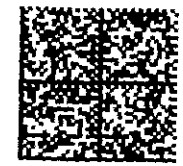
Terrance F. Greene
Agent

kr
Enclosure
21

BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913

*** 2/17/12 LANSING MICH 488***

PRESORTED
FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1M $ 00.35⁰
0004278100 FEB 17 2012
MAILED FROM ZIP CODE 48912

Chrysler Customer Service Center
1000 Chrysler Dr.
Auburn Hills, MI 48326

A-SXSSB 48326

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Sep 27 18:19:11 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Unsatisfied

Comments:

I just wanted to let you know that I had heard from friends to never buy a jeep because they didn't last. Well I decided to try one for myself and I now concur and will tell any one who asks to NEVER buy a jeep. My jeep wrangler had an issue with the airbag light last March. It was still under warranty so they fixed it. Well now it is no longer under warranty and the same problem has happened again. I was told that you only guarrantee your parts for 12 months. First of all that just sad that you don't even trust your own parts for more than a year. I've also had trouble with the transmission. I've had the door seals replaced and the doors still leak like a sieve. Now I find out that the steering shaft is messed up. All this with less than 60000 miles. My subaru had over 100000 before I had transmission trouble. Anyway I just wanted to say how very unhappy I am with your product and how I will let everyone know that.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Sep 27 19:28:27 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 JEEP WRANGLER X 4X4 RHD SPORT UTILITY.

My name is Alex and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful for you to have:

? Your Case number is: [redacted]
? The Chrysler Case Management Telephone number is: 1 877 759 5427
? My Direct Extension is: 4718479

I will contact you within one Business day by telephone to review your Case with you.
If you are in need of assistance prior to my call, you may contact 1 800 992 1997.

Thanks again for your email.

Sincerely,

Alex

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=KMM7484383V66107L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Unsatisfied
Comments:
I just wanted to let you know that I had heard from friends to never buy a
jeep because they didn't last. Well I decided to try one for myself and I
now concur and will tell any one who asks to NEVER buy a jeep. My jeep
wrangler had an issue with the airbag light last March. It was still under
warranty so they fixed it. Well now it is no longer under warranty and the
same problem has happened again. I was told that you only guarrantee your

parts for 12 months. First of all that just sad that you don't even trust
your own parts for more than a year. I've also had trouble with the transmission. I've had the door seals replaced and the doors still leak
like a sieve. Now I find out that the steering shaft is messed up. All this
with less than 60000 miles. My subaru had over 100000 before I had transmission trouble. Anyway I just wanted to say how very unhappy I am
with your product and how I will let everyone know that.

VIN:
8I[redacted]
Mileage:
59800
Servicing Dealer:
Hendersonville, NC
Title:
Miss
First Name:
[redacted]
Middle Initial:

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

City:
Etowah
State:
NC
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-10-18 21:19:50.904117
Files Not Recieved: 0

Please see attached receipt of payment for diagnosis of airbag issue, as requested. Thank you again for your attention to this matter!

ROSENTHAL JEEP CHRYSLER

3400 Columbia Pike
ARLINGTON, VA 22204
(703) 553-6500

m/m 1800 345-6855 Stafford.

CUSTOMER NO. [redacted]	ADVISOR HARRY STEIN	0005	TAG NO. 889	INVOICE DATE 10/03/11	INVOICE NO. [redacted]
[redacted]	LABOR RATE	CERTIFICATE NO. [redacted]	MILEAGE 69,952	COLOR BLACK/	STOCK NO.
WASHINGTON, DC [redacted]	YEAR/MAKE/MODEL 07/JEEP/WRANGLER/ 4DR 4WD UNLIM X			DELIVERY DATE 01/08/07	DELIVERY MILES
	VEHICLE I.D. NO. 1J4GA391?7L[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P/T E.NO.		R.O. NO.	R.O. DATE 10/03/11	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 69952

LABOR & PARTS

J# 1 09JEZ BODY ELECTRICAL HOURS: 1.00 TECH(S):9091 117.00
AIR BAG LIGHT IS ON
SHORTED
DIAGNOSED AND ADVISED CUSTOMER OF NEEDED CLOCKSPRING $460.00

JOB # 1 TOTAL LABOR & PARTS 117.00

J# 2 09JEZBULB BULBS HOURS: TECH(S):9091 0.00
FOG LIGHTS INOP
BURNED OUT BULBS
ADVISED CUSTOMER OF NEEDED FOG LIGHT BULBS $75.00

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
CSC

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.

WAS OUR STAFF COURTEOUS AND HELPFUL? ( )YES? ( )NO?

WAS OUR ESTIMATE OF COST ACCURATE? ( )YES? ( )NO?

WERE YOU KEPT INFORMED OF THE STATUS AND PROGRESS OF YOUR VEHICLE? ( )YES? ( )NO?

COMMENTS, SUGGESTIONS, COMPLIMENTS:

TOTAL LABOR....	117.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**117.00**

CUSTOMER SIGNATURE

IMPORTANT

THANK YOU FOR CHOOSING OUR SERVICE DEPARTMENT.

IT IS OUR GOAL TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CALL OUR SERVICE MANAGER. THANK YOU.

LIMITED WARRANTY

PARTS AND LABOR WARRANTED 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. THIS COPY MUST BE RETURNED FOR ALL ADJUSTMENTS.

+ fuel injection service
+ (R) front tire keeps losing pressure (spare has a nail)
+ Squeaky ~~front~~ brakes

SERVICE HOURS
M-F 7am - 7pm
Sat 8am - 4pm
Sun 10am - 4pm

Thank You!

Reynolds and Reynolds ERAINTINVE OC9300085 Q (0404)

RF647282 Q (10/10)

1

ROSENTHAL CHEV/CHRYS/JEEP
3400 COLUMBIA PIKE
ARLINGTON, VA 22204
(703) 920-8700

Merchant ID: 5701000035641
Term ID: 004 Ref #: 007

Sale

XXXXXXXX[redacted]
VISA Entry Method: Swiped

10/03/11 12:48:25
Inv #[redacted] Appr Code: 154975
Apprvd: Online Batch#: 006534

Total: $ 117.00

Customer Copy
THANK YOU!

2

RECEIVED DATE:

3/29/12

POSTED DATE : 3-26-12

VIN (FIRST 9 DIGITS) 1J4F22419

VIN (LAST 8 DIGITS) 8L [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Invoice

572655

SOLD TO [redacted]

SHIP TO: Charlotte Pipe

ADDRESS

ADDRESS

CITY, STATE, ZIP

CUSTOMER ORDER NO.	SOLD BY	TERMS	F.O.B.	DATE
				3-7-12

ORDERED	SHIPPED	DESCRIPTION	PRICE	UNIT	AMOUNT
		Insert Team			110 00
		Paid			
					110 00

A-5840 T-46706/46721

5 01-11

VIN: 1J4FZ24198L[redacted] / 3/14/12

Case #: [redacted]

To Whom It May Concern,

As per my conversation with Amanda, I'm requesting reimbursement of repairs on my seat.

Thank you,

[redacted]

Pryor, OK [redacted]

[redacted]

Auburn Hills, MI [redacted]

[redacted]

Pryor, OK



Chrysler C
PO Box
Auburn Hi

48321$8004

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-11-10 18:00:13.854780
Files Not Recieved: 0

[redacted]

KAISER PERMANENTE®

KEN CARYL MEDICAL OFFICE

Fax

To: Jeep Chrysler Customer Car **Company:**

Fax: 801 - 736 - 3929 **Phone:**

From: [redacted] **Phone** [redacted]

Date: 11/7/11 **Pages:** 4

Re: Jeep Wrangler repairs

Attn: Dallan

00 DODGE SOUTHWEST
7980 W TUFTS AVE
LITTLETON CO 80123
303-932-8443

Term ID: 74533692 Ref #: 0021

Sale

XXXXXXXXX[redacted]
VISA Entry Method: Swiped

Total: $ 544.77

10/31/11 17:56:10
Inv #[redacted] Appr Code: 08308D
Batch#: 000244
Zip Code:

Customer Copy

WWW.AUTONATIONDIRECT.COM

Confidentiality Notice

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[redacted]
LITTLETON, CO [redacted]
HO [redacted] BUS: CELL:
EMAIL:

Invoice #: [redacted]
Tag #: T3506
Customer #: [redacted]
Service Advisor: 6567 EDWARD HALLEY

GO CHRYSLER JEEP DODGE Southwest
7980 W. Tufts Ave., Littleton, CO 80123
(303) 269-7800
www.gocarsandtrucks.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	08	JEEP WRANGLER	1J4GA3913[redacted]		72818	72818

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27OCT07			17:00 31OCT11			CASH	31OCT11	09:24 31OCT11	17:04 31OCT11

OPTIONS: ENG:3.8 Liter

11-07-11 12:30PM

Service Department Hours
Monday - Friday
7:00am - 7:00pm
Saturday
8:00am - 5:00pm

Thank You For Your Business!

We Sell Tires!!

Free snow brush when next Service Performed.

		LIST	NET	TOTAL
A	**REPLACE CLOCK SPRING HAS CAIR NUMBER 21492547 CHECK DEFROST BUTTON NOT WORKING, GOES BACK TO DEFROST/ HEATER MODE**			
	260 MISCELLANEOUS			
	6581 CD hrs.			0.00
	LABOR: 0.00 **PARTS:** 0.00 **OTHER:** 0.00 **TOTAL LINE A:**			**$ 0.00**
	72818 0.90 Installed new clock spring, torqued steering wheel to spec and reset ECU. Ensured no DTC's were present to verify repair			
B	**C/S TEH CLOCK SPRING IS BAD**			
	MA001 C/S TEH CLOCK SPRING IS BAD			
	6581 CD hrs.			107.96
	1 5156106AB CLKSPRING-STEER MOD	268.20	268.20	268.20
	LABOR: 107.96 **PARTS:** 268.20 **OTHER:** 0.00 **TOTAL LINE B:**			**$ 376.16**
	72818 0.00			
C	**C/S THE DRFROST BUTTON WIL NOT STAY IN DEFROST, SPRINGS BACK TO DEFROST ANS HEATER**			
	MA001 C/S THE DRFROST BUTTON WIL NOT STAY IN DEFROST, SPRINGS BACK TO DEFROST ANS HEATER			
	6581 CD hrs.			59.98
	1 55111840AE CONTROL-A/C AND	60.63	60.63	60.63
	LABOR: 59.98 **PARTS:** 60.63 **OTHER:** 0.00 **TOTAL LINE C:**			**$ 120.61**
	72818 0.50 Customer complaint of HVAC mode switch popping out of position. Removed HVAC control unit and noticed broken teeth on the backside of the control knob. Replaced HVAC control unit and problem was still there. Looked behind glove box where the mode door is located and noticed contents of glove box jammed in the mode door. removed articles and mode door control works as designed			

Guest Copy

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

SHOP SUPPLY COSTS: We have included a charge equal to 12.5% of the total cost of labor, not to exceed $49.99, in the Misc. Charges amount for shop supplies used in connection with this repair.

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

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

THANK YOU!

Copyright 2008 ADP, Inc. X1512.250 X2512.270_1

[redacted]

Invoice-# [redacted]

Tag #: T3506

Custom [redacted]

Service Advisor: 6567 EDWARD HALLEY

GO CHRYSLER JEEP DODGE
Southwest
7980 W. Tufts Ave., Littleton, CO 80123
(303) 269-7800
www.gocarsandtrucks.com

LITT
HOM [redacted] BUS: CELL:
EMAIL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	08	JEEP WRANGLER	1J4GA3913[redacted]		72818	72818

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27OCT07			17:00 31OCT11			CASH	31OCT11	09:24 31OCT11	17:04 31OCT11

OPTIONS: ENG 3.8 Liter

11-07-11 12:30PM

Service Department Hours
Monday - Friday
7:00am - 7:00pm
Saturday
8:00am - 5:00pm

Thank You For Your Business!

We Sell Tires!!

Free snow brush when next Service Performed.

		LIST	NET	TOTAL

****

D **CUSTOMER REQUESTS MULTI-POINT INSPECTION ON THIS VISIT**
MULTI-N MULTI-POINT INSPECTION NOT NEEDED THIS VISIT

6581 CD hrs.
LABOR: 0.00 **PARTS:** 0.00 **OTHER:** 0.00 **TOTAL LINE D:** $ 0.00
72818 0.00

****

E **THANK YOU FOR YOUR BUSINESS!!!**
DSGEN THANK YOU FOR YOUR BUSINESS!!!

6581 CD hrs.
LABOR: 0.00 **PARTS:** 0.00 **OTHER:** 0.00 **TOTAL LINE E:** $ 0.00
72818 0.00

****

F** **VERIFY J24 TOW BAR**
400RC PERFORM RECALL

6581 WD hrs.
LABOR: 0.00 **PARTS:** 0.00 **OTHER:** 0.00 **TOTAL LINE F:** $ (N/C) 0.00
72818 0.00 Recall does not apply to this vehicle

****

G** **RECALL J30 DUE**
400RC PERFORM RECALL

6581 CD hrs.
LABOR: 0.00 **PARTS:** 0.00 **OTHER:** 0.00 **TOTAL LINE G:** $ 0.00
72818 0.20 Updated CCN with new software to add the transmission temp. warning feature to the vehicle to prevent trans fluid overheating per J24 recall

****

Guest Copy

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

SHOP SUPPLY COSTS: We have included a charge equal to 12.5% of the total cost of labor, not to exceed $49.99, in the Misc. Charges amount for shop supplies used in connection with this repair.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

THANK YOU!

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[redacted]
LITTLETON, CO
HOME [redacted] BUS: CELL:
EMAIL:

Invoice [redacted]
Tag #: T3506
Custome[redacted]
Service Advisor: 6567 EDWARD HALLEY

GO CHRYSLER JEEP DODGE Southwest
7980 W. Tufts Ave., Littleton, CO 80123
(303) 269-7800
www.gocarsandtrucks.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	08	JEEP WRANGLER	1J4GA39138[redacted]		72818	72818

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
27OCT07			17:00 31OCT11			CASH	31OCT11	09:24 31OCT11	17:04 31OCT11

OPTIONS: ENG:3.8 Liter

11-07-11 12:30PM

Service Department Hours
Monday - Friday
7:00am - 7:00pm
Saturday
8:00am - 5:00pm

Thank You For Your Business!

We Sell Tires!!

Free snow brush when next Service Performed.

	LIST	NET	TOTAL
H** RECALL K13 INNER FENDERS DUE			
400RC PERFORM RECALL			
6581 WD hrs.			(N/C)
1 CATCK134AB NUT KIT-LEFT FR TO			(N/C)

LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE H: $ 0.00

72818 0.30 Trimmed front inner fender liners and installed new hardware per K 13 recall

****

IT IS NORMAL TO GENERATE MANY WASTE BYPRODUCTS THAT REQUIRE SPECIAL DISPOSAL AND ALSO NECESSARY TO UTILIZE MANY ITEMS THAT ARE SUPPLIED IN BULK. THESE ITEMS DO NOT LEND THEMSELVES TO BE BILLED INDIVIDUALLY. THESE ITEMS ARE ACCOUNTED FOR AS SHOP SUPPLY CHARGES ON YOUR INVOICE

Guest Copy

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

SHOP SUPPLY COSTS: We have included a charge equal to 12.5% of the total cost of labor, not to exceed $49.99, in the Misc. Charges amount for shop supplies used in connection with this repair.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION / TOTALS

LABOR AMOUNT	167.94
PARTS AMOUNT	328.83
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	20.99
TOTAL CHARGES	517.76
ADJUSTMENTS	0.00
SALES TAX	27.01
PLEASE PAY THIS AMOUNT	544.77

THANK YOU!

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From: [redacted]
To: customerassist@chrysler.com
Date: Sun Nov 06 11:18:23 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

New recall on 2008 right hand drive jeep wranglers

Comments:

I took me 2008 right hand drive jeep wrangler to our local dealership on
Thursday because the airbag light was on and the horn wasn't working and it
needed a yearly va inspection sticker. They informed us that there was no
recall on my jeep for that but I read online today that there is a recall
for that. We paid over $400 just to have that repaired. How can we get
our money back since there is a recall for this problem?

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Sun Nov 06 13:02:50 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

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

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).

Thanks again for your email.

Sincerely,

Sam

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following info[redacted]
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7526396V2570L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
New recall on 2008 right hand drive jeep wranglers
Comments:
I took me 2008 right hand drive jeep wrangler to our local dealership on
Thursday because the airbag light was on and the horn wasn't working and it
needed a yearly va inspection sticker. They informed us that there was no
recall on my jeep for that but I read online today that there is a recall
for that. We paid over $400 just to have that repaired. How can we get
our money back since there is a recall for this problem?

VIN:
8L5[redacted]
Mileage:
75000
Servicing Dealer:
shelor automotive
Title:
Mr.

First Name:
[redacted]
Middle Initial:

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

City:
Christiansburg
State:
VA
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Nov 07 07:19:50 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

AIR BAG LIGHT PROBLEM

Comments:

I have an air bag light on in my 2007 Jeep Wrangler X and i have been trying
to get it fixed but the dealer wants to charge me to look at something that
they already knew was wrong with the vehicle before i purchased it.What can
i do to get this fixed i can not get rid of the vehicle with the light on.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Nov 07 15:40:13 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler concerning diagnostic fees charged to you by your Dealer.

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

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

Thank you for giving us the opportunity to review this with you.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7527603V98413L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
AIR BAG LIGHT PROBLEM
Comments:
I have an air bag light on in my 2007 Jeep Wrangler X and i have been trying
to get it fixed but the dealer wants to charge me to look at something that
they already knew was wrong with the vehicle before i purchased it.What can
i do to get this fixed i can not get rid of the vehicle with the light on.

VIN:
7L[redacted]
Mileage:
40610
Servicing Dealer:
WEST BROTHERS DODGE
Title:

First Name:
[redacted]

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

City:
FT. LEONARD WOOD
State:
MO
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Nov 07 16:19:56 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7527603V98413L0KM)
I did not have a concern about paying fees to look at a vehicle I have a problem with being charged for something that was a problem before I had bought and the dealer knew that cause they told me and said not to worry about it.I do not want to pay for a prior problem that they knew about and sold it anyways knowing they should not have
Sent via BlackBerry by AT&T

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Date: Mon, 07 Nov 2011 15:40:34
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7527603V98413L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in regards
to your 2007 Wrangler concerning diagnostic fees charged to you by your
Dealer.

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

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

Thank you for giving us the opportunity to review this with you.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER[redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7527603V98413L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
AIR BAG LIGHT PROBLEM
Comments:
I have an air bag light on in my 2007 Jeep Wrangler X and i have been

trying
 to get it fixed but the dealer wants to charge me to look at
something
that
 they already knew was wrong with the vehicle before i purchased
it.What
can
 i do to get this fixed i can not get rid of the vehicle with the
light
on.

VIN:
7L[redacted]
Mileage:
40610
Servicing Dealer:
WEST BROTHERS DODGE
Title:

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

City:
FT. LEONARD WOOD
State:
MO
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Nov 07 17:29:57 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7527603V98413L0KM)
Dear [redacted]

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

We have received your email regarding your recent service experience at West Brothers Chrysler.

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

Dealerships are not owned by Chrysler Group, they are independent businesses and are responsible for addressing workmanship concerns like the kind noted in your email.

We suggest contacting the dealership service manager and address your concerns further.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be forwarded to the Business Center responsible for this dealer and retained in the dealer's permanent file.

Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.

Your feedback and opinion is very important to us. We hope this experience will not cause customers to misjudge our products.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7527799V4997L0KM&

Original Message Follows:

I did not have a concern about paying fees to look at a vehicle I have a problem with being charged for something that was a problem before I had bought and the dealer knew that cause they told me and said not to worry about it.I do not want to pay for a prior problem that they knew about and sold it anyways knowing they should not have
Sent via BlackBerry by AT&T

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
Date: Mon, 07 Nov 2011 15:40:34
To: [redacted]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7527603V98413L0KM)

Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center in
regards
to your 2007 Wrangler concerning diagnostic fees charged to you by
your
Dealer.

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

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

Thank you for giving us the opportunity to review this with you.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7527603V98413L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
AIR BAG LIGHT PROBLEM
Comments:
I have an air bag light on in my 2007 Jeep Wrangler X and i have been
trying
 to get it fixed but the dealer wants to charge me to look at
something
that
 they already knew was wrong with the vehicle before i purchased
it.What
can
 i do to get this fixed i can not get rid of the vehicle with the
light
on.

VIN:
7L[redacted]
Mileage:
40610
Servicing Dealer:
WEST BROTHERS DODGE
Title:

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

City:
FT. LEONARD WOOD
State:
MO
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Nov 16 18:53:53 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

AIR LIGHT IS ON

Comments:

Hi:
A few months ago,I contact customer service to reference Air Bag on my
Jeep wrangler 08.Before I had the recall, I took my car to the dealership,I
explain the service guy (Jim) that my car was shaking a lot ..they didn't
know where is coming from..I saw one of the mechanic tearing the wheel a
part ...I talk to my service guy "Jim" he told me they need to check the
steering wheel ...and from now on my AIR BAG LIGH is on since then. they
did something to my steering wheel! was working properly until he took it a
part...I woulk like this issued get resolve .THANK YOU..

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Nov 17 11:31:01 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Yaimo:

Thank you for contacting the Jeep Customer Assistance Center.

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

Recall #	Description
J24	MOPAR TOW BAR

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

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

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

In regards to your email, please contact the dealer where you had the repaires completed and let them know of the issue with your vehicle.

Thanks again for your email.

Sincerely,

Colleen

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=KMM7538846V47461L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
AIR LIGHT IS ON
Comments:
Hi: A few months ago,I contact customer service to reference Air Bag on my
Jeep wrangler 08.Before I had the recall, I took my car to the dealership,I
explain the service guy (Jim) that my car was shaking a lot ..they didn't
know where is coming from..I saw one of the mechanic tearing the wheel a
part ...I talk to my service guy "Jim" he told me they need to check the

steering wheel ...and from now on my AIR BAG LIGH is on since then. they
did something to my steering wheel! was working properly until he took it a
part...I woulk like this issued get resolve .THANK YOU..

VIN:
8I[redacted]
Mileage:
80000
Servicing Dealer:
Jeep Chrysler
Title:
Mr.
First Name:
[redacted]
Middle Initial:

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

City:
Ocala
State:
FL
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Thu Nov 17 12:50:09 EST 2011
Subject: Reply to Chrysler Group LLC (KMM7538846V47461L0KM)
Reply Comments:

REFERENCE NUMBER: [redacted]
That recall from what i understand is already
done....my problem is that the mechanic take the steering wheel a
part
...for no necessarity reson...sinceryly [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Nov 17 17:55:28 EST 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7538846V47461L0KM)
Dear [redacted]

Thank you for contacting the Jeep Customer Assistance Center.

Unfortunately, we are unable to provide technical assistance. As stated in the previous email please contact the dealership where you had the repairs completed and tell them of your issues.

Thanks again for your email.

Sincerely,

Colleen

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7539521V70528L0KM&

Original Message Follows:

Comments:
REFERENCE NUMBER: [redacted]hat recall from what i understand is already
done....my problem is that the mechanic take the steering wheel a part
...for no necessarity reson...sinceryly [redacted]..

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2011-12-08 16:24:23.505271
Files Not Recieved: 0

Burgos Group

[redacted]

Phone: (888) 256-7953
Fax: (866) 394-2321

Fax

To: Shari	**From: Mario Burgos**
Fax: 801-736-3929	**Pages: 3**
Re: Chrysler Update Case#:2158	**Date: November 22, 2011**

Sorry I missed your call. I was on the phone with the Service Manager at the dealership. Per your request, attached is the following:

1) a copy of my bill from the dealership
2) a copy of the NHTS determination.

You can also find it by following this link:

http://www-odi.nhtsa.dot.gov/cars/problems/defect/results.cfm?action_number=PE11019&SearchT

If you need additional information, please don't hesitate to call. If you can confirm receipt of this email, it would be greatly appreciated.

safercar.gov

[redacted]

Defects - Search Results

1 Record(s) Displayed.

Report Date : November 22, 2011 at *05:30 PM*

NHTSA Action Number PE11019

NHTSA Action Number : PE11019 **NHTSA Recall Campaign Number** : 11V528000

Vehicle Make / Model:	Model Year(s):
JEEP / WRANGLER	2007-2008
JEEP / WRANGLER 2-DR 4X4	2007-2008
JEEP / WRANGLER 2-DR 4X4 RHD	2007-2008
JEEP / WRANGLER 4-DR 4X2	2007-2008
JEEP / WRANGLER 4-DR 4X4	2007-2008
JEEP / WRANGLER SAHARA	2007
JEEP / WRANGLER X RHD 4X4	2007

Manufacturer : CHRYSLER GROUP LLC

Component(s) :

AIR BAGS
AIR BAGS: ROLL PROTECTION
AIR BAGS:FRONTAL
AIR BAGS:FRONTAL:DRIVER SIDE INFLATOR MODULE
AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
AIR BAGS:KNEE BOLSTER
AIR BAGS:ON-OFF SWITCH ASSEMBLY
AIR BAGS:SIDE/WINDOW

Date Investigation Opened : May 23, 2011

Date Investigation Closed : November 7, 2011

Summary:

In its July 29, 2011 response to ODI's May 27, 2011 information request letter, Chrysler provided 153 MY 2007-2008 owner reports, additional to the 25 ODI Vehicle Owner Questionnaires (VOQs), which related to the illumination of the air bag light (ABL) due to a faulty clockspring (CS) wiring circuit. The right hand drive (RHD) vehicles, which were first produced in MY 2008 and account for only 1% of vehicle production, accounted for 82 of these 181 reports (45%). The MY2007 left hand drive (LHD) vehicle accounted for 61 of the remaining 92 LHD reports and exhibited a higher complaint rate than the MY 2008 LHD vehicles. ODI did not identify any incidents of crashes/injuries attributable to the CS circuit failure. Since May 27, 2011, ODI has received another 32 consumer complaints bringing the total to 213 reports at this closing. In addition, and for comparative purposes, Chrysler provided another 42 owner reports it received on the MY2006 and MY2009-2010 Wrangler vehicles; these populations showed a lower incident rate than the subject vehicles, especially in comparison to the RHD subject vehicles. Chrysler's investigation showed that the higher rate of RHD Wrangler CS failures were due to a more severe duty cycle for these vehicles which are primarily used by US Postal workers/mail carriers delivering mail in rural regions. Chrysler concluded the unique vehicle usage, much of which occurs with the driver's window open and under dusty environmental conditions, is the cause of premature CS failure. Chrysler's analysis also indicated that the somewhat elevated MY2007 LHD rate, which showed a declining failure trend, was the result of start-up production/assembly issues that occurred with the introduction of a new design CS. The new design CS incorporated both dual airbag inflator circuitry and a steering wheel angle sensor (for the electronic stability control system). On November 1, 2011, Chrysler submitted a defect notice indicating it will conduct a recall of all MY 2008-2012 RHD Wrangler vehicles (11V528). The estimated 5,334 RHD Wrangler vehicles include the 2,297 MY 2008 RHD Wrangler vehicles, which were the subject of this investigation, plus an additional 3,037 MY 2009-2012 RHD Wrangler vehicles that Chrysler determined potentially have a similar CS concern as the MY 2008 RHD vehicles. Chrysler intends to replace the existing CS with a yet-to-be-produced improved CS assembly, or an improved steering housing assembly that is less susceptible to dusty environments. Owner notice is scheduled to begin in November 2011. Chrysler also informed ODI that it intends to initiate a consumer satisfaction campaign for MY2007 LHD Wranglers which will extend the CS warranty coverage for 7 years or 150,000 miles. Accordingly, the investigation is closed.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153

USA.gov

Jeep 877-426-5337
Case # [redacted]

[redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

Larry H. Miller
Chrysler Jeep Dodge Ram ALBUQUERQUE
8528 Lomas Blvd NE, Albuquerque, NM 87110
Service Direct 505-366-2950
Service Fax 505-366-2958
www.lhmabq.com

[redacted]
CEDAR CREST, NM [redacted]
HOME [redacted] CONT
BUS: CELL [redacted]

PAGE 1

SERVICE ADVISOR: 715 JEFFREY SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREEN	07	JEEP WRANGLER	1J4GA39197[redacted]		99398/99399	T8107

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN07 DL			18:00 19NOV11			CASH	19NOV11

R.O. OPENED	READY	OPTIONS:
07:57 19NOV11	14:06 19NOV11	ENG:3.8_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A c/s air bag light is on e							
CAUSE: HAS CODE B1B06(DRIVER AIRBAG SQUIB 2 CIRCUIT OPEN)							
100 CUST STATES							
		130	CP		210.00		210.00
1	5156106AB	CLKSPRING-STEERING COLUMN CONTROL					
	MOD				249.37	249.37	249.37
PARTS: 249.37 LABOR: 210.00 OTHER: 0.00 TOTAL LINE A: 459.37							
99399 HAS CODE B1B06(DRIVER AIRBAG SQUIB 2 CIRCUIT OPEN) TECH#130							
FOLLOWED DIAG CHART FOR CODE B1B06. NEED TO REPLACE CLOCKSPRING.							
REMOVED DRIVERS SIDE AIR BAG, REMOVED STEERING WHEEL AND COVERS.							
INSTALLED NEW CLOCKSPRING. REINSTALLED STEERING WHEEL AND COVERS.							
REINSTALLED AIR BAG. CLEARED CODE. TEST DROVE VEHICLE. DID NOT RECODE							
AT THIS TIME.							
**********							
B MULTI POINT INSPECTION							
CAUSE: REQUESTED							
15 MULTI POINT INSPECTION (N/C)							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
99399 REQUESTED PERFORMED INSPECTION							
**********							
EST: 105.00 19NOV11 07:57 SA: 715							
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							16.80

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE [signature]

DESCRIPTION	TOTALS
LABOR AMOUNT	210.00
PARTS AMOUNT	249.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.80
TOTAL CHARGES	476.17
LESS INSURANCE	0.00
SALES TAX	33.34
PLEASE PAY THIS AMOUNT	509.51

Copyright 2000 ADP, Inc. SERVICE ENHANCE TYPE 2 - 0130

Customer Copy

From: midwestautoplex@sbcglobal.net
To: customerassist@chrysler.com
Date: Mon Nov 21 13:09:12 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

U0171 airbag code diagnostic; What sensor is this referencing to?

Comments:

My airbag light is on and I need to know what sensor/part number it applies
to: Lost Communication W/up‐front Right Satellite Acceleration Sensor

Sender Information:

Title:
First Name: Midwest
Middle Initial:
Last Name: Autoplex

From: customerassist@chrysler.com
To: midwestautoplex@sbcglobal.net
Date: Mon Nov 21 17:06:05 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Mr:

Thank you for contacting the Jeep Customer Assistance Center.

Unfortunately, we are unable to provide technical assistance. You may contact your local dealership for further assistance, or you may refer to the vehicle's Service Manual.

Thanks again for your email.

Sincerely,

Katie

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER:
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7543044V13165L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
U0171 airbag code diagnostic; What sensor is this referencing to?
Comments:
My airbag light is on and I need to know what sensor/part number it applies
to: Lost Communication W/up?front Right Satellite Acceleration Sensor

VIN:
8L[redacted]
Mileage:
49000
Servicing Dealer:

Title:

First Name:
Midwest
Middle Initial:

Last Name:
Autoplex
Address 1:
6759 Arsenal st
Address 2:

City:

ST. LOUIS
State:
MO
Zip:
63139
Email:
midwestautoplex@sbcglobal.net
Work Phone:
314.749.5258

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Dec 28 19:54:42 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Recall L37

Comments:

I just had my 2008 jeep repaired for the air bag light and clock spring. I
see that there is a recall noted on the Internet for the problem. The recall is L37 and the dealer couldn't find l37. It cost me almost $400.
The dealer was helpful but is this not a valid recall?

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Dec 29 12:45:28 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]

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

A review of our records indicates that your vehicle does not currently require service for any recall campaigns for the air bag light or clock spring. Recalls generally occur on limited numbers of vehicles. Customers are notified by U.S. mail and also often through the print and/or broadcast media.

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

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.

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,

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=KMM7580832V80728L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Recall L37
Comments:
I just had my 2008 jeep repaired for the air bag light and clock spring. I
see that there is a recall noted on the Internet for the problem. The
recall is L37 and the dealer couldn't find l37. It cost me almost $400.
The dealer was helpful but is this not a valid recall?

VIN:
8I[redacted]
Mileage:
59000
Servicing Dealer:
Secret city dodge jeep
Title:

First Name:
[redacted]
Middle Initial:

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

City:
Lafollette
State:
TN
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Fri Jan 06 10:40:58 EST 2012
Subject: Reply to Chrysler Group LLC (KMM7580832V80728L0KM)
Reply Comments:

I just paid $400 for a clock spring replacement for my Jeep Wrangler which there is a recall but not for my particular vehicle. I have a friend who also had to do the same and she is not in the recall. There is apparently something wrong with these vehicles and should be covered in the recall also. They are the same model and year as the recall vehicles.

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 06 10:42:12 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7580832V80728L0KM)
Has the L 37 recall been issued yet?=20

[redacted]ffice
[redacted]ell

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Thu, Dec 29, 2011 12:45 pm
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7580832V80728L0KM)

Dear [redacted]
Thank you for contacting the Jeep Customer Assistance Center in
regards=20
o your 2008 Jeep Wrangler.=20
A review of our records indicates that your vehicle does not
currently=20
equire service for any recall campaigns for the air bag light or
clock=20
pring. Recalls generally occur on limited numbers of vehicles.=20
ustomers are notified by U.S. mail and also often through the print=
20
nd/or broadcast media.
However, our records indicate that the following recall campaign has
not
een performed by an authorized dealer:
L05 TRANSMISSION COOLER LINES=20
We suggest that you contact your local authorized Chrysler, Dodge,
Jeep=EF=
=BF=BD
r Ram dealer to make arrangements for an inspection and, if
necessary,=20
orrective action at no charge to you.
Please take a copy of this message with you at the time of service
to=20
id the process. Although not required, it is recommended to bring a=
20
opy of the recall notification with you to your dealer's service=20
epartment when you bring your vehicle in for this service.
If you wish to obtain further information, please contact the
Chrysler=20
roup Recall Assistance Center at 1-800-853-1403.
Thanks again for your email.=09=09=09
Sincerely,=20
Jennifer =20
Customer Service Representative=20
eep Customer Assistance Center
For any future communications related to this email, please refer to
the
ollowing information:=20
EFERENCE NUMBER: [redacted]
MAIL CASE NUMBER:
EPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=3DK=
MM7580832V80728L0KM&

riginal Message Follows:

S Customer Service - Jeep Brand Site
rief Description:=20
ecall L37
omments:
 just had my 2008 jeep repaired for the air bag light and clock spring.

see that there is a recall noted on the Internet for the problem. The recall is L37 and the dealer couldn't find l37. It cost me almost $400.
The dealer was helpful but is this not a valid recall?

IN:
8[redacted]
ileage:
59000
ervicing Dealer:
Secret city dodge jeep
itle:
=20
irst Name:
[redacted]
iddle Initial:
=20
ast Name:
[redacted]
ddress 1:
[redacted]
ddress 2:
=20
ity:
Lafollette
tate:
TN
ip:
[redacted]
mail:
[redacted]
ork Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jan 09 09:52:55 EST 2012
Subject: Re: Reply to Chrysler Group LLC (KMM7580832V80728L0KM)
Dear [redacted]

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

Recalls generally occur on limited numbers of vehicles. Customers are notified by U.S. mail and also often through the print and/or broadcast media.

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.

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=KMM7591051V20775L0KM&

Original Message Follows:

Comments:
I just paid $400 for a clock spring replacement for my Jeep Wrangler which
there is a recall but not for my particular vehicle. I have a friend who
also had to do the same and she is not in the recall. There is apparently
something wrong with these vehicles and should be covered in the recall
also. They are the same model and year as the recall vehicles.

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



DODGE CHRYSLER Jeep

Brands of DaimlerChrysler

CUSTOMER ASSISTANCE CENTER

CHRYSLER SATISFACTION SERVICE CONTRACT REQUEST

C.A.I.R # [redacted] DATE: 1/11/07

VEHICLE AND PURCHASE INFORMATION						
Vehicle Identification Number			In Service Date	4 Wheel Drive	Odometer Reading	
7L [redacted]			12/2/06	4X4	501	
Plan Name			Plan Code	Plan Amount	Total	
Owner Care			OC28M			
Year	Make	Model	Customer First	Last		Home Phone
2007	Jeep	Wrangler	[redacted]			[redacted]
Street Address			City	State	Zip	Telephone
[redacted]			Milroy	PA	[redacted]	

Reason for Request: ✓ Customer Satisfaction __ Other _____

Please Explain: retain customer

Senior Staff Representative: JWK11 Date: 1/11/07

Senior Staff Manager: _____ Date: _____

Service Contracts
DaimlerChrysler Corporation

Submission Date: __/__/__

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Jeep [redacted] Milroy, PA [redacted]

Survey Return Date: 01/19/2007

SSI SCORE: 81

About Your Overall Impressions Of . . .

Frey Motors Inc

	Very Satisfied				Very Dissatisfied
1. How satisfied are you with your new vehicle buying experience?	☐	☐	☐	☐	☒

About the Facility . . .

	Strongly Agree				Strongly Disagree
2. The facility was neat and clean	☐	☐	☒	☐	☐

The Sales Staff . . .

	Very Satisfied				Very Dissatisfied
3. How satisfied are you with the sales staff?	☒	☐	☐	☐	☐
4. How satisfied are you with the sincerity of the sales staff?	☒	☐	☐	☐	☐

Your Delivery Experience . . .

	Very Satisfied				Very Dissatisfied
5. How satisfied are you with the delivery experience?	☐	☒	☐	☐	☐

Recommendations . . .

	Strongly Agree				Strongly Disagree
6. I would recommend THIS DEALERSHIP to my family and friends	☐	☐	☐	☐	☒
7. I would buy another vehicle from THIS DEALERSHIP	☐	☐	☐	☐	☒

	Yes	No
8. Would you purchase again from the same salesperson?	☒	☐

Your Salesperson . . .

SALESPERSON SCORE: 100

9. Please rate your SALESPERSON on the following:	Very Satisfied				Very Dissatisfied
a. The manner in which you were greeted	☒	☐	☐	☐	☐
b. Sincerity and honesty in dealing with you	☒	☐	☐	☐	☐
c. Consideration of your time	☒	☐	☐	☐	☐
d. Ability to listen, understand, and answer your questions	☒	☐	☐	☐	☐
e. Knowledge of the product features and benefits	☒	☐	☐	☐	☐
f. Fulfilled all commitments made to you	☒	☐	☐	☐	☐

Your Sales Team . . .

10. Please rate your SALES TEAM on the following:	Very Satisfied				Very Dissatisfied
a. The vehicle price and/or payments were discussed in a straightforward and thorough manner	☒	☐	☐	☐	☐
b. Explanation of warranty coverages	☒	☐	☐	☐	☐
c. The professional manner in which you were treated	☒	☐	☐	☐	☐
d. Fulfilled all commitments made to you	☒	☐	☐	☐	☐

More About the Buying Experience . . .

	Doesn't Apply	Very Satisfied				Very Dissatisfied
11. If you've contacted this dealership by phone, how satisfied are you with the way your call was handled?	☐	☐	☐	☒	☐	☐
12. If this dealership handled the financing for your new vehicle, how satisfied are you with the arrangements?	☒	☐	☐	☐	☐	☐
13. If you took a demonstration drive at this dealership, how satisfied are you with that experience?	☐	☐	☐	☐	☐	☐

	Strongly Agree				Strongly Disagree
14. The dealer location was convenient	☐	☐	☒	☐	☐

Sales Transaction / Price Negotiation . . .

15. Please rate your satisfaction with the following:	Very Satisfied				Very Dissatisfied
a. The length of time it took to complete the sales transaction . . .	☒	☐	☐	☐	☐
b. The process of determining the final purchase/lease price	☒	☐	☐	☐	☐
c. The comfort of the area where the vehicle price was negotiated	☐	☐	☒	☐	☐

The Delivery of Your New Vehicle . . .

	Excellent	Good	Average	Fair	Poor
16. What was the overall condition of your vehicle at delivery?	☐	☒	☐	☐	☐
17. What was your vehicle's operating condition at delivery?	☐	☒	☐	☐	☐

	Yes	No
18. a. Were you informed about the service department hours and whom to contact?	☐	☒
b. Were you informed about the vehicle's maintenance requirements and logbook for tracking maintenance services?	☒	☐

Dealership Follow-Up / Concerns Handling . . .

	Yes	No
19. Since taking delivery, have you been contacted by a dealer representative regarding your satisfaction?	☒	☐

20. a. Did you have any concerns regarding your sales experience that you brought to the attention of the dealership?	☐ (Go to Q.20b.)	☐ (Skip Q.20b.)

	Very Satisfied				Very Dissatisfied
b. If **YES**, how satisfied are you with the dealership's resolution of your concerns?	☐	☐	☐	☐	☐

Overall Comments: We bought the Jeep 12-2-06 + we noticed on the way home that the airbag light was on. My husband notified the company / dealership the following Monday. We have had the Jeep in to be serviced 2 times & the problem is still not fixed + it is now 1-17-07. They cannot say whether or not the air bags are functioning. so we

Salesperson: Mcmullen,J

Model and Year: 2007 Jeep Wrangler

VIN: 1J4GA59177L[redacted]

Purchase Date: 12/02/2006

Survey Mail Date: 12/15/2006

Continued from comments section:
We bought the Jeep so we would have a 4x4 for our 0.4 tenths of a mile lane, that is not a lane that can be accessed by a car in the winter. The dealership offered us a PT Cruiser until our Jeep is fixed, but we refused because with a PT Cruiser we would still have to walk almost a ½ mile if it snows, which they are aware of. They all refusing to give us a 4 wheel drive vehicle at this time. It is pretty pathetic that we have bought a brand new vehicle that we feel is not safe to drive, and that it has been over a month + it is still not fixed.

To top it off, I had to talk my husband into buying an american made vehicle (which he feels are unreliable) and look where that has got me. It's pretty sad when you have a 1996 Toyota Landcruiser that has been in the garage one time (and fixed immediately) and has over 125,000 miles on it compared to a Jeep, which is a new vehicle, and can't be driven for safety reasons. I would have to say that at this time, I have to agree with my husband that I will never again buy another american made vehicle.

Also, if the vehicle is not fixed soon, I'm going to contact an attorney re: the lemon law. I have never been a person to go to drastic measures, but when you are treated poorly by a company, such as we have been, and nothing has been accomplished, one has no other choice.

[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Apr 03 10:37:49 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the electrical issues with your 2007 Jeep Wrangler.

We regret the issues you have had with your vehicle and have forwarded your file to the appropriate parties for review.

Your file has been assigned a case manager who will be in contact with you.

If there is anything else I may be able to address for you please let me know.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Group 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=KMM4762342I25261L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
Lemon Law - Dealer has been unable to resolve issue
Comments:
I purchased my Jeep Wrangler Rubicon February 9, 2007. I would like to say that I am happy with my purchase, but I cannot. Not long after getting the Jeep home some issues began to manifest themselves. The things I am having problems with are: 1. The sway bar light begins flashing and does not go out and the sway bar disconnect system does not operate. 2. Intermittent issues with the passenger seatbelt warning light. Randomly staying on. This would happen whether or not the passenger seat was occupied or empty. Empty meaning; nothing in the seat including passenger or packages - not even a pair of sunglasses. 3. More recently the turn signal stalk has been tending to lose its center. If clicked on when changing lanes and then clicking off, the opposite blinker comes on. The choice was left or right blinker - no center off position. This was random and each time was resolved by jiggling the stalk and flashing the brights. 4. I found the door locks to lock automatically once I start down the road. I thought this was a nice feature until one day when they UNLOCKED on their own. I was driving home on a mountain road when I heard the locks snick. I

glanced down and saw my door had unlocked. Both my hands were on the wheel and my son had both hands on the book he was reading so I knew neither of us had hit the door lock button. I mentioned this in my first appoint with the service department, but they found nothing wrong. I may have resolved this myself by programming the doors not to lock automatically and then reprogramming them to lock automatically. It hasn't happened since. I began my quest to have the issues resolved. The dealer where I purchased my Jeep has a convenient online appointment system. Unfortunately, there are some flaws with the system. First I made an appointment for Saturday February seventeenth, (so I would not have to miss work), specifying electrical issues - the sway bar and airbag lights. The day before my appointment I arrived home to find a message on my answering machine telling me that they don't do that type of work on Saturdays. The online appointment system should be modified to not allow the setting of appointments for days when the type of work that needs to be done cannot be done. The second flaw is; although you can make an appointment for six A.M. on a weekday for electrical work, the guy who does that type of work doesn't come in until eight. I made another online appointment for February nineteenth, but was unable to miss work that day and missed this appointment. I made a third appointment online for February 26. This appointment was to fix the sway bar and airbag lights. Since my employer is nearly fifty miles in one direction and the dealer where I purchased my Jeep nearly forty miles in the other direction I took the day off to get the issues fixed. Unfortunately, they were unable to address the airbag light issue as it is random and did not manifest itself while the service department had my vehicle. They did look at the sway bar light issue. I was told a connector was loose and dirty and that they cleaned and reattached it. I was not confident that this resolved the problem and since they were unable to address the airbag light issue I knew I would be back. A few days later, the sway bar light began flashing again and would not go off. The airbag light continued to randomly stay on - sometimes for days at a time. I made another service appointment for March sixth. Fortunately, this time the airbag light remained on while the vehicle was being serviced and they were able to address this issue. I was told they recalibrated the sensors in the passenger seat. I'm not sure what exactly this means, but the issue does seem to have been corrected. They were unable to resolve the sway bar light issue. I was told they would have to replace the wiring harness and the part would have to be ordered. I kept the thought that they did not know what was wrong and were shooting in the dark to myself. When I drove away I immediately noticed that the light was not flashing. A couple of days later it started flashing again and would not go out. My forth appointment was for March twenty-seventh. I dropped my Jeep off and sat down in the lounge thinking it shouldn't take too long to replace the wiring harness for the sway bar. About twenty minutes later I was told they were replacing the entire wiring harness and I would not be getting my Jeep back that day. They provided a rental car, free of charge, and I went home and returned on March twenty-ninth. When I arrived I was shown the work being done. Yards of wiring lay on the floor. It looked like they weren't taking any chances and were replacing everything - and they were. It was this appointment where I mentioned the problem with the blinker stalk not centering. Time will tell if this has been resolved. When they completed the job and gave me my Jeep I was happy to no longer see the sway bar light flashing at me. When I got home that evening I dropped it into four wheel hi and pressed the sway bar button. The light started flashing and I could hear the sway bar disconnect and the light went solid. I pressed the button again and the sway bar reconnected and the light went out. To say I was

happy would be an understatement. This morning, March thirty, I started the engine and to my horror the sway bar light began flashing and would not go out. The system no longer functioned. They had not resolved the problem. This is unacceptable! I will be calling the dealer today to speak with service manager Maria Vasquez. I will express my disappointment and attempt to find out what the next plan of action will be to resolve this problem before making yet another appointment. So far, there have been three unsuccessful attempts to resolve the sway bar disconnect issue. I have been very patient and understanding, but my patience has reached its limit. I am now frustrated and becoming angry. I have an off road trip scheduled in two weeks which it looks like I will have to miss as my Jeep doesn't operate correctly. Although the repair attempts have been under warranty and cost me nothing, so far I figure my out of pocket expenses to get this problem resolved is getting close to one thousand dollars. I come to this figure by including fuel for repeated eighty mile round trips to the dealer and time lost at work. 2/26/07 I spent the day at the dealer with my Jeep in the service department 3/6/07 I spent the day at the dealer with my Jeep in the service department 3/27/07 I intended to spend the day at the dealer with my Jeep in the service department. I ended up leaving my Jeep at the dealer. 3/29/07 I picked up my Jeep from the dealer. 3/30/07 Problem still not resolved…… The reason I am contacting Chrysler to express my disappointment and to advise that I am beginning proceedings to take advantage of the California lemon law. I would like to note, however, that even though they have been unable to resolve all the issues with my Jeep, everyone I have dealt with has been exceedingly pleasant to deal with. The people at Victorville Motors make Disneyland cast members look like curmudgeons.

VIN:
7L1[redacted]
Mileage:
3800
Servicing Dealer:
Victorville Motors
Title:
Mr.
First Name:
[redacted]
Middle Initial:

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

City:
Crestline
State:
CA
Zip:
[redacted]
Email:
[redacted]
Work Phone:

[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Fri Mar 30 08:48:15 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Lemon Law - Dealer has been unable to resolve issue

Comments:

I purchased my Jeep Wrangler Rubicon February 9, 2007. I would like to say that I am happy with my purchase, but I cannot. Not long after getting the Jeep home some issues began to manifest themselves. The things I am having problems with are:

1.=09The sway bar light begins flashing and does not go out and the sway bar disconnect system does not operate.

2.=09Intermittent issues with the passenger seatbelt warning light. Randomly staying on. This would happen whether or not the passenger seat was occupied or empty. Empty meaning; nothing in the seat including passenger or packages =96 not even a pair of sunglasses.

3.=09More recently the turn signal stalk has been tending to lose its center. If clicked on when changing lanes and then clicking off, the opposite blinker comes on. The choice was left or right blinker =96 no center off position. This was random and each time wa=s resolved by jiggling the stalk and flashing the brights.

4.=09I found the door locks to lock automatically once I start down the road. I thought this was a nice feature until one day when they UNLOCKED on their own. I was driving home on a mountain road when I heard the locks snick. I glanced down and saw my door had unlocked. Both my hands were on the wheel and my son had both hands on the book he was reading so I knew neither of us had hit the door lock button. I mentioned this in my first appoint with the service department, but they found nothing wrong. I may have resolved this myself by programming the doors not to lock automatically and then reprogramming them to lock automatically. It hasn=92t happened since.

I began my quest to have the issues resolved. The dealer where I purchased my Jeep has a convenient online appointment system. Unfortunately, there are some flaws with the system. =20

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A few days later, the sway bar light began flashing again and would not go off. The airbag light continued to randomly stay on =96 sometimes for days at a time. I made another service appointment for March sixth. Fortunately, this time the airbag light remained on while the vehicle was being serviced and they were able to address this issue. I was told they recalibrated the sensors in the passenger seat. I=92m not sure what exactly this means, but the issue does seem to have been corrected. They were unable to resolve the sway bar light issue. I was told they would have to replace the wiring harness and the part would have to be ordered. I kept the thought that they did not know what was wrong and were shooting in the dark to myself. When I drove away I immediately noticed that the light was not flashing. A couple of days later it started flashing again and would not go out.

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When they completed the job and gave me my Jeep I was happy to no longer see the sway bar light flashing at me. When I got home that evening I dropped it into four wheel hi and pressed the sway bar button. The light started flashing and I could hear the sway bar disconnect and the light went solid. I pressed the button again and the sway bar reconnected and the light went out. To say I was happy would be an understatement.

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go out. The system no longer functioned. They had not resolved the problem. This is unacceptable!

I will be calling the dealer today to speak with service manager Maria Vasquez. I will express my disappointment and attempt to find out what the next plan of action will be to resolve this problem before making yet another appointment.

So far, there have been three unsuccessful attempts to resolve the sway bar disconnect issue. I have been very patient and understanding, but my patience has reached its limit. I am now frustrated and becoming angry. I have an off road trip scheduled in two weeks which it looks like I will have to miss as my Jeep doesn=92t operate correctly. Although the repair attempts have been under warranty and cost me nothing, so far I figure my out of pocket expenses to get this problem resolved is getting close to one thousand dollars. I come to this figure by including fuel for repeated eighty mile round trips to the dealer and time lost at work.

2/26/07=09I spent the day at the dealer with my Jeep in the service department
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3/29/07=09I picked up my Jeep from the dealer.
3/30/07=09Problem still not resolved=85=85=85

The reason I am contacting Chrysler to express my disappointment and to advise that I am beginning proceedings to take advantage of the California lemon law.

I would like to note, however, that even though they have been unable to resolve all the issues with my Jeep, everyone I have dealt with has been exceedingly pleasant to deal with. The people at Victorville Motors make Disneyland cast members look like curmudgeons.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial: =20
Last Name: [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



1087 1-248-5127608 ATT Amelia

BRANHAVEN CHRYSLER JEEP DODGE

348 WEST MAIN STREET
BRANFORD, CT, 06405
PARTS DIRECT 203-488-9460 TOLL FREE 866-287-2785
www.branhaven.com email parts@branhaven.com

Chris Lennon

7L141559

[redacted]

[redacted] BRANFORD CT [redacted]

2034880212

DATE	INVOICE NO.	CUST. NO.
5/ 9/2007	15901	28195

SOLD BY	PAY TYPE	P.O. NO.
RAB	CASH	2007 JK [redacted]

QUOTE-QUOTE
1 RETAIL MA

SPECIAL ORDER PARTS MUST BE PREPAID IN FULL!!!
NO RETURNS ON SPECIAL ORDER OR ELECTRICAL PARTS!!!
10% RESTOCKING CHARGE FOR RETURN OF STOCKED PARTS!!!

THANK YOU FOR YOUR BUSINESS!
CALL US FOR ALL YOUR AUTOMOTIVE NEEDS!
MON-FRI 8:00am-4:30pm SAT 8:00-12:00 NOON

QTY.	PART NUMBER/DESCRIPTION	BIN	LIST	NET	AMOUNT
1	1FS86SX9AA TOP SOFT SP		809.00	679.00	679.00 485.00

23050101 - 1.0 Lbs $73.00

SUB TOTAL 679.00 485.00
~~TAX~~ no tax ~~40.74~~
TOTAL QUOTE-DO NOT PAY 719.74
QUOTE - QUOTE - QUOTE - QUOTE

Note: WARRANTY PRICE PER CHRIS LENNON
BOSTON PDC SHOWS (2) IN STOCK

Parts and labor
$752.00

SPECIAL ORDER APPROVAL

PRICE-_____

AVAILABILITY-_____

DEPOSIT REQUIRED-_____

APPOINTMENT DATE-_____

AUTHORIZATION-_____

hank You

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

ceived By _____ PARTS COPY

11:54 BRANHAVEN CHRYSLER JEEP D 203-488-1121 P.1

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



CAIR [redacted]

Team Welsh

Jeep CHRYSLER

Far Hills (908) 234-0109
Bernardsville (908) 204-8980
FAX (908) 234-0722
Sales Only 1-800-585-JEEP

LASER PARTS/SERVICE INVOICE

P.O. Box 5 • 36 Dumont Road • Far Hills, NJ 07931 & 27-29 Route 202 • Bernardsville, NJ 07924

SO No: 550355
Tag# : 7747A

* Service Invoice Warranty Copy *

Auth#:

Customer No : [redacted]

[redacted]
SOMERVILLE NJ [redacted]

Home: [redacted] **Bus:** (000)000-0908
Cell: **Today:**
Email:

Advisor : MARK **Invoice Date :** 07/25/2007

License No	Odometer In	Odometer Out	Stock No
[redacted]	3782	3784	[redacted]

Year	Make	Model	Model No	Delivery Date
2007	Jeep	WRANGLER 2-DR	JKJP72	02/13/2007

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1J8FA54147L[redacted]		04/25/2007	02/12/2007	

REQUEST/COMPLAINT CORRECTIONS
Request

				TYPE	CSR#	TU		Amount
1	O	CUSTOMER STATES THAT THE AIR BAG LIGHT IS ON. DIAGNOSE THE LIGHT AND ADVISE.						
	08193401	REPLACE THE AIR BAG MODULE		WL	8342MM	0.4		$35.52
	85410000	DIAG TIME		WL	8342MM	2		$177.60
	95400041	RENTAL VEH		WSUB	6497KW	0		$210.00
						Cost	Ext. Cost	
	1	68004222AC	MODULE OCCUPANT REST	W94		63.35	63.35	$108.46
							63.35	

Technician : 0 5W30

Technician : 4626 TOM

Total for Parts : $108.46 **Total for Labor :** $423.12 **Total for Request :** $531.58

	LABOR	PARTS	OIL/GAS	MISC.	S.SUPP	SUB/TOW	ENV FEE	DEDUCT	S.TAX	TOTALS
CUSTOMER	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
WARRANTY	$213.12	$108.46	$0.00	$0.00	$0.00	$210.00	$0.00	$0.00	$0.00	$531.58
INTERNAL	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
TOTALS :	$213.12	$108.46	$0.00	$0.00	$0.00	$210.00	$0.00	$0.00	$0.00	$531.58

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCT 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.

TERMS

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS BILL

- NO CASH RETURNS - CREDIT ONLY
- NO CREDITS AFTER 7 DAYS
- NO RETURNS ON SPECIAL ORDER PARTS
- NO RETURNS ON ELECTRICAL PARTS

ALL OTHER RETURNS 15% HANDLING CHG.

DATE _____ CUSTOMER SIGNATURE _____

Jul. 30. 2007 1:54PM Team Welsh Chrysler-Jeep No. 2412 P. 2

Team Welsh
Jeep CHRYSLER
Far Hills (908) 234-0109
Bernardsville (908) 204-8980
FAX (908) 234-0722
Sales Only 1-800-585-JEEP

LASER PARTS/SERVICE INVOICE

P.O. Box 5 • 36 Dumont Road • Far Hills, NJ 07931 & 27-29 Route 202 • Bernardsville, NJ 07924

SO No: 551449
Tag# : 2967

* Service Invoice Warranty Copy *

Auth#:

Customer No : [redacted]

[redacted]
SOMERVILLE N[redacted]
Home: [redacted] **Bus:** (000)000-0908
Cell: **Today:**
Email:

Advisor : MARK **Invoice Date :** 07/25/2007

License No	Odometer In	Odometer Out	Stock No
[redacted]	6850	6852	[redacted]

Year	Make	Model	Model No	Delivery Date
2007	Jeep	WRANGLER 2-DR	JKJP72	02/13/2007

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
1J8FA54147L133935		06/18/2007	02/12/2007	

REQUEST/COMPLAINT CORRECTIONS
Request

				TYPE	CSR#	TU	Cost	Ext. Cost	Amount
1	O	CUSTOMER STATES THAT THE AIR BAG LIGHT IS ON. DIAGNOSE THE PROBLEM AND ADVISE							
	LC	LOANER CAR 14 DAYS		WL	6497KW	0			$480.00
	08909001	REPALCE DASH HARNESS		WL	6497KW	2.1			$186.48
	95850150	SPECIAL HANDLING CHARGES		WSUB	6497KW	0			$13.50
	85410000	DIAG TIME		WL	6497KW	3			$266.40
	08909060	A/C EQP.		WL	6497KW	0.2			$17.76
1		56051572AG	WIRING INSTRUMENT PA	W94			158.00	158.00	$270.51
								158.00	

Technician : 0 5W30

Technician : 1034 JAMES

Total for Parts : $270.51 **Total for Labor :** $974.14 **Total for Request :** $1,244.65

	LABOR	PARTS	OIL/GAS	MISC.	S.SUPP	SUB/TOW	ENV FEE	DEDUCT	S.TAX	TOTALS
CUSTOMER	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
WARRANTY	$960.64	$270.51	$0.00	$0.00	$0.00	$13.50	$0.00	$0.00	$0.00	$1,244.65
INTERNAL	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
TOTALS :	$960.64	$270.51	$0.00	$0.00	$0.00	$13.50	$0.00	$0.00	$0.00	$1,244.65

Reorder From: Big Car Services, Inc. (800) 883-1056 170820

DISCLAIMER OF WARRANTIES

ANY WARRANTIES ON THE PRODUCT 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.

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- NO CREDITS AFTER 7 DAYS
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- NO RETURNS ON ELECTRICAL PARTS

ALL OTHER RETURNS 15% HANDLING CHG.

DATE _____ CUSTOMER SIGNATURE _____

Jul. 30. 2007 1:54PM Team Welsh Chrysler-Jeep No. 2412 P. 3

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Fri Jul 06 21:48:49 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

too many vehicle problems

Comments:

July 6, 2007

First I want to start off by saying my Jeep is a 2007 4 x 4 4 door Wrangler Dual Top. I bought my Jeep in January 2007 from a Britt Chrysler/Jeep 3427 Jefferson Davis Highway Fredericksburg Virginia 22401. I drove it off the lot with the hard top on.
Weeks of driving it the
problems started. When going to put the Soft top on and working on the back windows the rear window was already ripped and damaged I went to take it in and they refused me a new window claiming Jeep wouldn't pay for one, that it was my responsibility to buy a new one. One of the Tech's there is a eye witness when trying to put it on for me, he noticed the defected window himself.

A few weeks later my traction light would go on and off I called the dealership and they claimed it was not an issue soon after that my airbag light would come on at random times while driving, I called the dealership right away and was told and I quote "well if you get into a accident all that will happens is your airbag probably won't deploy and if is not consistent don't worry about it"...it has yet stopped to go on and off...
The past few months when driving my Jeep now when I am accelerating/pushing down the gas pedal the Jeep will actually slow down and then as I continue to push the gas it will after 10-15 seconds continue to drive "normal"...

You see this vehicle is a $30,000+ dollars that I pay for monthly and am scared that one day it is going to just completely shut down on me without any notice. I have three children that I carry in the Jeep with me everyday...and these issues especially the random slowing down as if it was going to stop then accelerate again is slightly nerve racking. I am sure you'd understand if you were carrying family in a vehicle that you can depend on or just spent your yearly income on a vehicle that continues to give you problems, it is not even 5 months old!! This is a problem that needs to be addressed immediately. I have taken it to the Britt Jeep dealership and the abnormal slowing down issues that made mention there is a recall though when they "drove" it they experienced no problems. And made comments that I shouldn't complain because what they did today was free to me. IT'S A NEW JEEP, and I am being treated like these problems are okay and I should except my defected jeep. No! I look forward to hearing from you. Last 8 VIN digits 7L[redacted]

[redacted]

Ruther Glen VA [redacted]

[redacted]

Sender Information:

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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassistmkt@daimlerchrysler.com
Date: Wed Jul 11 12:38:03 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: New Vehicle Information

Brief Description:

---

dangerous 2007 jeep wrangler

Comments:

***Important. I am unsure who I need to take to court right now and am fed up. I have taken my jeep in to be serviced twice now and none of my problems are fixed. i received an email back from you all stating you contacted the jeep dealership's service department and they told you the problems were fixed as of july 6 2007. The problems are not fixed my jeep is stalling and my airbag light continues to go on and off and i feel very unsafe driving around my three children in an vehicle that continues to stall out this is completely uncalled for. I called this morning and spoke with the service manager who decided to argue with me about the issues with my vehicle and that they "" fixed the issues. THAT INFORMATION IS FALSE!! I then said it needs to be fixed and while fixed I am enrolled in the loaner program and have documents in hand stating that and he argued with that as well...I have all proof recall proof and proof from friend and family that my jeep is failing. If not fixed this time and I am continuously being treated like disrespectfully further action will be taken! Thank you for your time. The dealership I bought it from is in Fredericksburg Virginia 540-371-1400. I understand that I am not your family nor friend though JEEP assembled this vehicle and will be sued if anything happens to me or my family while driving it.

[redacted]

Sender Information:

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

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



DaimlerChrysler
P.O. Box 4639
Oak Ridge, TN 37831

July 6, 2007

First I want to start off by saying my Jeep is a 2007 4 x 4 4 door Wrangler Dual Top. I bought my Jeep in January 2007 from a Britt Chrysler/Jeep 3427 Jefferson Davis Highway Fredericksburg Virginia 22401. I drove it off the lot with the hard top on. Weeks of driving it the problems started. When going to put the Soft top on and working on the back windows the rear window was already ripped and damaged I went to take it in and they refused me a new window claiming Jeep wouldn't pay for one, that it was my responsibility to buy a new one. One of the Tech's there is a eye witness when trying to put it on for me, he noticed the defected window himself.

A few weeks later my traction light would go on and off I called the dealership and they claimed it was not an issue soon after that my airbag light would come on at random times while driving, I called the dealership right away and was told and I quote "well if you get into a accident all that will happens is your airbag probably won't deploy and if is not consistent don't worry about it"...it has yet stopped to go on and off...
The past few months when driving my Jeep now when I am accelerating/pushing down the gas pedal the Jeep will actually slow down and then as I continue to push the gas it will after 10-15 seconds continue to drive "normal"...

You see this vehicle is a $30,000+ dollars that I pay for monthly and am scared that one day it is going to just completely shut down on me without any notice. I have three children that I carry in the Jeep with me everyday...and these issues especially the random slowing down as if it was going to stop then accelerate again is slightly nerve racking. I am sure you'd understand if you were carrying family in a vehicle that you can depend on or just spent your yearly income on a vehicle that continues to give you problems, it is not even 5 months old!!

This is a problem that needs to be addressed immediately. I have taken it to the Britt Jeep dealership and the abnormal slowing down issues that made mention there is a recall though when they "drove" it they experienced no problems. And made comments that I shouldn't complain because what they did today was free to me. IT'S A NEW JEEP, and I am being treated like these problems are okay and I should except my defected jeep. No! I look forward to hearing from you. Last 8 VIN digits 7L[redacted]

[redacted]

Ruther Glen VA[redacted]

[redacted]

09 JUL 2007 PM 1 L



Ruther Glen VA [redacted]

Daimler Chrysler
P.O. Box 4639
Oak Ridge, TN
37831

RECEIVED
JUL 12 2007

RECEIVED
JUL [illegible] 2007

37831+4639

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



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

July 6, 2007

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[redacted]

Ruther Glen VA [redacted]

[redacted]

[redacted]
Ruther Glen VA [redacted]

RICHMOND VA 232
09 JUL 2007 PM 1 T



Daimler Chrysler Customer Assistance Center
Post Office Box 21-8004
Auburn Hills, Michigan
48321-8004

RECEIVED
JUL 13 2007

PE15-025

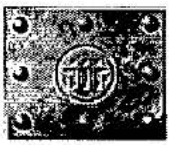
FCA CHRYSLER

8/19/2015

ENCLOSURE 4



CAIR [redacted]



Eugene Kilcourse/DCFS/debis/DCX
08/02/2007 08:01 AM

To Amelia T Retherford/FRC/DCC/DCX@wk-America
cc
bcc
Subject Re: VIN 7L133935

Regular payment is $441.43, customer is paid ahead:

04/30/07 7080 BO 0601 PAYMNT 450.00
05/01/07 5601 CCI UPDATE FLD = COLLECT OFFICER
05/15/07 5601 CCI UPDATE FLD = COLLECT OFFICER
06/01/07 5601 CCI UPDATE FLD = COLLECT OFFICER
06/01/07 7080 BO 0685 PAYMNT 500.00
06/15/07 5601 CCI UPDATE FLD = COLLECT OFFICER
06/29/07 7080 BO 0676 PAYMNT 400.00
07/02/07 5601 CCI UPDATE FLD = COLLECT OFFICER
07/16/07 5601 CCI UPDATE FLD = COLLECT OFFICER
07/31/07 5602 SALE OF REC MULTIPLE FIELDS
08/01/07 5601 CCI UPDATE FLD = COLLECT OFFICER
08/01/07 7080 BO 0634 PAYMNT 400.00

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassistre@chrysler.com
Date: Tue Sep 25 15:06:47 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

service at dealer ship

Comments:

I bought my Jeep Rangler in March of 07. The air bag light has recently started coming on while I'm driving and I have tried to get it into the shop but the service department does not stay open late enough or on the weekends. I have just recently started working at my job and cannot take off of work. The next closest Jeep dealer is about an hour away in Huntington WV. They are open on the weekend but I already commute 2 hours everyday for work and with my jeep being brand new I don't feel that I should have to drive that on my days off. Should the company or could the company provide me with a vehicle to drive for a day while they fix my 6 month old vehicle.

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Oct 01 17:40:57 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Jeep group regarding your 2007 Jeep Wrangler.

Rental or loaner vehicles, while an owner's vehicle is being serviced, are not provided under the terms of the manufacturer's warranty.

Thank you for giving us the opportunity to review this matter with you. Information received from customers better enables us to evaluate our policies for future consideration.

Thanks again for your email.

Sincerely,

Talarisha

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5176865I25261L0KM&

Sincerely,

Talarisha
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description:
service at dealer ship
Comments:
I bought my Jeep Rangler in March of 07. The air bag light has recently started coming on while I'm driving and I have tried to get it into the shop but the service department does not stay open late enough or on the weekends. I have just recently started working at my job and cannot take off of work. The next closest Jeep dealer is about an hour away in Huntington WV. They are open on the weekend but I already commute 2 hours everyday for work and with my jeep being brand new I don't feel that I should have to drive that on my days off. Should the company or could the company provide me with a vehicle to drive for a day while they fix my 6 month old vehicle.

VIN:

Mileage:

Servicing Dealer:

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

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

City:
Charleston
State:
WV
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☐ **I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY**

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ **The vehicle has been out of service at least 15 days to repair one or more substantial defects.**

☒ **3 or more repair attempts have been made to repair the same substantial defect or condition.**

Description of continuing defect(s) or condition(s) The Driver side seatbelt area rattles and does not sound secure. Repairs have been attempted, but are unsuccessful. A referral to the body shop was made. other issue with Driver Side of Vehicle

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Jeep Model X - 4 Door Year 2007

VIN 1J8GB391X7L[redacted] Date of Delivery 11/26/06

Name and City/State of selling dealer or leasing company (if applicable) Greenway Dodge Chrysler Jeep Orlando, FL 32817

Name and City/State of authorized service agent(s) attempting previous repairs: Greenway Dodge Chrysler Jeep Orlando, FL and Orlando Dodge Chrysler Jeep Orlando, FL

Consumer [redacted]

Address [redacted]

Orlando, FL [redacted]

Home phone [redacted]

~~Work~~ cell phone

Signature [redacted]

Date Mailed 9-20-07 (1/98)

RECEIVED

SEP 26 2007

OWNER RELATIONS

[redacted]

Orlando, Fl [redacted]

CERTIFIED MAIL

[redacted]



RETURN RECEIPT
REQUESTED

Daimler Chrysler Motors Company LLC
Costomer Care
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321+0021

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Sep 27 09:54:30 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Very Disappointed with my 2007 Jeep!!!

Comments:

I have owned several (7) jeeps. I recently purchased the new 07 Wrangler. I have been extremely disappointed with it. I have 2 ongoing issues that have been addressed several times and still no fix. The first issue (hood blows up) has been "best rigged" to help control issue and second is wind whistle in wind shield. (3 visits... 2 wind shields and it's getting worse not better)! Not to mention the other problems: airbag light on intermittently (replaced module) and pulley noise and RPM flucuation and dying at stops (replaced pulleys and recall done).
I wanted the dealer to
trade me out of it for a 2006 model buy financially "it doesn't work for them" and who cares about me...

I almost wrecked a couple of weeks ago
while trying to get as near to the side of the road as I could to avoid the hood blow up while passing 3 semi's and the wind blow me off the road enough to almost cause over correction right into the path of the semi's. I truly am disappointed in the new product and efforts made by the dealer to help correct these issues.... I made another call this morning about the wind noise (after being told last week when my jeep was in for service and REPAIR the service manager was going to investigate and call me back with solutions)... still waiting!!!!

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Oct 02 14:58:37 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

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

I regret the problem your Sahara has experienced with the hood and windshield, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized Jeep 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, it is available through the regional Business Center.

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

Thanks again for your email to Jeep.

Sincerely,

Annelle
Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5179690I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Very Disappointed with my 2007 Jeep!!!
Comments:
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VIN:
7L[redacted]
Mileage:
10100
Servicing Dealer:
Bob Rohrman Jeep, Lafayette, In
Title:
Ms.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Brookston
State:
IN
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Oct 02 17:39:43 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance (KMM5179690I25261L0KM)
I guess I can try another dealer but it seems as though I have the problems, I have the payment and new 25k vehicle, I make the follow up calls, I have to now fimd another Jeep dealer in another city because there isn't another one here. GRRR. Seems like customer service should be on the list of priorities.

I am in sales and would die on the vine if I gave like service to my clients (who spend less money). Oh well, I only have 52 months left then my jeep days could perhaps come to an end. 8 jeeps I have bought, Chrysler has made money off me since I was 18! Thanks.
Sent via BlackBerry by AT&T

-----Original Message-----
From: customerassist <customerassist@chrysler.com>

Date: Tue, 2 Oct 2007 14:59:16
To:<k[redacted]
Subject: Re: Chrysler LLC Customer Assistance (KMM5179690I25261L0KM)

Dear [redacted]

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

I regret the problem your Sahara has experienced with the hood and windshield, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized Jeep 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, it is available through the regional Business Center.

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

Thanks again for your email to Jeep.

Sincerely,

Annelle
Senior Staff Representative
Chrysler Customer Assistance Center

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

following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5179690I25261L0K
M&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Very Disappointed with my 2007 Jeep!!!
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Wrangler.
I have been extremely disappointed with it. I have 2 ongoing issues
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and
REPAIR the service manager was going to investigate and call me back
with
solutions)... still waiting!!!!

VIN:
7L[redacted]
Mileage:
10100
Servicing Dealer:
Bob Rohrman Jeep, Lafayette, In
Title:

Ms.

First Name: [redacted]

Middle Initial: [redacted]

Last Name: [redacted]

Address 1: [redacted]

Address 2:

City: Brookston

State: IN

Zip: [redacted]

Email: [redacted]

Work Phone: [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Oct 18 16:55:19 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance (KMM5179690I25261L0KM)
Just so you know, I traded my jeep off and got something else. No more jeeps, no more head aches, no more spending hours in service being angry! YEAH!

------Original Message------
To: customerassist
Sent: Oct 2, 2007 5:38 PM
Subject: Re: Chrysler LLC Customer Assistance (KMM5179690I25261L0KM)

I guess I can try another dealer but it seems as though I have the problems, I have the payment and new 25k vehicle, I make the follow up calls, I have to now fimd another Jeep dealer in another city because there isn't another one here. GRRR. Seems like customer service should be on the list of priorities.

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------Original Message------
From: customerassist
To: [redacted]
Sent: Oct 2, 2007 2:59 PM
Subject: Re: Chrysler LLC Customer Assistance (KMM5179690I25261L0KM)

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Annelle
Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 1[redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5179690I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Very Disappointed with my 2007 Jeep!!!
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VIN:

7L[redacted]
Mileage:
10100
Servicing Dealer:
Bob Rohrman Jeep, Lafayette, In
Title:
Ms.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Brookston
State:
IN
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

Sent via BlackBerry by AT&T

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

RECEIVED
OCT - 4 2007
OWNER RELATIONS

Customer Name [redacted]

Address [redacted] BROOKSTON,
(Street) (City) (State) IN (Zip) [redacted]

Daytime Telephone [redacted]

VIN Number 1J4FA54157L[redacted]

Date of Purchase 03/10/07 Mileage

Servicing Dealer BOB ROHRMAN, LAFAYETTE, IN.

Number of days vehicle has been Out-of-Service SEVERAL

Number of repair attempts to repair same condition 2 CONDITIONS (MANY ATTEMPTS)

Description of Concern: SEE EMAIL SENT ON 9/27/07.

[redacted]

Street Address

BROOKSTON, IN. [redacted]

City, State, ZIP

UNITED STATES POSTAGE

PLACE STAMP HERE

9651 MAILED FROM ZIP CODE 47905

DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



Start With Trust

BBB

bbb.org

October 3, 2007

Mr. Joe Warne, Correspondence Supervisor
Chrysler, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-0800

RE: BBB Case #[redacted] - [redacted]

Dear Mr. Warne:

Your BBB has received the enclosed complaint. In the interest of good business/customer relations, we are presenting this complaint to you for your review and response. This is an opportunity to keep a customer.

As a voluntary, self-regulatory agency supported by local businesses, we are willing to assist your company in resolving this matter as expeditiously as possible.

Your BBB has not made a judgment as to the validity of the complaint, and we understand that there are two sides to every dispute. Please review the complaint and provide your BBB with a written or verbal response within the next seven (7) days. A business-reply envelope is enclosed for your convenience.

If you have any questions, please contact your BBB at (248) 644-9100. You may respond to the complaint at the address listed above, or by facsimile at (248) 644-5026.

Thank you for your cooperation.

Sincerely,

Constance Stevens

Constance Stevens
Dispute Resolution Consultant

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

Re: Case [redacted]
Re: VIN 1J4GA39157L[redacted]

September 24th, 2007

To Whom It May Concern:

I am writing to inform Chrysler LLC of the completely unacceptable experience I am having with my newly purchased 2007 Jeep Wrangler Unlimited, identified above, and am claiming the vehicle as a lemon. This vehicle qualifies in the state of Kentucky under KRS 367.842.

My Vehicle has been out of service for the repair of electrical problems 5 times since I purchased it on July 9th 2007. I am now entering into the 11th full week of ownership, and 4000 miles and my concerns are still not resolved. This situation to me is completely intolerable. I purchased a NEW vehicle paying over $30,000, and in return I have gotten nothing but numerous problems and unresolved issues. I have lost ALL faith in my new vehicle, and feel that it is no longer safe daily transportation for me and my family.

I hereby hold Chrysler LLC solely responsible for any accident and(or) injury that occurs as a result of my vehicle becoming unexpectedly inoperable due to the repeated electrical problems that remain unresolved.

I feel that it is in the best interest of me and my family to no longer continue ownership of this vehicle. My desire is for Chrysler LLC to refund my down payment and cancel my finance contract with Chrysler Financial, or replace my vehicle altogether with a new one.

Regards,

[redacted]

Description for Complaint ID # [redacted]

[redacted]
Kettle Island, KY [redacted]

Chrysler, LLC
Joe Warne
P.O. Box 21-8004
Auburn Hills, MI 48321-0800

Consumer:
[redacted]
Kettle Island, KY [redacted]

Car Make: Jeep
Car Model: Wrangler
VIN:

Last Dealer: Johnny Watkins Chrysler Center
Last Dealer Addr:
Last Dealer City: London
Last Dealer State: KY
Sell Dealer: Johnny Watkins Chrysler Center
Sell Dealer Addr:
Sell Dealer City: London
Sell Dealer State: KY

Issue 1: Engine Stalling
Issue 2: Electronic Throttle Control system failure
Issue 3: Engine control systme failure
Issue 4: Check engine light
Issue 5: Vehicle will not run correctly
Issue 6: Airbag system failure
Issue 7: Engine stumbling
Issue 8:
Issue 9:
Issue 10:
Outcome: I want a new vehicle or a refund.

Vehicle Information Form

Customer Information

[redacted]

[redacted] Kettle Island, Ky [redacted]

[redacted] [redacted]

Vehicle Information

[redacted]: 1J4GA39157L[redacted]

[redacted]: Jeep Wrangler Unlimited [redacted]: 2007

[redacted]: 4438

[redacted]: Engine Stalling, Multiple Dashboard Warning Lights, Multiple Electrical Problems that Effect the Running Capabilities of the Vehicle. Problems not Resolved After 6 (six) Visits to Service Dept. in 9 Weeks of Ownership.

See Attached Letter

Dealer Information

[redacted]: Johnny Watkins Chrysler Center

1039 S. Laurel Rd. London, Ky 40744

[redacted]:

SAME AS ABOVE

October 23, 2007

Better Business Bureau
Ms. Constance Stevens
Fax: 248-644-5026

RE: [redacted]
CAIR: [redacted]

Dear Ms. Stevens:

Thank you for referring the customer's concerns with his 2007 Jeep Wrangler.

A review of our records indicates the customer notified Chrysler of his intent to pursue the State Lemon Law. This was reviewed by the District Manager, Mr. Roland Dube from our Great Lakes Business Center. At this time, we feel the vehicle is repaired and a review of his buyback request was declined.

Thank you for writing and allowing us to review this with you.

Sincerely,

Maggie
Senior Staff

MG/kat

October 23, 2007

Better Business Bureau
Ms. Constance Stevens
Fax: 248-644-5026

RE: #[redacted]
CAIR: [redacted]

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Thank you for writing and allowing us to review this with you.

Sincerely,

Maggie
Senior Staff

MG/kat

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



[redacted]
Germantown, Md[redacted]
[redacted]
11/5/07

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

To Whom It May Concern:

I am writing to notify you of the problems I have been having with my 2007 Jeep Wrangler Sahara 4x4 4dr. Vin number 1J8GA59167L[redacted]

I purchased my car from, Darcars Chrysler Jeep of Rockville on September 3, 2007. I have been dealing with a number of problems beginning the very day that I purchased my vehicle. I am very frustrated with this purchase. It is my first new vehicle purchase. I specifically bought the jeep because I enjoy outdoor activities and found that it would be a suitable car for them. I am a teacher that has very limited free time to be driving back and forth to and from the dealership. I have found these problems to be very inconvenient and irritating. I did not buy the car with the intention of having to be back at the dealership week after week. The service also has been very disappointing. I went out of my way to make an appointment, received confirmation, took time off of work and only found out upon my arrival to the dealership that they could not service my vehicle. It is a brand new car; it is supposed to run efficiently. I have had a less than satisfying experience since the purchase of my jeep. I believe in supporting my country, and I went to Chrysler because they are American made cars. Chrysler came highly recommended by friends and family. I did not go to Honda, Toyota, or any other brand; but I am beginning to regret that decision. The problems have made my new car experience frustrating and very stressful.

The following are the list of dates that my vehicle has been serviced:

9/3/07 – rear right blinker not working
9/8/07 – rear right blinker and break light not working
10/6/07 -10/8/07 – computer system failure – car reading no bus – would not start
10/15/07 -10/16/07 – airbag light comes on while driving and remains on
11/2/07-11/5/07- roof is leaking on both driver and passenger sides of pillars
11/15-TBD ?– roof is leaking again on the front passenger side pillar

I have attached the repair orders along with a detailed account of my communications with the dealership for each problem.

These problems substantially impair both the use and value of my car. I am requesting that you repurchase or replace my vehicle under the provisions of Md. Code Ann., Com. Law II, 14- 1502.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make necessary repairs.

Thank you

[redacted]

Reference # [redacted]

Car report conversations and discussions…

Customer: [redacted] bought a **new 2007** Jeep wrangler 4dr

Car: New 2007 jeep wrangler 4dr

Location: Darcars Chrysler Jeep of Rockville
755 Rockville Pike
Rockville, Md 20852

301 424 1700

Salesman: Ralph

General Manager: John Stakum

Service manager: Mike Ketron

Service advisor: Gus Arndt

9/3/07 - BOUGHT CAR!! ☺

- Ralph (salesman) replaces right rear blinker AND we drive off the lot…

9/7/07 – rear blinker is out AGAIN… along with the right break light

9/8/07 – after work I drove to drop off car but service dept. was closed
Spoke to Ralph and he told me to drop it off first thing in the morning and it would be taken care of…just tell the service dept he said it was ok

9/9/07 –No car- arrived at 9 AM as told, and was told by a (service girl) that it had to have an appointment and that I can't just come in and expect the car to be fixed

Went and got Ralph and he came in to explain to the service techs…and the car was taken for repairs

Car in the shop…

Car returned later that afternoon…and told that they ordered a part and would have to com in later in the week to have them replace it

9/10/07- Part is in and was asked to drive by to have the part for the right rear harness replaced

Harness replaced…break light and blinker working

9/22/07 – drove to dealership to have them help put on soft top – 4 hours

10/6/07 – No car- Car would not start! (I had a class filed trip down at Walter Reed)
Car dashboard read "no bus" and all the dashboard warning lights were on
Tried to jump start it…did not work
Had to push start the car… the warning lights were not reading correctly

- no bus
- said the gas was empty (I had put $20 in it the morning while leaving the car running for fear of it not starting again…but had to get to class)
- speedometer and tachometer were not working - read 0 mpr and 0 rpm while driving
- light said I was not wearing my seatbelt – when I was
- said the parking break was on – but it was not

Drove it to the class…had to get there!
After my seminar…I came out because the second part of the class was at the bodies exhibit in Roslyn, VA. Car would not start…
Called Chrysler road side service and they called for a tow truck – they ordered to send a flatbed – an hour and a half later when it arrived it was the wrong kind of tow-truck…

- during that time while the tow truck was there the driver asked if I had a boyfriend, if I ever dated a black man…made me feel VERY uncomfortable (but since at the time I thought I was going to be driving in the cab with him) I answered his questions and said that I had no preference to who I dated – when it was determined that he had the wrong truck he drove me back around to the front gate of Walter Reed and made sure to get my number so he could call (I was going to give a fake number, but he pulled out his cell phone and he had my number already in the memory) – I filed a report with Chrysler
- Called Darcars spoke with Tammie and told her the situation and that a wrong type of truck was sent - she said she couldn't do anything and I had to call Chrysler roadside again
- Called Chrysler roadside and reported the driver and was told that they would send the correct type of truck
- Waited another two hours – called to check the ETA for the truck and it said it should be there by now
- I called Chrysler to report that the truck had not arrived…and they called the truck company which said that they had apparently "forgot" to call and report that the second truck (the flatbed) broke down
- At that point my mom and sister had shown up and we decided to call another towing company outside of Chrysler
- The truck was there an hour later – completely professional and took the jeep to Darcars in Rockville
- Darcars agreed to pay for the tow and provided me with a "dealer" car since enterprise had closed
- Had the dealer car for three days (sat night, Sunday and Monday)

- Picked up car Monday evening and was informed that it was an electronic computer system error

10/14/07 - while packing and moving my house I had folded the back seats down to haul the boxes and the airbag light would come on after I would drive 5-8 miles

- I called the dealership and reported the airbag warning light would come on after driving a certain distance and not turn off
- I was told that the service dept. was not open and that I could drop the car off tomorrow because I needed a car to get to work...

10/15/07 – No car - I called in the morning to let them know that I needed to drop off the car and that I would need a loner...I had limited time (being a teacher) and was told that I could bring the car by and they would have a loner ready and waiting
I left on my lunch and literally had 30 min to there and back because I was due at an EMT mtg at 12:45

- upon my arrival I was given the paper for the rental which they were going to pay for, but the car was not there waiting (as I was told)
- I had to go across the street to enterprise (who did not know I was coming) wait in line and then wait for a car to be brought from their storage lot
- I was twenty minutes late for my meeting

- 5 PM received a call from Mike Ketron (service manager) telling me that the car was not fixed and they needed to keep it another day – they were waiting to hear from Chrysler, he had taken pictures and sent them over

10/16/07 - No car until the evening when it was ready @ 5pm

-When I arrived at the dealership I asked them to fix the document of the repair 9/8/07 because it included the initial blinker replacement on it and that initial repair took place on 9/3 when I bought the car. John Stakum (general manager) took the document and said he would get it fixed. He was gone 10 minutes and when he returned he had written in ink on my document "first bulb replaced 9/3/07" along with his signature. Well this isn't what I expected and I asked how would anyone recognize that as his signature versus anyone else's and he said "John Stakum, been here 25 years ask anyone that's my signature".

-Mike tried to explain what the problem was...since the seats were folded down in the back, the headrest was putting pressure on the back of the front seats and that was triggering the air bag sensor. He said that they calibrated the seat to fix the problem.

I questioned what the fix was going to be because I fold my seats down often and he told me that the front seats had to be back far enough so that the headrests of the back seats

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name [redacted]

Address [redacted] Germantown Md [redacted]
(Street) (City) (State) (Zip)

Daytime Telephone [redacted]

VIN Number 1J8GA59167L [redacted]

Date of Purchase 9/3/07 Mileage

Servicing Dealer Darcars

RECEIVED
NOV 19 2007
OWNER RELATIONS

Number of days vehicle has been Out-of-Service 12 days in the shop so far

Number of repair attempts to repair same condition 2x's leaking roof, still there... 2x's blinker 1x everything else...

Description of Concern: Reference # [redacted]

- Many different problems

rear blinker not working, leaking roof, system failure (computer)
rear break light not working, airbag light remaining on while driving

throw my bike and skis into the back of it and that people should be able to fold dow seats whenever they want.

10/24- 10/26 – it rained and my car roof was leaking into the car and the front driver passenger seat were getting wet.

10/26/07 – I went to Fitzgerald jeep in Gaithersburg (Lakeforest Chrysler Jeep, 903 Frederick Ave., Gaithersburg, Md 20879) to get my oil changed and made an appointment to get the rubber stripping repaired because that is what was causing th leaks

I made the appointment for **November 1, 2007 at 10:30**

11/1/07 – I drove over to Fitzgerald I was running late and called them and they said no problem –

When I got there, they said they couldn't fix the problem today because they forgot to call and make an appointment with the tech they hire to fix leaks (they aren't done through the dealership). I was very frustrated at this because I took time off of work, and had a friend take time to follow to give me a ride back and I also received a confirmation call to confirm my appointment.

I spoke with the manager and he was not helpful either – he said what do you want us to do…and I replied I want you to provide me with a loner car so that I can leave my car. I could not come back the following day (Friday) because I have limited time to take off (Im a teacher). He said I should step in to his office. When I got in there he told me that I was being very demanding and that it was not an option for them to provide me a car. I told him that I was very upset because I made an appointment and received a confirmation call and I showed up. He then replied most people don't show up for appointments and I then told him to not compare me to most people. He then said that even if you have an appointment it would guarantee that the car would be fixed today and I replied back but it normally guarantees that it will be serviced or looked at today even if it's not fixed. He then tried to call the man that they hire to fix leaks but he was told the same thing that the repair man would not be out to their dealership until tomorrow. He didn't have a solution for me and was not helpful in finding one. I left…

10/30/07 – received a recall notification

11/1/07 – I called Darcars to report the leaks and they asked me to drop it off that evening so they could work on it first thing in the morning

11/2/07 – No Car…the car was in the shop for repairs of leaks on both sides of the front panels

Was given a rental (taken care of by Darcars) at 7PM, my car was not ready. They were able to fix the left side but the right side was still leaking…

11/3/07 – no car

11/4/07 – no car

11/5/07 – Car was ready for pick up…

11/15/07 – car was leaking again on the right front side – **where it had already been fixed**. Dropped it off for service. No Car

11/16/07 – No car…in the shop being serviced for leaks.

December 2006						
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31						

January 2007						
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February 2007						
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March 2007						
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April 2007						
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May 2007						
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June 2007						
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July 2007						
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August 2007						
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26	27	28	29	30	31	

September 2007						
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October 2007						
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November 2007						
S	M	T	W	T	F	S
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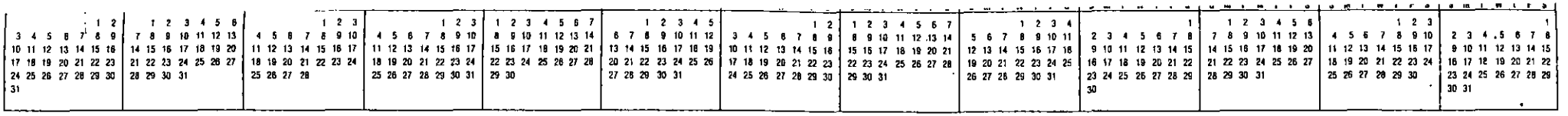
December 2007						
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30	31					

● New Moon ◐ First Quarter ○ Full Moon ◑ Last Quarter

SEPTEMBER 2007

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
August 2007 (S M T W T F S: 1 2 3 4 / 5 6 7 8 9 10 11 / 12 13 14 15 16 17 18 / 19 20 21 22 23 24 25 / 26 27 28 29 30 31)	October 2007 (S M T W T F S: 1 2 3 4 5 6 / 7 8 9 10 11 12 13 / 14 15 16 17 18 19 20 / 21 22 23 24 25 26 27 / 28 29 30 31)	 Condo, townhouse, house or vacation home—I can help you find the perfect place to suit all your needs and make your dreams come true. Call me!				**1**
2	**3** Labor Day Bought Car blinker(rt) not working ◑	**4**	**5**	**6**	**7**	**8** Blinker/brake light(rt) out Car in shop
9 Grandparents' Day	**10** Monday stopped by to replace ordered harness ●	**11** Patriot Day	**12** Rosh Hashanah Begins at Sundown	**13** *Rosh Hashanah* First Day of Ramadan	**14**	**15**
16	**17**	**18**	**19** ◐	**20**	**21** Yom Kippur Begins at Sundown	**22** Yom Kippur
23 *First Day of Autumn*	**24**	**25**	**26**	**27**	**28**	**29**
30 ○						

Long & Foster® Marketing

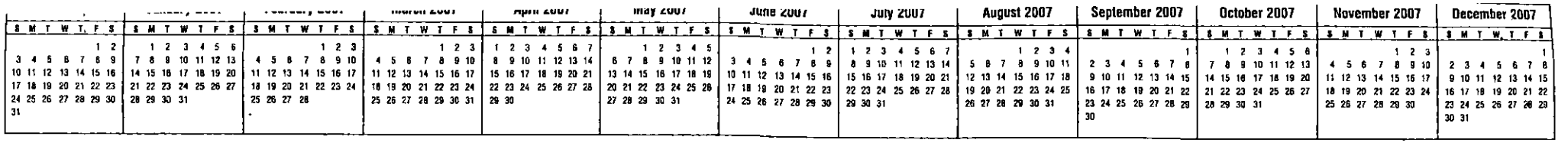


● New Moon ◐ First Quarter ○ Full Moon ◑ Last Quarter

OCTOBER 2007

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
September 2007 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	1	2	3 ◑	4	5	6 System shut-down No Car
7 No Car Rental @ dealer	8 Columbus Day No Car until PM Rental dealer car	9	10	11 ●	12	13
14 Air bag light on	15 No Car Rental	16 No Car until PM Rental	17 B	18 E A C	19 H →	20
21	22	23 Rain Leaking both sides	24 Rain Leaking both sides	25 Rain Leaking both sides	26 ◐ Oil Change! Recall notice	27
28	29	30	31 Halloween In the shop! No Car!	Already have dates to remember in 2008? Call me now for a new calendar! Car in the shop! Rental	No Car! Rental	

Long & Foster® Marketing



● New Moon ◐ First Quarter ○ Full Moon ◑ Last Quarter

NOVEMBER 2007

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
October 2007 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	In this season of thanksgiving, I want to thank you for giving me the opportunity to serve all your real estate needs.			1 ◑	2 No Car!	3 No Car!
4 Daylight Saving Time Ends (Set clock back one hour) No Car!	5 No Car!	6 Election Day	7	8	9 ●	10
11 Veterans Day	12	13	14	15 No Car!	16 No Car!	17 ◐
18	19	20	21	22 Thanksgiving Day	23	24 ○
25	26	27	28	29	30	December 2007 S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Long & Foster® Marketing

DARCARS CHRYSLER JEEP OF ROCKVILLE
755 Rockville Pike
ROCKVILLE, MARYLAND 20852

(301) 424-1700

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	MARK SOLOMON 3652	Y120	09/08/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 386		COLOR: ONYX GREEN/	STOCK NO.: [redacted]
GERMANTOWN, MD [redacted]	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/SAHARA 4X4 4DR		DELIVERY DATE: 09/03/07	DELIVERY MILES: 188
	VEHICLE I.D. NO.: 1J8GA5916 7[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.: 3712	P.: [redacted]	R.O. DATE: 09/08/07	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 386

LABOR & PARTS----------

J#1 08JEZ ELECTRICAL SYSTEMS UNITS: 0.60 TECH(S):3712 WARRANTY

CHECK RT REAR BRAKE/TURN SIGNAL BULB INOP, RALPH REPLACED
A BULB WHICH WORKED TEMP NOW OUT
FOUND CONNECTOR TO HOUSING A LITTLE LOOSE. RECONNECTED
AND TESTED. LIGHT WORKS OKAY.
REPAIRED CONNECTOR AND ORDERED HARNESS INCASE PROBLEM
RETURNS.

1ST BULB REPLACED 9/5/07

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	L0003157	BULB NONE 8044001		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS----------

WE USE GENUINE MOPAR PARTS THAT ARE COVERED BY A 12 MONTH OR 12.000 MILE WARRANTY,WHICH EVER OCCURS FIRST.

****

TO EXPEDITE YOUR SERVICE NEEDS,PLEASE CALL YOUR SERVICE ADVISOR
GUS 301-354-0271,MARK 240-747-3244,TAMMY 240-747-3245

****

WE HERE AT DARCARS CHRYSLER/JEEP THANK YOU FOR YOUR PATRONAGE AND HOPE YOU HAVE A GREAT DAY!

****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

PAID SEP 08 2007 By

Reynolds and Reynolds ERALEPANYW TO ORDER: www.rrsource.com 1-800-344-8668 fax 1-800-531-9655

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 11:53am

SF639538 Q (12/06)

CHRYSLER

DARCARS CHRYSLER JEEP OF ROCKVILLE
755 Rockville Pike
ROCKVILLE, MARYLAND 20852

Jeep

(301) 424-1700

CELL: [redacted]

CUSTOMER NO.	ADVISOR / LABOR RATE / LICENSE NO. / TAG NO. / MILEAGE	INVOICE DATE / COLOR	INVOICE NO. / STOCK NO.
[redacted]	GUSTAVE ARNDT 3RD 3667 B495 2,171	10/08/07 ONYX GREEN/ [redacted]	[redacted]
[redacted] GERMANTOWN, MD [redacted]	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/SAHARA 4X4 4DR	DELIVERY DATE: 09/03/07	DELIVERY MILES: 188
	VEHICLE I.D. NO.: 1J8GA59167 [redacted]	SELLING DEALER NO.: 23311	PRODUCTION DATE
	F.I.E. NO.: 55	R.O. DATE: 10/08/07	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS	MO: 2173

LABOR & PARTS----------

J# 1 09JEZ ENGINE UNITS: 0.80 TECH(S):55 WARRANTY

VEHICLE WAS TOWED IN. WILL NOT START - NO BUS, DASH INOP.
PERFORMED DIAGNOSTIC TEST FOUND NO COMUNICATION BETWEEN
MODULES, PER STAR CENTER, R&R C-105 CONNECTOR BETWEEN BATTE
RY AND TIPM INSPECTED AND SECURED ALL PIN CONECTORS.
RESET NO FURTHER PROBLEMS ENCOUNTERED
RETEST AND ROAD TESTED NO FURTHER PROBLEMS AT THIS TIME.
QCED BY SHOP FORMAN
NOTE/ TOWED IN BY STEVE GEYERS TOWING #80821 CUSTOMER
CALLED ROAD SIDE AND HAD A SERIOUS PROBLEM WITH ROADSIDE
SEE COMPLANT FILED. SEE MLC

JOB # 1 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	45575	80821	10/08/07	TOW IN	WARRANTY
				TOTAL - SUBLET	0.00

TOTALS----------

WE USE GENUINE MOPAR PARTS THAT ARE COVERED BY A 12 MONTH OR 12,000 MILE WARRANTY,WHICH EVER OCCURS FIRST.

****

TO EXPEDITE YOUR SERVICE NEEDS,PLEASE CALL YOUR SERVICE ADVISOR
GUS 301-354-0271,MARK 240-747-3244,TAMMY 240-747-3245

****

WE HERE AT DARCARS CHRYSLER/JEEP THANK YOU FOR YOUR PATRONAGE AND HOPE YOU HAVE A GREAT DAY!

****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

PAID OCT 08 2007 By

Reynolds and Reynolds ERALZRNVXV TO ORDER: www.reyscar.com 1-800-344-0096, fax 1-800-533-9015

CUSTOMER COPY

[END OF INVOICE] 05:25pm

CHRYSLER

DARCARS CHRYSLER JEEP OF ROCKVILLE
755 Rockville Pike
ROCKVILLE, MARYLAND 20852

(301) 424-1700

Jeep

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GUSTAVE ARNDT 3RD 3667	P357	10/16/07	[redacted]
[redacted] GERMANTOWN, MD [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 2,586		COLOR: ONYX GREEN/ [redacted]	DELIVERY MILES: 188
	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/SAHARA 4X4 4DR		DELIVERY DATE: 09/03/07	PRODUCTION DATE
	VEHICLE ID NO.: 1J8GA5916 7[redacted]		SELLING DEALER NO.: 23311	
	F. I. E. NO.: 3712		R. O. DATE: 10/15/07	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 2596

TOTALS----------

WE USE GENUINE MOPAR PARTS THAT ARE COVERED BY A 12 MONTH OR 12,000 MILE WARRANTY,WHICH EVER OCCURS FIRST.

****

TO EXPEDITE YOUR SERVICE NEEDS.PLEASE CALL YOUR SERVICE ADVISOR
GUS 301-354-0271.MARK 240-747-3244.TAMMY 240-747-3245

****

WE HERE AT DARCARS CHRYSLER/JEEP THANK YOU FOR YOUR PATRONAGE AND HOPE YOU HAVE A GREAT DAY!

****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	64.16
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-64.16
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

PAID
OCT 16 2007
By

Reynolds and Reynolds ERALZHUNVN TO ORDER: www.revsource.com, 1-800-344-6998, fax 1-800-531-9065

SF639538 Q (12/06)

CHRYSLER

DARCARS CHRYSLER JEEP OF ROCKVILLE
755 Rockville Pike
ROCKVILLE, MARYLAND 20852

(301) 424-1700

Jeep

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GUSTAVE ARNDT 3RD	3667	10/16/07	[redacted]
[redacted] GERMANTOWN, MD [redacted]	LABOR RATE / LICENSE NO. / MILEAGE: P357 2,586		COLOR: ONYX GREEN/	[redacted]
	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/SAHARA 4X4 4DR		DELIVERY DATE: 09/03/07	PRODUCTION DATE: 188
	VEHICLE ID NO.: 1J8GA59167L[redacted]	P.O. NO.: 3712	SELLING DEALER NO.: 23311 R.O. DATE: 10/15/07	REPRINT# 1
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 2596

LABOR & PARTS----------

J# 1+08JEZ ELECTRICAL SYSTEMS UNITS: 0.20 TECH(S): 3712 WARRANTY

CUSTOMER STATES VEH AIR BAG LIGHT COMES ON WHILE DRIVING
GOES WHEN TURNED OFF AND THEN COMES BACK ON AGAING
AFTER 5 MILES
INSPECTED VEHICLE FOUND REAR SEAT WHEN FOLDED DOWN HEAD REST
S SITTING IN FRONT SEAT PUSHING WEIGHT SWITCHES TO A NEGATIV
E WEIGHT
SHOPFORMAN SENT PICTURES AND A REPORT TO CHRYSLER FOR REVIEW
CALIBRATED SEAT TO PROPER WEIGHT ADVISED OWNER TO FOLD HEAD
RESTS AND HOLD IN UP POSSITION WHILE MOVING FR SEAT BACK
SEE OWNER MANUAL TO PREVENT SYSTEM FROM SETTING AGAIN.
SEE MIKE CATRON
ROAD TESTED BY SHOP FOREMAN 10 MILES

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+01JEZ LOANER CAR UNITS: TECH(S): 3712 0.00

PLEASE RESERVE A RENTAL CAR FOR THIS CUSTOMER
CUSTOMER REQUESTED A LOANER CAR FOR THIS REPAIR
THIS LOANER CAR MAY BE CHARGABLE UNDER A EXTENDED WARRANTY
AGREEMENT AND THE CUSTOMER WILL BE LIABLE FOR ANY ADDITIONAL
CHARGES
THIS RENTAL CAR IS FOR"ONE 24 HOUR PERIOD ONLY" FROM TIME
OF PICKUP. ANY ADDITIONAL CHARGES SUCH AS INSURANCE OR GAS
ARE THE CUSTOMER RESPONSIBILITY

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	45639	D277442	10/16/07	RENTAL- BORSODY	64.16
				TOTAL - SUBLET	64.16

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	RENTALCAR	RENTAL CAR		-64.16
			TOTAL - MISC	-64.16

Reynolds and Reynolds ERALZRINVN TO ORDER: www.rrsource.com 1-800-344-0986 fax 1-800-531-9955

SF639538 Q (12/06)

CHRYSLER

DARCARS CHRYSLER JEEP OF ROCKVILLE
755 Rockville Pike
ROCKVILLE, MARYLAND 20852

Jeep

(301) 424-1700

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GUSTAVE ARNDT 3RD 3667	B802	11/05/07	JECS746460
	LABOR RATE / LICENSE NO. / MILEAGE: 4,330		COLOR: ONYX GREEN/	STOCK NO.: J1483
[redacted]	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/SAHARA 4X4 4DR		DELIVERY DATE: 09/03/07	DELIVERY MILES: 188
GERMANTOWN, MD [redacted]	VEHICLE I.D. NO.: 1J8GA59167L[redacted]		SELLING DEALER NO.: 23311	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.: 3712		R.O. DATE: 11/02/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 4331

THIS RENTAL CAR IS FOR"ONE 24 HOUR PERIOD ONLY" FROM TIME
OF PICKUP. ANY ADDITIONAL CHARGES SUCH AS INSURANCE OR GAS
ARE THE CUSTOMER RESPONSIBILITY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 5 TOTAL PARTS	0.00
			JOB # 5 TOTAL LABOR & PARTS	0.00

J#16+23JEZ02 BODY INSP & REPORT # UNITS: TECH(S):3805 WARRANTY
SUBLET AUTOSEAL TECH #66305 CHECK WATER DRIPPING FROM RIGHT
SIDE A PILLER
WHEN TOP FULLY LATCHED NOT SEALING PROPERLLY AGAINST
NEW STYLE HEADER. REFITTED SHIMMED AND RESEALED HEADER
WEATHERSTRIP AND RESEALED DOOR WEATHER STRIP
WATER TESTED. NO OTHER PROBLEMS ENCOUNTERED. QCED BY
SHOP FOREMAN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 6 TOTAL PARTS	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 2	45878	66305	11/05/07	INV# 66305	WARRANTY
JOB # 5	45882	TOY18247	11/05/07	RENTAL TO TOYOTA-BORSODY	105.00
				TOTAL - SUBLET	105.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 5	RENTALCAR	RENTAL CAR		-105.00
			TOTAL - MISC	-105.00

TOTALS

WE USE GENUINE MOPAR PARTS THAT ARE COVERED BY A 12 MONTH OR 12,000 MILE WARRANTY,WHICH EVER OCCURS FIRST.

****

TO EXPEDITE YOUR SERVICE NEEDS,PLEASE CALL YOUR SERVICE ADVISOR
GUS 301-354-0271,MARK 240-747-3244,TAMMY 240-747-3245

****

WE HERE AT DARCARS CHRYSLER/JEEP THANK YOU FOR YOUR PATRONAGE AND HOPE YOU HAVE A GREAT DAY!

****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	105.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-105.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

PAID
NOV 05 2007
By

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 02:02pm

Reynolds and Reynolds ER4.2PAVN TO ORDER: www.rrpcares.com; 1-800-344-4936; fax 1-800-531-4055

CHRYSLER

DARCARS CHRYSLER JEEP OF ROCKVILLE
755 Rockville Pike
ROCKVILLE, MARYLAND 20852

Jeep

(301) 424-1700

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GUSTAVE ARNDT 3RD 3667	B802	11/05/07	[redacted]
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 4,330		COLOR: ONYX GREEN/ [redacted]	
GERMANTOWN, MI [redacted]	YEAR / MAKE / MODEL: 07/JEEP/WRANGLER/SAHARA 4X4 4DR		DELIVERY DATE: 09/03/07	DELIVERY MILES: 188
	VEHICLE I.D. NO.: 1J8GA59167L [redacted]		SELLING DEALER NO.: 23311	PRODUCTION DATE:
	P.I.E. NO. / P.O. NO.: 3712		R.O. DATE: 11/02/07	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 4331

LABOR & PARTS----------

J# 1 08JEZRECALLG40 REPROGRAM EBCM UNITS: 0.30 TECH(S): 3712 WARRANTY

CUSTOMER REQUESTING RECALL #G40
SOFTWARE UPDATES
REPROGRAMMED ELECTRONIC BRAKE CONTROL MODULE (EBC).
LABOR OP 18-G4-01-02 - (0.3)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 23JEZ BODY EXT AND INT UNITS: 0.70 TECH(S): 3712 WARRANTY

CUSTOEMR WATER IS LEAKING INTO A PILLAR ON BOTH SIDE. SEE
ATTACH TSB #23-016-07 LABOR OP #23-51-35-91.
INSTALLED UPGRADED HEADED WEATHER STRIP PER TSB AND RETESTED
WATER STILL LEAKING ON RIGHT SIDE - SEE LINE 6
PERFORMED TSB 23-016-07.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	55397454-AA	W/STRIP W 23063033		WARRANTY
JOB # 2	2	6036678-AA	RIVET WIN 18050043		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 23JEZ01 BODY INSP & REPORT UNITS: TECH(S): 3712 WARRANTY

C/S LR DOOR WHEN SWINGS CLOSED BUT DOES NOT LATCH
COMPLETELY IS NOT ABLE TO OPEN, ACTS AS IF LOCKED
AND REQUIRES TO BE UNLOCKED.
TECH COULD NPT DUPLICATE AT THIS TIME
NPF

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 99JEZQC QUALITY CONTROL UNITS: TECH(S): 1 0.00

THIS CAR HAS BEEN QUALITY CONTROL INSPECTED BY
COMPLETED BY MIKE CATRON.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5 01JEZL LOANER CAR UNITS: TECH(S): 3712 0.00

PLEASE RESERVE A RENTAL CAR FOR THIS CUSTOMER
RENTAL P/U FROM DARCARS TOYOTA RENTAL SERVICES.....
CUSTOMER REQUESTED A LOANER CAR FOR THIS REPAIR
THIS LOANER CAR MAY BE CHARGABLE UNDER A EXTENDED WARRANTY
AGREEMENT AND THE CUSTOMER WILL BE LIABLE FOR ANY ADDITIONAL
CHARGES

Reynolds and Reynolds FRALZRNVN TO ORDER: www.reyource.com; 1-800-[redacted]; fax 1-800-[redacted]

SF630538 Q (12/06)

DAIMLERCHRYSLER

SAFETY RECALL G40 – REPROGRAM ELECTRONIC BRAKE CONTROL MODULE

Dear [redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler LLC has decided that a defect, which relates to motor vehicle safety, exists in some 2006 and 2007 model year Jeep® Grand Cherokee and Commander vehicles and 2007 model year Jeep® Wrangler and Dodge Nitro vehicles.

The problem is...	**The software programmed into the Electronic Brake Control (EBC) module on your vehicle** (VIN: 1J8GA59167[redacted]) **may allow a momentary delay in braking when coasting up a hill during certain conditions. This could increase the vehicle's stopping distance and cause a crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will reprogram the EBC module. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your dealer** right away to schedule a service appointment. **Remember to 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 Chrysler 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.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler P.O.

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

POSTAGE WILL BE PAID BY ADDRESSEE
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT, MI
BUSINESS REPLY MAIL

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

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[redacted]

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pages for details.

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Type or Print required return address and addressee information in customer block area or on label.

2. Payment Method
Affix postage or meter strip to area

envelope to a Post Office, or to schedule pickup of your postage paid envelopes visit us at usps.com/pickup.

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UNITED STATES POSTAL SERVICE ®

www.usps.com

From: [redacted]

Gtown md [redacted]

TO: Chrysler LLC Customer
Asst. Center
P.O. Box 21-8004
Auburn Hills MI 48321-
8004

Label 228 June 2004

RETURN RECEI
REQUESTE

RETURN RECEI
REQUESTED

This
Misu

EP14F

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OFFICE OF
THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
200 SAINT PAUL PLACE
BALTIMORE, MARYLAND 21202-2021



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MAILED FROM ZIP CODE 21

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

48321$8004 B198

As you know, Section 14-1502(b) of Maryland's Lemon Law (Md. Com. Law Code Ann., §14-1501 et seq.) states that an automobile manufacturer must correct any nonconformity, defect or condition that arises during the warranty period at no charge to the consumer **within 30 days of the manufacturer's receipt of the consumer's notification**.

Please contact me by March 5, 2008 regarding your intentions toward resolving this complaint. I am available at the above address and telephone number on Tuesday & Thursday between 8:30 a.m. and 2:00 p.m..

Sincerely,

Morton Marcus
Mediator

cc: Ms. Borsody

[redacted]

Germantown, M[redacted]

[redacted]

11/5/07

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

To Whom It May Concern:

I am writing to notify you of the problems I have been having with my 2007 Jeep Wrangler Sahara 4x4 4dr. Vin number 1J8GA59167L[redacted]

I purchased my car from, Darcars Chrysler Jeep of Rockville on September 3, 2007. I have been dealing with a number of problems beginning the very day that I purchased my vehicle. I am very frustrated with this purchase. It is my first new vehicle purchase. I specifically bought the jeep because I enjoy outdoor activities and found that it would be a suitable car for them. I am a teacher that has very limited free time to be driving back and forth to and from the dealership. I have found these problems to be very inconvenient and irritating. I did not buy the car with the intention of having to be back at the dealership week after week. The service also has been very disappointing. I went out of my way to make an appointment, received confirmation, took time off of work and only found out upon my arrival to the dealership that they could not service my vehicle. It is a brand new car; it is supposed to run efficiently. I have had a less than satisfying experience since the purchase of my jeep. I believe in supporting my country, and I went to Chrysler because they are American made cars. Chrysler came highly recommended by friends and family. I did not go to Honda, Toyota, or any other brand; but I am beginning to regret that decision. The problems have made my new car experience frustrating and very stressful.

The following are the list of dates that my vehicle has been serviced:

9/3/07 – rear right blinker not working
9/8/07 – rear right blinker and break light not working
10/6/07 -10/8/07 – computer system failure – car reading no bus – would not start
10/15/07 -10/16/07 – airbag light comes on while driving and remains on
11/2/07-11/5/07- roof is leaking on both driver and passenger sides of pillars
11/15-TBD ?– roof is leaking again on the front passenger side pillar

I have attached the repair orders along with a detailed account of my communications with the dealership for each problem.

These problems substantially impair both the use and value of my car. I am requesting that you repurchase or replace my vehicle under the provisions of Md. Code Ann., Com. Law II, 14- 1502.

Please contact me at the above address or telephone number to arrange a mutually convenient date and time for you to inspect my car and make necessary repairs.

Thank you,

[redacted]

Reference # [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



[redacted]
rasota fl





OWNER RELATIONS

RECEIVED
MAY 01 REC'D

RETURN RECEIPT REQUESTED

DaimlerChrysler Motor Company
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-800

431-00-00

48321+8004

☒ 3 or more repair attempts have been made to repair the **same** substantial defect or condition.

Description of continuing defect(s) or condition(s) Engine stalls, air BAGS lights always on (off every now then) Engine Stalls when running 60-70 WATER Leaking W/TOP Side doors air BAG lights always say they are off!

(**NOTE:** This is not a complete description; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make 07/Jeep/WRANGLER/4x4 Model Jeep/WRANGLER Year 2007

VIN 1J4FA24115716[redacted] Date of Delivery

Name and City/State of selling dealer or leasing company (if applicable) Sunset DODGE Jeep 7745 S. Tamiami Trail SRQ fl 34231

Name and City/State of authorized service agent(s) attempting previous repairs 34231 Sunset Dodge Jeep 7745 S. TAmiami Trail SRQ fl

3477

Consumer [redacted]

Address [redacted] Sarasota fl [redacted]

Home phon[redacted]

Work phone

Signature

Date Mailed 4-10-08

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail. (2/06)

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Thu May 29 07:37:53 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

airbag light continues to display dispite service from local dealer, concerned for safety.

Comments:

I am moving June 2 to Illinois and Lockwoods will not be able to repair my car by this date. it has been in a couple of times and thought the problem had been resolved. now the repair answer appears to be the installation of a newly built electrical cage? I am concerned for our safety this coming Monday's trip and very dissatisfied with this new 2008 Jeep and I am reconsidering our decision to buy a Jeep for my daughter this coming fall for college. My experiences with Lockwood service (Lonny) has been great!!! Please respond soon with my options, my departure date is coming and my email and phone is being disconnected in 2 days.
future address:
[redacted]
Decatur,Illinois [redacted]
Thank you.[redacted]

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Fri May 30 09:21:44 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center.

We regret that you are still experiencing problems with your vehicle. Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. It is our suggestion that since you have been working with an authorized dealership, make an appointment for proper repair and if that is not an option, confirm your trip will be safe with your dealer and seek a second opinion from a different dealer in your new location to complete any repairs.

Given your current moving situation, we would like to inform you that any authorized dealer can repair your vehicle. You are not limited to the dealership that sold you your vehicle. We suggest that you bring any documentation and/or receipts of your vehicle issues with you to your new dealer. This will allow for a smooth transition, will help service in diagnosing your problem and provide proper record of your vehicle.

All of our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should any of the authorized dealers you have chosen require factory assistance, it is available through the regional Business Center.

Finding a dealer is simple. You can find dealerships that are known for excellence in customer service - our Five Star dealers. by Visiting http://www.fivestar.com, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership locator in the "Find a Dealer" area on the Chrysler web site at (http://www.chrysler.com), on the Dodge site at (http://www.dodge.com) and on the Jeep® site at (http://www.jeep.com).

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email.

Sincerely,

Krissi

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5738619I25261L0K
M&

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jul 10 09:27:51 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

07 Jeep Wrangler, major lemon. Dealer can't fix.

Comments:

Pinion leak, airbag deactivates, ESP/Trac controllight on,top pouring water. Dealer's tried to fix multible times.Sitting at Wal-Mart with lemon painted on presently. Hiring lawyer today if no response.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jul 11 11:00:20 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Robert Honaker:

Thank you for contacting the Chrysler Customer Assistance Center.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with your dealer. We will provide any technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle.

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
07 Jeep Wrangler, major lemon. Dealer can't fix.
Comments:
Pinion leak, airbag deactivates, ESP/Trac controllight on,top pouring water. Dealer's tried to fix multible times.Sitting at Wal-Mart with lemon painted on presently. Hiring lawyer today if no response.

VIN:
7L[redacted]
Mileage:
20700
Servicing Dealer:
Bill Boruff Chrysler Jeep Dodge
Title:
Mr.
First Name:
[redacted]
Middle Initial:
[redacted]
Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Rock Island
State:
TN
Zip:
[redacted]

Email: [redacted]

Home Phone: [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



[redacted]

JAX, FL [redacted]

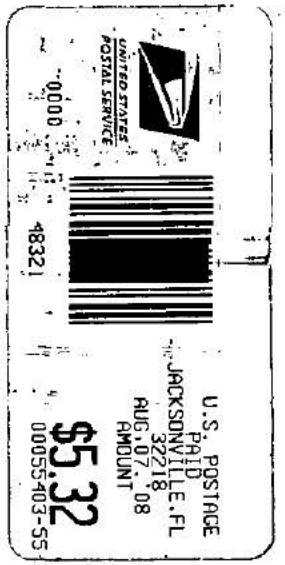
CERTIFIED MAIL™



RETURN RECEIPT REQUESTED

[redacted]

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



48321$8007 B198

☒ **The vehicle has been out of service at least**

☒ **3 or more repair attempts have been made**

Description of continuing defect(s) or condition(s) AIR

(NOTE: this is not a complete description; the ma

I am requesting that you make a final attempt to correct the co

Vehicle Make JEEP Model

VIN 1J4G4A6141197L[redacted]

Name and City/State of selling dealer or leasing company (if

Name and City/State of authorized service agent(s) attempting

JAX, FL

Consumer [redacted]

Address [redacted]

JAX, FL [redacted]

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



[redacted]

1794206

TO: Jay - Chrysler

1-248-512-8084

FROM: [redacted]

RE- Heated Seats for 2008 Jeep Wrangler

file # [redacted]

Reimbursement

Cell. [redacted]

* Will Fax Credit Card receipt for proof of payment,

To: Jay - Chrysler

1-248-512-8084

From: [redacted]

Re- Heated Seats for 2008 Jeep Wrangler

file # [redacted]

Reimbursement

Cell: [redacted]

SURESKY CHRYSLER
RT 17A AND HATFIELD LANE
P.O. BOX 209
GOSHEN, NY. 10924
845-294-5177

Merchant ID: 6013655141
Term ID: 007542000201365544 1030

Sale

[redacted]
VISA Entry Method: Swiped

Amount:	$ 586.03
Tax:	$ 0.00
Total:	$ 586.03

12/02/08 14:13:27
Inv #: 061190 Appr Code: 015349
Apprvd: Online

Customer Copy
THANK YOU!

R. I. SURESKY & SON, INC.
SURESKY HYUNDAI INC.

ROUTE 17A & HATFIELD LANE
(EXIT 124A OFF ROUTE 17) • P.O. BOX 209
GOSHEN, N.Y. 10924
(845) 294-5178
N.Y.S. M.V. R/S REG. NO. R7036588

N.Y.S. M.V. R/S REG. NO.
R7036588

N.Y.S. M.V. R/S REG. NO.
7051962

[redacted]

CUSTOMER NO [redacted]	ADVISOR REGINA DONOVAN 654	TAG NO 322	INVOICE DATE 12/02/08	INV [redacted]
[redacted] HUGUENOT, NY [redacted]	LABOR RATE 90.00 [redacted]	MILEAGE 9,616	COLOR BLACK/	STOCK NO 2435
	YEAR/MAKE/MODEL 08/JEEP/WRANGLER/UNLIMITED SAHARA		DELIVERY DATE 07/19/08	DELIVERY MILES 16
	VEHICLE ID NO 1J4GA5915 8L [redacted]		SELLING DEALER NO 37058	PRODUCTION DATE
	F.T.E. NO.	P.O. NO	R.O. DATE 12/02/08	
RE [redacted]	BUSINESS PHONE	COMMENTS		MO: 9617

LABOR & PARTS

J#1 26CH71LOF LOF SPECIAL HOURS TECH(S) 517 INTERNAL
CUSTOMER REQUEST LOF SPECIAL
COMPLETED CUSTOMER REQUEST OF LOF SPECIAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	4105409-AC	FILTER EN 9057006		INTERNAL
JOB # 1	5	68026603-AA	OIL 5W-20 1081090		INTERNAL
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J#2 D8CH272LC ELECTRICAL HOURS TECH(S) 517 270.30
CUSTOMER STATES INSTALLED HEATED SEAT KIT
TECH INSTALLED HEATED SEAT KIT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	82211621	HEATER SE 1046004	271.70	271.70
			JOB # 2 TOTAL PARTS		271.70
			JOB # 2 TOTAL LABOR & PARTS		542.00

COMMENTS
CHRYSLER PAYSING CUSTOMER BACK FOR HEATED SEAT INSTALLATION AS PER
JAY FILE # 17942061

TOTALS

WE WOULD LIKE TO KNOW

ARE THE CHARGES ON YOUR BILL THE FINAL ESTIMATE GIVEN TO YOU BY YOUR SERVICE ADVISOR? YES OR NO

WAS YOUR VEHICLE READY WHEN PROMISED? YES OR NO

WERE YOU TREATED COURTEOUSLY? YES OR NO

IS THIS THE FIRST TIME FOR THIS REPAIR? YES OR NO

IF YOU HAVE ANY SUGGESTIONS OR COMMENTS PLEASE WRITE BELOW

TOTAL LABOR	270.30
TOTAL PARTS	271.70
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	44.03
TOTAL INVOICE $	**586.03**

CUSTOMER SIGNATURE

PAID
DEC 0 - 2008
BY: VISA

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 02:11pm

Company: [redacted]
Cust: MS. [redacted] L
AD1: [redacted]
AD2:
Cty/St/ZIP: HUGUENOT NY [redacted] Cntry: USA Lang: E
Co-own:

Tmp Address: [redacted]
Ph: [redacted] H
Ph:

Company:
Rep:
AD1:
AD2:
Cty/St/ZIP:

Ph:
Ph:
Cntry: Lang:

Status and Notes
Opened by: JHW5 Open Dt: 092608 Typ: C
Stat: C Closed by/Date: JHW5 /120908
Alrt: CurResp: JHW5 82
Lst Upd: 120908 1219P JHW5 82
Cntc Typ: T Orig: O Mail Ctgry:
Dt on Ltr: Exec:
Resp Ltr: Resp Ltr Dt:

Check Information
Ck Amt: $586.03 S: A
Payee: MS. [redacted]

Addr1: [redacted]
Addr2:
City: HUGUENOT
St/ZIP: NY [redacted]

Vehicle Information
VIN: 1J4GA59158[redacted] YR/Model: 08 JEEP WRANGLER UNLIMITED SAHARA 4X4 SPORT
Sls BC/Sls/Svc/Dlr: 32 K T 37058 R I SURESKY & SON INC In Srv Date: 07/19/08
Svc BC/Sls/Svc/Dlr: 32 K T 37058 R I SURESKY & SON INC Curr Mi/Km: M 5739
WCC: 799 -

General Narrative
REASONS FOR CONTACT:
1) Outbound - CSI Survey Follow-Up
QTAP survey

*--> NARRATIVE ADDED BY J. H. WOLBERT JR ON 09/26/08 AT 03:16PM
********** QTAP Survey # 29 **********
Owner ranked vehicle a "5" out of "10" to recommend vehicle to friends and family. Owner states that vehicle has had repair for the air bag lamp being on, and owner states that the rear zipper window is difficult to operate. Writer notes warranty repair in history on 8/2008 at 4,079 miles. Owner states that she had to return to dealer two times for air bag lamp repairs. Owner states that the Jeep had every option that owner wanted except vehicle did not have heated seats for the winter season. As goodwill, due to loyal owner with four Chrysler vehicles, and due to repeat trip to dealer for air bag lamp repairs, writer agreed to reimburse owner for total cost of seat heater accessory kit installation. Writer spoke with service manager Andy and advised SM of goodwill offer for heated seats reimbursement. SM Andy states that total cost of heated seats accessory installation is $586.00. Owner is happy with goodwill offer, and will fax dealer invoice for heated seats and proof of payment to writer for review. Writer will contact owner when fax is received. SM Andy calls to advise that owner has brought vehicle to dealership to have heated seats installed for price listed in line 14 above. Owner will fax dealer invoice and proof of payment to 248/512-8084 for reimbursement. Writer will call owner when fax is received.
Writer received dealer invoice and proof of payment for heated seat accessory total cost of $586.03. Writer contacted owner and advised owner that reimbursement check for $586.03 will be sent to owner.

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4



From: [redacted]
To: customerassistre@chrysler.com
Date: Sun Nov 16 05:40:12 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Please Help
Comments:

I purchased a 2007 Jeep Wrangler April 2007. In the 18 months I=92ve owned = the vehicle, there=92ve been 4 recalls and nearly 20 TSBs issued. A few months after driving my Jeep off the lot, the engine cut-out while traveling 60mph on the freeway. The dealer corrected the problem, but the situation left me feeling very unsafe and vulnerable, and I began to regret my purchase. It didn=92t seem right to have to make monthly payments for a brand new vehicl= e that was having more problems than an average used car. Rising gas prices and other cost of living increases compounded matters even more. It eventually became a challenge just to make my car payment each month. I had to do something, so I looked into trading in my Jeep for something more cost effective and maintenance free. Unfortunately, I discovered my loan was =93upside-down=94 at least $5-6K, making it impossible to trade it in f= or something else.
Just as I started to look into other options, my Jeep was hit nearly head-on by a speeding drunk driver on the night of 11-16-08.
Although no one in my car was injured, the drunk driver was rushed to the hospital. I was told a warrant would be issued for his arrest once he was released from the hospital. Unfortunately, I=92m not aware of his current status.
My Jeep sustained significant damage including:=20
1.Driver=92s side rear tire and axle completely destroyed=20
2.Rear bumper (completely destroyed/detached)
3.Driver=92s side rear Fender Flair (completely destroyed/detached)
4.Damage to driver=92s side rear rim and possibly to brake mechanisms=20
5.Possible frame damage (a few of the police officers and firemen at the scene said my Jeep appeared to be damage to the carriage/frame of my Jeep. The passenger side rear tire passenger bowed out from the impact on the opposite side. They said there appeared to be a

crease along the roof of my hard-top)
6.Large gash in the rear section of
the hardtop
7.Front Fender Flairs dented/creased (swerved to the right and
hit 2 large residential trash bins trying to avoid head-on collision
with
drunk driver).
8.Large scrape along the driver=92s side door, ending at rear
tire area
9.When starting the engine, several warning lights appear,
including the driver=92s side airbag, ABS, and ESP.=20
My Jeep was not
drivable following the accident, and was towed from the scene to
Walker
Towing in Henderson, NV. I just kept thinking how the damage to my
car
really compounds the issues I=92ve already had with it.=20
Following the
accident, the police neglected to provide me with the drunk driver=
92s
contact or insurance info (I think because he was injured and barely
coherent at the time).They said his information would be made
available on
the police report the following Monday, Oct 20. I wasn=92t really
concerned=
.
I didn=92t cause the accident, and I knew my auto insurance carrier
(Progressive Ins) would help move things forward once I filed a
claim, and
they would eventually recoup their costs from the at-fault driver=92s
insurance company.=20
I called Progressive the next day. Being a single mom
with limited resources, I knew not having transportation would be
debilitating, so my primary objective was to arrange for a rental car
to at
least get back and forth from work everyday. That=92s when everything
fell
down around me. I was stunned to learn that my auto policy didn=92t
allow f=
or
a rental car because I had only liability coverage. Progressive went
on to
inform that my policy only covers a claim made against me in the
event I
cause an accident. I was literally blown away by this. I=92ve always
had fu=
ll
coverage, and was under the impression, especially since I reported
buying
a new car, that I was fully covered when I purchased my policy thru
Progressive. I just couldn=92t understand where it all went wrong,
and
Progressive wasn=92t interested in helping me at all given the
limitations =
of
my policy. =20
It later occurred to me=85 when I purchased my insurance online
from Progressive in April 2007, I selected =93Minimum Required,=94
thinking=
 I
had purchased whatever the minimum requirement is in Nevada for new
vehicles. Like most I=92ve spoken to about this recently, I=92ve
always tho=
ught

full-coverage on new vehicles is required by State law. I naturally never
considered State law requires only liability coverage; that it=92s up to
individual lenders to require Comp and Collision coverage on new vehicles.
Still, I wasn=92t the speeding drunk driver who plowed into someone
travelling in the opposite direction, so I was sure things would be ok,
eventually. It would just take some time and patience. All I could do was
wait til Monday for the police report to be made available. Once I have the
report, I could get the other driver=92s insurance information and file a
claim with his carrier. So I made arrangements to get a ride to and from
work on Monday, thinking for sure the other insurance company would
immediately arrange for a rental car once I filed a claim. I called the
Henderson Police Dept to see when the report would be ready to pick up, and
they told me there was no sign of it, and to check back the next day. I
called the next day, but there was still no trace of it. I called
Progressive to see if they had a copy, but they didn=92t. I asked if they
were planning to assess my vehicle for damages, and they told me, =93No. We
won=92t be looking at your vehicle because you=92re not covered=94 (I have =
this
in a voicemail). I explained my situation, and pleaded with Progressive to
no avail.=20
Finally, on Oct 23, the police report was ready. Unfortunately,
since I couldn=92t afford to rent a car, I had no way to pick it up. In
short, I finally got my hands on the report on Oct 28 only to find it
listed nothing about the at-fault driver except his name and address. No
insurance info, no phone number, nothing. I called Progressive again, and
pleaded for some help, but they insisted they couldn=92t do anything until
they received the police report. I faxed it to them immediately. The claims
adjuster called 2 days later to say she never received the fax. I was at my
limit by this time. I scanned the report into my computer and emailed it to
her. She later informed me that the drunk driver is uninsured.=20 Realizing
no one was going to accept responsibility for the mounting costs each day
my Jeep remained at the tow yard, I used my rent money to have it released
and taken to my home. It=92s been a month, and no one has even looked at it
to estimate damages. No one=92s even offered any kind of help or advice. =
=20
I
can=92t even begin to tell you how much stress, pressure, and anxiety

this
has caused me over the last 4 weeks. I=92ve lost work on days I
couldn=92t
arrange for a ride, which used up the last of my vacation days I had
intended to use during the holidays to visit friends out of town; I
now
have no money, no car, I have to move before month=92s end because I
can=92=
t
pay rent, and I literally have to find a way to and from work each
and
every day. I live relatively a ways from work, and I don=92t have
anyone I
can rely on regularly for a ride.=20
It seems obvious to me, and those
around me, I fell through the cracks somewhere, somehow. I didn=92t
cause a=
ny
part of any of this, and I find it hard to believe I=92m expected
bear the
brunt of it all, especially when there are a number of things that
could=92=
ve
prevented this:
1.Concerning Progressive Insurance
I=92ve since audited
online services of other insurance companies, and was surprised to
find
various measures in place in which a red flag is raised, advising
customers
to call their nearest agent when they have selected coverage options
that
may not coincide with the vehicle information they=92ve
entered.
2.Concerning Chrysler Financial=20
I recently received written
confirmation that Chrysler Financial requires its borrowers to have
full-coverage =93at all times=94 to protect the loan as well as the
car own=
er.
Since that is your policy, surely you audit customer accounts
regularly to
verify coverage amounts or require some other proof of coverage=85It
amazes
me no one from Chrysler Financial or Progressive ever notified me at
some
point during the last 18 months to say I was under-insured, and
advise me
to purchase additional coverage.
I can't afford to repair the damages to
my Jeep. Even if I could, I have no desire to keep it at this point.
Considering the recalls, service issues, and now extensive damage to
the
carriage, I will never feel safe driving it regardless of any
repairs. I
could never in good conscience put my children or their friends in
this car
after all of this. Even if the drunk driver was insured, I=92m sure
the
insurance company would insist on repairing the damage, as opposed to
totaling it, which is what should happen. The Gap Insurance I
purchased
along with my Jeep would make up the difference between the Fair
Market

Value amount and the remaining balance of my loan. The fact that I even
have Gap Insurance should speak volumes. Would someone who thought to purchase Gap Insurance knowingly forego Comp and Collision coverage for a
brand new vehicle?=20
Unfortunately, this situation has crippled me in ways
I would=92ve never imagined, and I seem to have fewer options with each
passing day. All I know for sure is, I can=92t afford to pay for a vehicle =
I
can=92t drive. As soon as I can, I will retain an attorney to help recover =
my
losses. In the meantime, if there is any way Chrysler Financial can help
resolve things, please contact me immediately. Otherwise, please consider
this my due diligence to inform you of my situation and the subsequent
inability to make any scheduled loan payments moving forward.=20
Although I
would've preferred to call and speak to someone over the phone, I felt it
important to submit written explanation. However, please feel free to contact me via phone or email with any questions. If necessary, I can forward copies of the 4 Recalls and TSBs, police report of the accident
and/or photos of the damages to my vehicle.

Sender Information:

Title:	=20
First Name:	[redacted]
Middle Initial:	
Last Name:	

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Nov 17 15:50:43 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

Thank you for your email to the Chrysler Financial Customer Assistance Center.

To discuss this issue in detail, please call the below customer service number.

As your dedicated finance partner, we appreciate the opportunity to serve you. Should you have any questions about this email or your account in general, please contact our Customer Service Center at (800) 556-8172.

NOTE: Please do not use the 'Reply' function of your email. If you have a need to respond to this, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
TRACKING NUMBER[redacted]
REPLY LINK: http://www.chryslerfinancial.com/email_reply.jsp?Tracking_ID=KMM6068056I25261L0KM&WebFormName=

PE15-025

FCA CHRYSLER

8/19/2015

ENCLOSURE 4




NOTICE
THIS GATE
MUST BE
KEPT LOCKED






LOOK OUT FOR FORKLIFT
NO PARKING

AA INSURANCE AUTO AUCTIONS

000-04877205

GEICO Insurance - (FCC08) Lake

2008	JEEP	WRANGLERUNLIMI
VIN: 1J4GA59198L[redacted]	Loss Type: Other	

732 - Orlando
Dispatch: 11/20/2008


00-04877205
GEICO Insurance - (FCC08) Lake
2008
JEEP
WRANGLERUNLIM


EICO Insurance
JEEP



000-048-205



