

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup

23252257

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

CAIR# 23252257

YEAR	BRAND	VEHICLE IDENTIFICATION NUMBER		MO/DY-HR	ODOMETER	IN-SERVICE
2014	JEEP GRAND CHEROKEE OVERLAND 4X4 SPORT UTILITY 4-DR	1C4RJFCG9EC [REDACTED]		02-28 04	734	03/18/2013
NAME OF OWNER		ADDRESS/LOCATION		CITY	STATE	COUNTRY
[REDACTED]		[REDACTED]		FORT WAYNE	IN	USA
ZIP	COLOR	MODEL	HOME PHONE	BUSINESS PHONE		
[REDACTED]	Brilliant Black Crystal Pearl Coat	WKJ	[REDACTED]	[REDACTED]		
SELLING DEALER NAME		BUSINESS CENTER	DLR. CODE	CITY	STATE	COUNTRY
O'DANIEL MOTOR SALES INC		42	23401	FORT WAYNE	IN	USA
INSPECTOR - NAME FIRST, LAST, MIDDLE		INSPECTOR'S COMPANY		INSPECTOR'S PHONE NO.		
Daniel Marku J		EAA		260-602-2165		
DAMAGE ESTIMATE				REPAIR ESTIMATE		
<input checked="" type="radio"/> MINOR <input type="radio"/> MODERATE <input type="radio"/> TOTAL LOSS				\$ 700.00		

INTERVIEW

INTERVIEW WITH: DRIVER OWNER OTHER DRIVER/OWNER

NAME: LAST, FIRST, MIDDLE [REDACTED]

INTERVIEW DATE: **04/02/2013** DATE OF INCIDENT: **03/26/2013** TIME OF INCIDENT: **03:00** AM PM INSPECTION DATE: **04/04/2013**

1. DRIVER'S DESCRIPTION OF EVENT: **Randy Powell Service Manage for [REDACTED] Chrysler provided the following statement and did not witness the incident. Mr. Powell said that the driver [REDACTED] (dealer principal) had told him that he was at North Side Speedway, Fort Wayne IN and had pulled into a parking place, placed shifter in "Park", shut the engine and locked the doors. Mr. Powell continued saying that [REDACTED] had the key FOB with him how-ever the vehicle engine started and ended up in reverse backing into another vehicle parked behind him. Mr. [REDACTED] said that [REDACTED] said that the EMS driver whom parked beside him and the owner of the vehicle that was damage were inside the building and witness the incident. The EMS driver went to the jeep and noticed that the engine was running, doors opened and was shifter was in park position. Mr. [REDACTED] said that the owner of the damaged vehicle is [REDACTED] and that the EMS person was not known. Mr. [REDACTED] said that the dealer is expecting that Chrysler should be held accountable for all the damage to both vehicles. . End Of Statement.**

Insurance Company Name: **Not Known**
 Personal Injury: Were there Personal Injuries? Yes No
 Any Indicator/Warning Lights on Prior? Yes No

If Yes, complete section "B"

If Yes, What light:

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

Help Key

PART A- GENERAL

REQUIRED PHOTOGRAPHS:
 ALL FOUR SIDE VIEWS
IF CRASH DAMAGED:
 PERSPECTIVE FROM EVERY

INFORMATION:
 POLICE/AGENCY REPORT # :
None Written

- EVIDENCE OF TAMPERING OR PRIOR DISASSEMBLY

CORNER OF VEHICLE DOWN BOTH ORIGINAL LATERAL SIGHT LINES(8 TOTAL) - ANY RECENT VEHICLE SERVICE

YES NO

UNKNOWN

IF YES, ENCLOSE COPIES OF REPAIR ORDERS

ALL REPORTS/PHOTOS BY OTHERS

- ADDRESS OF INSPECTION

Address 1 [REDACTED]

Address 2 [REDACTED]

City Fort Wayne

State IN

Zip [REDACTED]

Phone [REDACTED]

YES NO

- IF YES, DESCRIBE AND PHOTOGRAPH

PART B - EXTERIOR/INTERIOR VEHICLE DAMAGE

REQUIRED PHOTOGRAPHS:

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

INFORMATION:

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

Subject vehicle sustain rear bumper cover damage to the left lower corner. Estimate provided on this vehicle \$700.00. The second vehicle hadn't been examined as of this report. The interior didn't sustain damage and no injuries were reported.

Next

PART - C AIRBAG(S) NOT APPLICABLE

PART - D SEATS/SHOULDER BELTS NOT APPLICABLE

PART E - TRANSMISSION

REQUIRED**PHOTOGRAPHS:**

- ENTIRE TRANSMISSION WITH PICTURES AND CLOSE-UP OF LEAKS, IF ANY
- SHIFT LEVER AND CABLE AT TRANSMISSION-GEAR SHIFT LEVER
- SHIFT INDICATOR WITH LEVER IN EACH GATED GEAR POSITION.
- SHOW INDICATOR ALIGNMENT
- PHOTO SHIFT LINKAGE ADJUSTMENT CONNECTOR

INFORMATION:

- TEST SHIFT INTERLOCK OPERATION
- TEST KEY INTERLOCK FUNCTION
- TEST NEUTRAL START INTERLOCK
- CLUTCH AND LINKAGE INSPECTION
- FLUID LEVEL AND CONDITION

INFORMATION:

- TRANSMISSION TYPE?
 - MANUAL AUTOMATIC
- HOW MANY SPEEDS?
 - 3 4 5 6
- TRANSMISSION IDENTIFICATION NUMBER:

0503A12241100 and TKO51363648733
- RECORD GEAR SHIFT POSITION AT TIME OF INSPECTION: PARK
- RUN SHIFT LEVER THRU ALL SHIFT POSITIONS AND RECORD "FEEL OF GATING":

Smooth operation between shift positions.

- DOES THE PARKING BRAKE WORK?
 - YES NO
 - IF NO, EXPLAIN
- IS SHIFT INDICATOR PROPERLY ALIGNED AT ALL GATES?
 - YES NO
 - IF NO, EXPLAIN
- SHIFT TYPE
 - COLUMN CENTER CONSOLE
- IF SAFE AND PERMITTED TO DRIVE: DRIVE VEHICLE AND RECORD FEEL OF GEAR DURING EACH SHIFT:

Smooth upshift and downshifting.
- DOES PARKING PAWL ENGAGE?
 - YES NO
 - IF NO, EXPLAIN
- IF LOCKUP IS ALLEGED - CHECK ROTATION OF TRANSMISSION IN ALL GEARS
 - DOES THE VEHICLE START IN PARK AND NEUTRAL
 - YES NO
 - DOES THE VEHICLE START IN OTHER POSITIONS
 - YES NO
 - IF YES, EXPLAIN
 - IS VEHICLE EQUIPPED WITH BTSI
 - YES NO
 - IF YES, EXPLAIN
 - Engine running and brake applied.** IF EQUIPPED WITH BTSI CAN YOU SHIFT OUT OF "P" WITHOUT DEPRESSING SERVICE BRAKE
 - YES NO
 - IF YES, EXPLAIN
 - DOES KEY ROTATE TO "LOCK" WITH SHIFT LEVER IN ANY POSITION OTHER THAN PARK.
 - YES NO
 - IF YES, EXPLAIN
 - CAN KEY BE REMOVED FROM IGNITION IN ANY POSITION OTHER THAN PARK
 - YES NO
 - IF YES, IS KEY OEM OR AFTERMARKET
 - OEM AFTERMARKET N/A
 - WITH KEY OUT CAN SHIFT LEVER BE MOVED FROM "PARK"?
 - YES NO
 - IF YES, EXPLAIN

Previous

Next

PART - F UNINTENDED ACCELERATION NOT APPLICABLE

PART - G BRAKES NOT APPLICABLE

PART - H STEERING/SUSPENSION/TIRES NOT APPLICABLE

PART - I AXLE/DIFFERENTIAL NOT APPLICABLE

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

Subject vehicle equipped with start button and "key FOB". Vehicle checked for DTCs prior to road testing, DTC detected-P1915 Stored (Trans Inhibited Remote Start see photo# 42). Inspected the console shift lever by examining each gated position from P to D/S. The Icon (P-R etc) on the shifter illuminated indicating the transmission position. The same shift position icon appeared with-in the cluster as well. Shifter lever cannot be moved out of Park position with-out the engine running and brake allied. We followed the transmission verification test as requested by the DTC diagnosis process. All codes were cleared as test requested and road tested vehicle for 22 miles with the vehicle at full operating temperature. During the road test the subject vehicle was driven through fifteen to twenty up shifts, from 45mph while attempting the maintain a 25 degree throttle opening. In addition, with vehicle speed below 25 mph, six WOT kick downs to 1st gear, allowing 5 seconds each in 2nd and 3rd gear between each kick down. The vehicle was subjected to full throttle opening beginning from a complete stop thru all up shifts acquiring speed in access of 85 mph. Once returned to dealership vehicle checked for any new DTC. No DTC's detected following the road test (see photo# 53). Physical inspection of the vehicle as follow: The transmission numbers 0503A12241100 and 0493A112012137 part # P04800733AG and TKO51363648733 (see photo# 48). Examined transmission external linkage, the linkage is secure and functional (see photo # 50). The only movement of the external linkage lever is the PARK (see photo# 51) and in REVERSE (see photo #51). Transmission connector appears secure in position (see photo# 49).

[Previous](#)[Form Approved](#)[Returned for corrections](#)

8014 E. HWY 33
Churubusco, IN 26723
Fax: 260.693.1945
Cell # 260-602-2165

To: Maggie Gentry From: EAA/Dan Marku
Fax: 586-497-2112 Pages: 5
Date: 4/10/2013
Res: [REDACTED] CC: NONE

Urgent For Review - Please Comment Please Reply Please Recycle

Please find the following: 4 pages repair estimate for subject vehicle.

Dan Marku
260-602-2165

~~X~~ 23252287

5611 ILLINOIS ROAD, FORT WAYNE, IN 46804
P O BOX 517, FORT WAYNE, IN 46801-0517
MAIN (260) 435-5300
FAX (260) 435-5464
WWW.O'DANIELAUTO.COM



Fax

To: <i>DAN MARKO</i>	From: O'DANIEL
Attn:	Phone: 260-435-5421
Fax: <i>260-693-1945</i>	Date: <i>04/04/2013</i>
Re: <i>Repair Estimate</i>	Pages: INCLUDING COVER

Urgent For Review Please Comment Please Reply

◆ Please call 260-435-5421 should you have reception problems.

This estimate is to repair the 2014 Jeep @ Chrysler warranty rates.

23252257

Labor Operation | Labor Operation Detail | Summary | LOP Review

Summary							
Select	LOP	Description	Skill Category	Failure Codes	Material Allowance (USD)	Type	Hours
<input type="checkbox"/>	23600101	Basic paint preparation paint preparation			8.19	5.85	Primary 0.5
<input type="checkbox"/>	23604502	Panel, fascia/rear bumper - Color coat Complete Monotone		X7 THIN NO PAINT	86.95	62.11	Primary 1.4
<input type="checkbox"/>	13200507	Fascia, rear - Replace Lower (1 - Semi-Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	27 DAMAGED		0.00	Primary 0.4
<input type="checkbox"/>	13200506	Fascia, rear - Replace Upper (1 - Semi-Skilled)	6 - ELECTRICAL AND BODY SYSTEMS	27 DAMAGED		0.00	Primary 0.8
<input type="checkbox"/>	13200560	Fascia, rear Rear Park Sensors - Remove and Install				0.00	Optional Equipment 0.1
<input type="checkbox"/>	23607300	Trim, exterior - Color coat		32 DINGS OR DENTS	14.78	10.68	Primary AIT 1.0

Total Hours ~~3.2~~
4.2

Delete

LABOR 4.2 396.94
 MATERIALS 109.89
 LWR COVER 175.00

 681.83

— REMOVE + REPAIR + REFINISH REAR UPR BUMPER COVER
 — REPLACE LWR BUMPER COVER
 P/N 1VQ6BTZZAA
 COLORCOAT NEW LOWER COVER

04/09/2013 18:55
 04-PPR-2013 14:03 From: DANIEL BodysShop 2604355464
 To: 9-12606931945
 #0219 P. 003/005 Page: 2/4

23252257

VIP Summary Report

Dealer: 23401 [Redacted] Date: March 28, 2013 Time: 11:55:22
 VIN: 1C4RJFCG9EC [Redacted] Dealer Entered Name: Dealer Entered Odometer: 714 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

Warning Messages	
Our records indicate this vehicle is currently UNSOLD. For this reason the In Service Date is blank.	
OWNER'S LAST NAME WAS NOT ENTERED.	
YOU HAVE MORE THAN 500 MILES ON AN UNSOLD VEHICLE.	
THIS VIN HAS AT LEAST ONE OPEN CAIR	

Vehicle Restrictions - No Vehicle Restriction

Vehicle Service Information			
Year/Model:	2014 JEEP GRAND CHEROKEE OVERLAND 4X4 SPOR	Last Odometer:	0 miles on March 6, 2013
Body Style:	WKJ674	In-Service Date:	
Engine:	EPD-3.6L V6 24V VVT Engine	In-Service Odometer:	0 miles
Transmission:		Odometer Type:	mile
Color 1:	PXR-Bright Black Crystal Pearl Coat	Car Line:	W
Color 2:	QXR-Bright Black Crystal Pearl Coat	Build Date:	February 28, 2013
Current Market Register:	LI	Hour:	04
Book:	R		

Vehicle Owner Information			
Name:	OWNER INFO NOT FOUND	Preferred Name:	
Address:		City:	
State/Province:		Postal Code:	
Country:		Language Preference:	
Telephone-Home:		Telephone-Business:	
Fax:		Original Owner:	

Recall Information - No Recall Information Available

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

Please contact Cross Country Motor Club for towing assistance 800-621-2779.

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 36,000 miles	0	March 28, 2016	36 Months or 35,286 miles
POWERTRAIN	60 Months or 100,000 miles	0	March 28, 2018	59 Months or 99,286 miles
AUTOMATIC TRANSMISSION	60 Months or 100,000 miles	0	March 28, 2018	59 Months or 99,286 miles
PERFORATION	60 Months or 100,000 miles	0	March 28, 2018	59 Months or 99,286 miles
EMISSIONS	36 Months or 36,000 miles	0	March 28, 2016	36 Months or 35,286 miles

FASCIA-REAR LWR / VQ68TZZAA 209⁰⁰ 175⁰⁰

23252257

VIP Summary Report

Dealer: 23401

Date: March 28, 2013 Time: 11:56:22

VIN: 1C4RJFCG9EC

Dealer Entered Name:

Dealer Entered Odometer: 714 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

ADJUSTMENT	36 Months or 36,000 miles	0	March 28, 2013	36 Months or 35,288 miles
AIR CONDITIONING	36 Months or 36,000 miles	0	March 28, 2013	36 Months or 35,288 miles
EXTENDED FEDERAL EMISSIONS	96 Months or 80,000 miles	0	March 28, 2013	96 Months or 79,288 miles
WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable Powertrain Warranty
536	No	Yes	N/A	Yes

Service Contract - No Service Contracts Available

Service History (24 Month)

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
March 6, 2013	23401 - O'DANIEL MOTOR SALES INC 85900040 - Road Ready-Basic Prep	PREPNU	0 Miles	2013032	PREPARATION

Vehicle Sale Information

Selling Dealer:	23401 - O'DANIEL MOTOR SALES INC	Sales Type:	-
City:	FORT WAYNE	State/Province:	IN
Country:	USA	Telephone:	(260)455-6300

CAIR

CAIR Owner	CAIR Number	Date Opened	Reason Code Description/Narrative
CUSTOMER CARE	23252257	March 27, 2013	




May 2, 2013




Fort Wayne, IN

Re: 23252257

Dear Mr. 

This will further acknowledge contact to Chrysler Group LLC, regarding your 2014 Jeep Grand Cherokee.

Mr.  naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

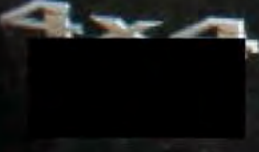
Sincerely,

M. Gentry
Special Investigations
586-274-8160

MG/ss



Jeep











3.6L
VVT



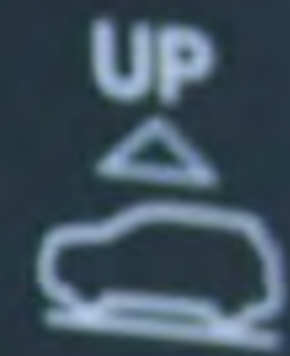


4WD
LOW

SAND

AUTO

MUD



SNOW

ROCK



PARK



S D N R P



P
R
N
D/S

S D N **R** P

H

V

V



S D N R P

MPH ▶

S D N R P



DISRUPT





4WD
LOW

SAND

AUTO

MUD

UP



SNOW

ROCK



DOWN



PARK

N▶



1293

PUSH TO
RELEASE










Valvoline.
#1 Choice of Top Mechanics
Thank You
For Your Business















ТРК 051363648
Р04800733AC







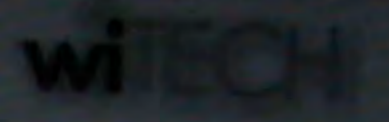




Vehicle View

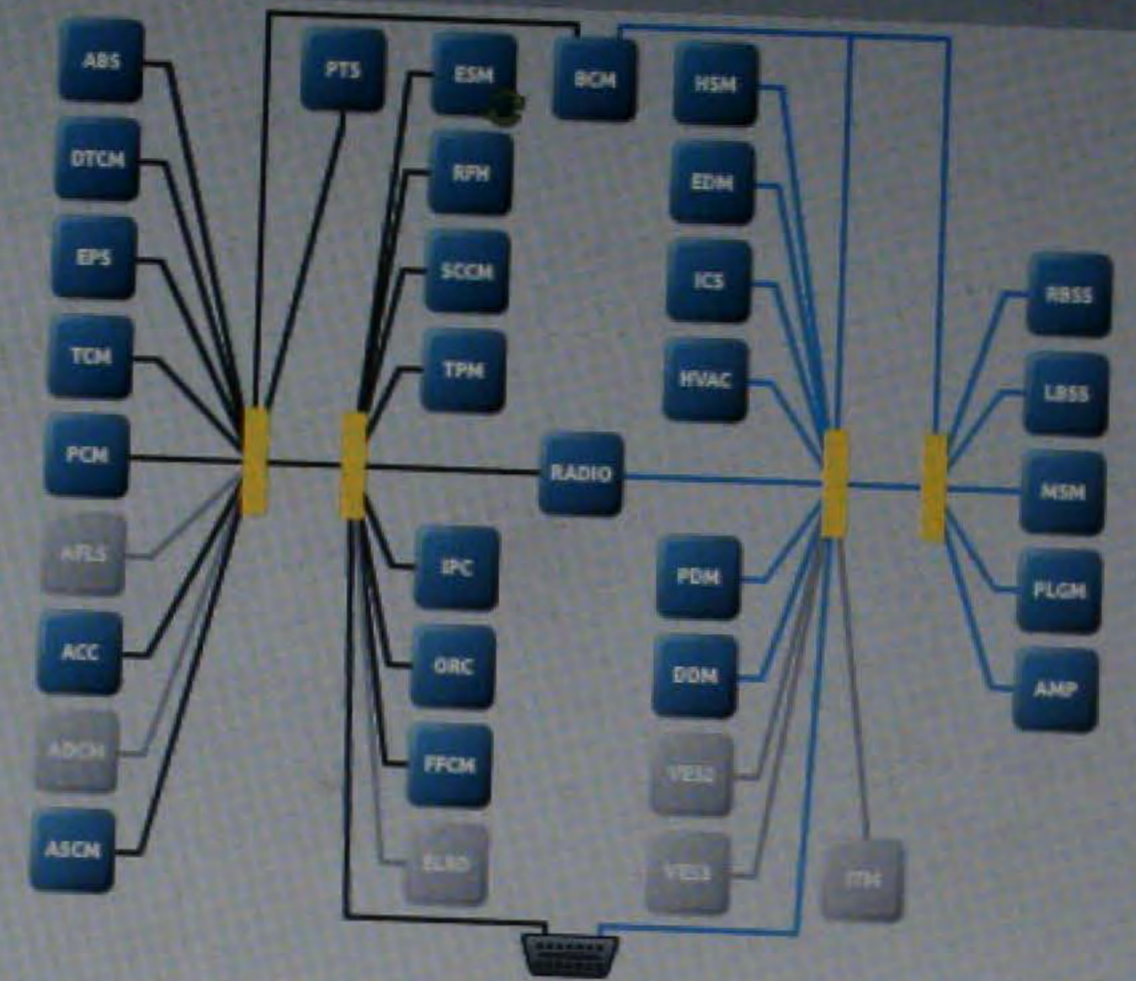
Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



2014 WK 3.6L
VIN: 1C4RJFCG9E0
Battery: 12.36 volts

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



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

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

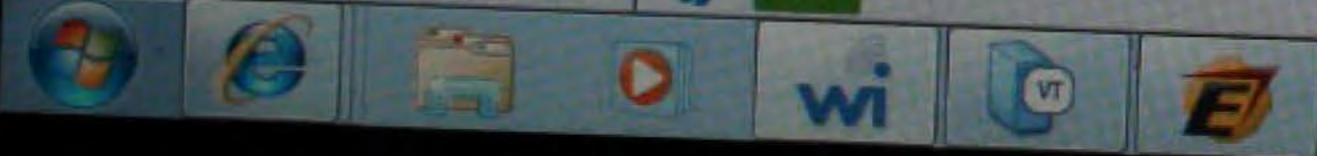
All Active Stored Pending

ECU	Code	Status	Description
There are no DTCs present			

View Freeze Frame View Event Data Clear Stored DTCs

There are unread knowledge base articles available below.

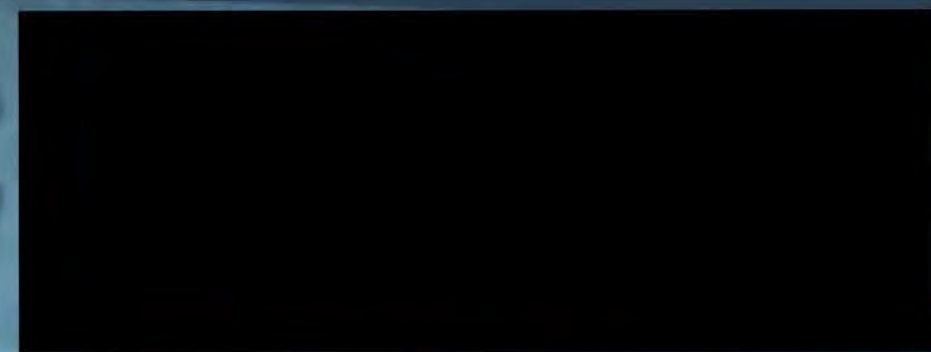
(2) New knowledge base articles Online



Disconnect Warnings: 1 Errors: 17

hp MTRSTECH01 10-22-10-236

1C4RJFCG9EC



MFD BY **CHRYSLER GROUP LLC**

DATE OF MFR(BUILT): FEB 13

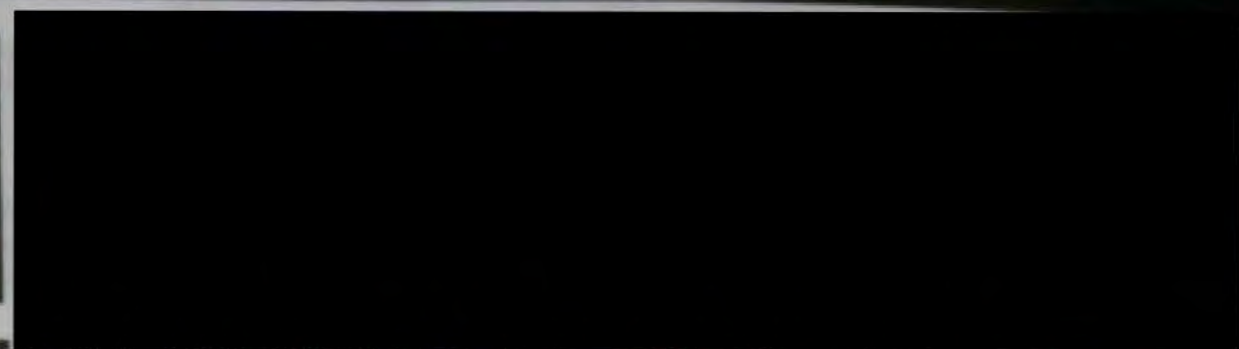
GAWR FRONT: 1452 KG 3200 LB WITH
20X8.0 RIMS AT

GAWR REAR: 1679 KG 3700 LB WITH
20X8.0 RIMS AT

GWR: 2949 KG 6500 LB
265/50R20 TIRES

250 KPA (36 PSI) COLD
265/50R20 TIRES

250 KPA (36 PSI) COLD



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

VIN: 1C4RJFCG9EC [REDACTED] PE: [REDACTED] MPV MDH:022804 030AA
VEHICLE MADE IN U.S.A. PAINT: PXR TRIM: GLX9



N

0

MPH
ENTRY
EXIT

32°F



BRAKE +



Press Brake
and Push
Button to
Start

P
R
N
D
S



714 mi

080
105



TIRE AND LOADING INFORMATION

SEATING CAPACITY – TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
476 KG OR 1050 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	265/50R20	265/50R20	P245/65R18XL
COLD TIRE INFLATION PRESSURE	250 kPa / 36 PSI	250 kPa / 36 PSI	270 kPa / 39 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



EC128677

This vehicle may include mercury – added devices installed by the manufacturer:

- * VIDEO DISPLAY**
- * NAVIGATION/CAMERA DISPLAY**
- * H.I.D. HEADLAMPS**

**Remove devices before vehicle disposal.
Upon removal of devices please reuse,
recycle or dispose as hazardous waste.**



1293

Jeep





1293

A





GRAND CHEROKEE



Jeep

4x4





FORT WAYNE, INDIANA

4x4



4x4





SAFE





Vehicle View

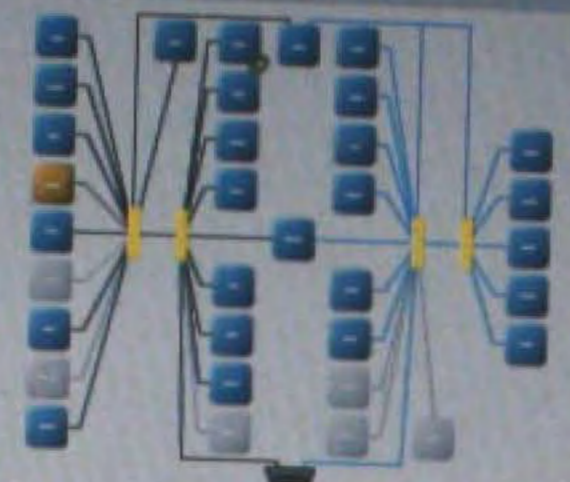
Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



2014 WK 3.6L
VIN: 1C4RJFCG9EC
Battery: 11.91 volts

- Legend
- Active ECU
 - Non-responsive ECU
 - DTCs Present



- All DTCs
- Diagnostic Procedures
- Customer Preferences
- Vehicle Preparations

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

All | Active | Stored | Pending

ECU	Code	Status	Description
TCM	P1915-	Stored	Transmission Inhibited Remote Start-

There are unread knowledge base articles available below.

Click on the buttons to view the desired information. Click on column heading to sort table.

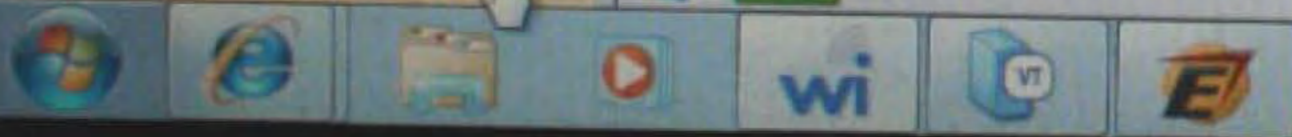
Environmental Data for TCM | P1915-00 Transmission Inhibited Remote Start-

Name	Value	Units
Test Not Completed This Operation Cycle	True	
Warning Indicator Requested	False	
DTC Extended Data Record Number - All	01	
Occurrence flag	Error	
Original Odometer Value	714	miles
Most Recent Odometer Value	714	miles
Frequency Counter	1	
Ignition Cycle Counter	3	

(2) New knowledge base articles

Online

Disconnect Warnings: 1 Errors: 17



hp MTRSTECH01 10-22-10-236

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data Snapshot Data

Environmental Data for TCM | P1915-00 Transmission Inhibited Remote Start-

Name	Value	Units
Test Failed Since Last Clear	True	
Test Not Completed This Operation Cycle	True	
Warning Indicator Requested	False	
DTC Extended Data Record Number - All	01	
Occurrence flag	Error	
Original Odometer Value	714	miles
Most Recent Odometer Value	714	miles
Frequency Counter	1	

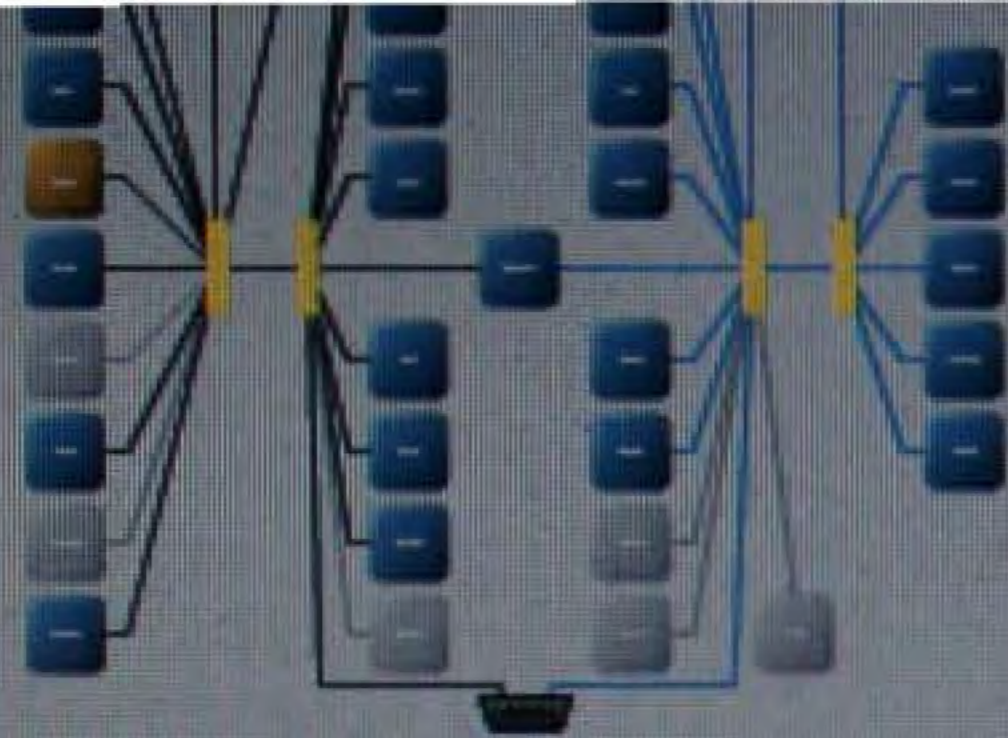
Disconnect

Warnings: 1 Errors: 17



10:12 AM
4/4/2013

MTRSTECH01
10-22-10-238



ions

t table.

nt Data

Clear Stored DTCs

Click on the buttons to view the desired information. Click on column heading to sort table.

Environmental Data Snapshot Data

Environmental Data for TCM | P1915-00 Transmission Inhibited Remote Start-

Name	Value	Units
Test Failed	False	
Test Failed This Operation Cycle	False	
Pending DTC	False	
Confirmed DTC	True	
Test Not Completed Since Last Clear	False	
Test Failed Since Last Clear	True	
Test Not Completed This Operation Cycle	True	
Warning Indicator Requested	False	

Print PDF

Print PDF

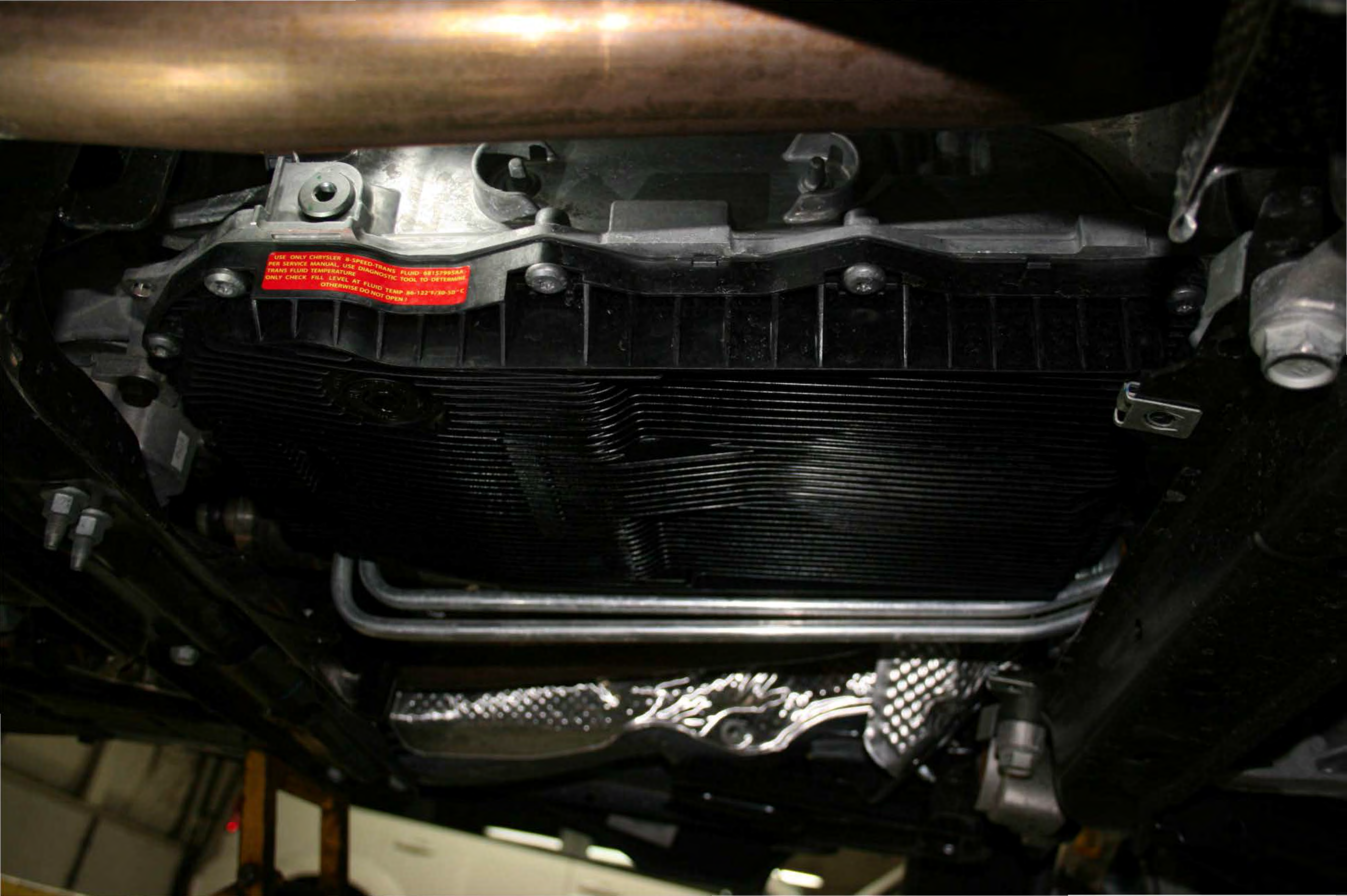
Disconnect

Warnings: 1 Errors: 17



10:13 AM
4/4/2013

USE ONLY CHRYSLER 8-SPEED-TRANS FLUID 68157995AA
PER SERVICE MANUAL. USE DIAGNOSTIC TOOL TO DETERMINE
TRANS FLUID TEMPERATURE
ONLY CHECK FILL LEVEL AT FLUID TEMP 86-122°F/30-50°C
OTHERWISE DO NOT OPEN!



PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup

23306317

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Apr 11 02:22:38 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2014 Jeep Grand Cherokee - Serious Safety Concerns and Complaints
Comments:

I am writing to raise serious safety concerns about my recent lease of a 2014 Jeep Grand Cherokee and to file a formal complaint regarding the handling of the situation by Chrysler Corp. The following events happened after only putting around 200 miles, during the course of 5 days, on my brand new vehicle:

Shortly after exiting the freeway onto a surface road the Jeep began to Jump and Rev, un-controllably changing gears up and down. I pulled into a parking lot not knowing what was going on with the brand new vehicle and put it in park. After sitting for a couple minutes I decided to try and put the car back into drive to see if the problem persisted and if I could make it down to my office about a half mile away. Once in Drive the car would not shift out of 1st gear so I decided not to leave the lot and to park the car. After pulling into a parking space I attempted to put the car in Park (P), it would not, Neutral (N), it would not, Reverse (R), it would not, tried the shift panels up and down, still nothing, tried to power the car off, =93can=92t turn off the vehicle while = in Drive.=94 While stuck in Drive with my foot on the brake pedal stopping the car from driving into a ditch I proceeded to make the following calls:

-Service Department at M-59 Chrysler/Jeep (Where I purchased the vehicle:) told me they didn=92t know what to do and they couldn=92t help me because I was too far away.

-Chrysler 800 Roadside assistance: After explaining I had an emergency and the situations was told by the rep she would transfer me to someone that could help. She did not call a tow truck and sent me back to the beginning prompt for the 800 number to start over again.

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-Service Department at
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truck,
the tech drove out to my location and unplugged the electronics from
the
engine to turn off the car. The car was then towed to Suburban for
repair.

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situation before I got any help. And was only able to safely exit the
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Cherokees and fear other situations similar to mine may result in
injury or
death.

Sender Information:

Title: -20
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Apr 11 16:24:55 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We appreciate the time you took to share these matters with us. I have attempted to speak with the Service Manager Shawn at Suburban Chrysler Jeep Dodge about your matter and was unable to reach him. I would like to have a chance to review the matters in full with Shawn to ensure that corporate has provided all assistance to the dealership. Shawn has been in contact with our factory trained technical group (STAR) about the matter to ensure that the issue is resolved. Once I have had a chance to review your concerns with our dealership and gain a full understanding of the matter I will contact you with more information about this matter. Again thank you for bringing this matter to our attention for review. We appreciate your patience and understanding in this matter.
Thanks again for your email.

Sincerely,

Steve

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: 23306317

EMAIL CASE NUMBER: 2816551

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8085253V11895L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Jeep Grand Cherokee - Serious Safety Concerns and Complaints

Comments:

I am writing to raise serious safety concerns about my recent lease of a

2014 Jeep Grand Cherokee and to file a formal complaint regarding the

handling of the situation by Chrysler Corp. The following events happened

after only putting around 200 miles, during the course of 5 days, on my

brand new vehicle: Shortly after exiting the freeway onto a surface road

the Jeep began to Jump and Rev, un-controllably changing gears up and down.

I pulled into a parking lot not knowing what was going on with the brand

new vehicle and put it in park. After sitting for a couple minutes I decided to try and put the car back into drive to see if the problem persisted and if I could make it down to my office about a half mile away.

Once in Drive the car would not shift out of 1st gear so I decided

not to
leave the lot and to park the car. After pulling into a parking
space I
attempted to put the car in Park (P), it would not, Neutral (N), it
would
not, Reverse (R), it would not, tried the shift panels up and down,
still
nothing, tried to power the car off, "can't turn off the vehicle
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-Service Department at M-59 Chrysler/Jeep (Where I purchased the
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and severity of the issue I am astonished that someone from Chrysler
Corporate has not contacted me directly to help make this situation

right.

I believe this particular car is a "Lemon" and will not feel safe putting

my 10 month old daughter in the backseat again. I also believe Chrysler

needs to look into a potential defect or recall on the 2014 Grand Cherokees and fear other situations similar to mine may result in injury or death.

VIN:

EC [REDACTED]

Mileage:

243

Servicing Dealer:

Suburban Chrysler Jeep Dodge

Title:

First Name:

Middle

Last N

Addres

Addres

City:

Dearborn

State:

MI

Zip:

Email:

Home P

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Apr 11 17:59:42 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

After speaking with the dealership it is our understanding that the dealership is in the process of purchasing your vehicle back. We would encourage you to continue to work with your dealership to reach a resolution to this matter. I have documented your previous comments on record for product review.

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: 23306317

EMAIL CASE NUMBER: 2816551

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8085429V17582L0KM&

Previous Reply Follows:

Dear Gregory:

Thank you for contacting the Jeep Customer Assistance Center.

We appreciate the time you took to share these matters with us. I have attempted to speak with the Service Manager Shawn at Suburban Chrysler Jeep Dodge about your matter and was unable to reach him. I would like to have a chance to review the matters in full with Shawn to ensure that corporate has provided all assistance to the dealership. Shawn has been in contact with our factory trained technical group (STAR) about the matter to ensure that the issue is resolved. Once I have had a chance to review your concerns with our dealership and gain a full understanding of the matter I will contact you with more information about this matter. Again thank you for bringing this matter to our attention for review. We appreciate your patience and understanding in this matter.
Thanks again for your email.

Sincerely,

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Customer Service Representative
Jeep Customer Assistance Center

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EMAIL CASE NUMBER: 2816551

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8085253V11895L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Jeep Grand Cherokee - Serious Safety Concerns and Complaints

Comments:

I am writing to raise serious safety concerns about my recent lease of a

2014 Jeep Grand Cherokee and to file a formal complaint regarding the

handling of the situation by Chrysler Corp. The following events happened

after only putting around 200 miles, during the course of 5 days, on my

brand new vehicle: Shortly after exiting the freeway onto a surface road

the Jeep began to Jump and Rev, un-controllably changing gears up and down.

I pulled into a parking lot not knowing what was going on with the brand

new vehicle and put it in park. After sitting for a couple minutes I decided to try and put the car back into drive to see if the problem persisted and if I could make it down to my office about a half mile away.

Once in Drive the car would not shift out of 1st gear so I decided not to

leave the lot and to park the car. After pulling into a parking space I

attempted to put the car in Park (P), it would not, Neutral (N), it would

not, Reverse (R), it would not, tried the shift panels up and down, still

nothing, tried to power the car off, "can't turn off the vehicle while in

Drive." While stuck in Drive with my foot on the brake pedal stopping the

car from driving into a ditch I proceeded to make the following calls:

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in order for him to look up a dealer. He also did not call me a tow truck

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the tech drove out to my location and unplugged the electronics from the

engine to turn off the car. The car was then towed to Suburban for repair.

I sat stuck in Drive with my foot on the brake pedal for an hour and a

half. Had to contact 4 Chrysler employees during an emergency situation

before I got any help. And was only able to safely exit the vehicle with

the help of a trained technician unplugging the electronics from the engine. After being on the road for 5 days my 2014 Jeep Grand Cherokee has

been in the shop for 13 days and counting. I was told a new electronic

T-Shifter would fix the issue, it was replaced and still did not run properly. Now I am being advised it needs an entirely new transmission and

there is no estimate when that will be available. With the new model year

and severity of the issue I am astonished that someone from Chrysler Corporate has not contacted me directly to help make this situation right.

I believe this particular car is a "Lemon" and will not feel safe putting

my 10 month old daughter in the backseat again. I also believe Chrysler

needs to look into a potential defect or recall on the 2014 Grand Cherokees and fear other situations similar to mine may result in injury or

death.

VIN:

EC [REDACTED]

Mileage:

243

Servicing Dealer:

Suburban Chrysler Jeep Dodge

Title:

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address [REDACTED]

City:

Dearborn

State:

Zip: MI

Email:

Home Ph



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Apr 26 11:21:24 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8085429V17582L0KM)

<HTML>
<BODY>

<div dir="ltr"><div><div><div>REFERENCE NUMBER: 23306317
EMAIL CASE NUMBER: 2816551
</div>It has now been 29 days since my brand new 2014 Grand Cherokee broke down and I still do not have a vehicle. I was promised a replacement vehicle over 2 weeks ago and have not received it. If a new car cannot be presented in a timely matter please return my money so I can purchase another vehicle. Any help expediting this process is appreciated.

</div>Thank you,

</div>Greg Pitoniak
</div>gpitoniak@gmail.com
(734) 341-2278
</div><div class="gmail_extra">

<div class="gmail_quote">On Thu, Apr 11, 2013 at 6:03 PM, customerassist<customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear Gregory:

Thank you for contacting the Jeep Customer Assistance Center.

After speaking with the dealership it is our understanding that the
dealership is in the process of purchasing your vehicle back. We would

encourage you to continue to work with your dealership to reach a
resolution to this matter. I have documented your previous comments on
record for product review.

Thanks again for your email.

Sincerely,

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Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the
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REFERENCE NUMBER: 23306317
EMAIL CASE NUMBER: 2816551
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8085429V17582L0KM&

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REFERENCE NUMBER: 23306317

EMAIL CASE NUMBER: 2816551

REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM8085253V11895L0KM&" target="_blank">
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM8085253V11895L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Jeep Grand Cherokee - Serious Safety Concerns and Complaints

Comments:

I am writing to raise serious safety concerns about my recent lease
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Chrysler/Jeep: Now the 4th Chrysler person I talked too, Tracy at

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VIN:

EC [REDACTED] >

Mileage:

243

Servicing Dealer:

Suburban Chrysler Jeep Dodge

Title:

First Name:

Middle [REDACTED]

Last N

Address

Address

City:

Dearborn

State:

MI

Zip:

Email:

Home P

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

</BODY>

</HTML>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Apr 29 18:13:08 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8085429V17582L0KM)
Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

I have updated your file for your case manager to contact you about your concerns.

Thanks again for your email.

Sincerely,

Steve

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: 2816551

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8105684V73588L0KM&

Original Message Follows:

REFERENCE NUMBER: 23306317

EMAIL CASE NUMBER: 2816551

It has now been 29 days since my brand new 2014 Grand Cherokee broke down and I still do not have a vehicle. I was promised a replacement vehicle over 2 weeks ago and have not received it. If a new car cannot be presented in a timely matter please return my money so I can purchase another vehicle. Any help expediting this process is appreciated.

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[REDACTED]

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EMAIL CASE NUMBER: 2816551
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8085429V17582L0KM&

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Jeep Customer Assistance Center

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VIN: [REDACTED]
Mileage: 243
Servicing Dealer: Suburban Chrysler Jeep Dodge
Title:
First Name: [REDACTED]
Middle: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
Address 2:
City: Dearborn
State: MI
Zip: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]