

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Jul 21 20:11:45 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Gear shift

Comments:

On 5/25/13 I traded my 2011 Jeep Grand Cherokee for a 2014 Jeep Grand Cherokee. I first thing I notice was the different gear shift and how difficult to know what gear you were in. On 7/20/13 my wife was driving the jeep. She exited the jeep and believed it was in park. The jeep rolled backwards while my wife being dragged by the vehicle. Fortunately she was not seriously injured when the jeep stuck a tree. The lift gate is totaled and the bumper damaged. There is a crease in the roof line. This is a terrible design I hated it since the day we bought it. This is my fifth jeep and the only one I have ever had a complaint about. I feel this is very dangerous.

Sender Information:

Title: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Wed Jul 24 14:27:35 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We were sorry to learn of the accident. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the accident.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product.

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

Again, we sincerely apologize for any inconvenience you have experienced.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8205026V90455L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Gear shift

Comments:

On 5/25/13 I traded my 2011 Jeep Grand Cherokee for a 2014 Jeep Grand Cherokee. I first thing I notice was the different gear shift and how difficult to know what gear you were in. On 7/20/13 my wife was driving the jeep. She exited the jeep and believed it was in park. The jeep rolled backwards while my wife being dragged by the vehicle. Fortunately she was not seriously injured when the jeep stuck a tree. The lift gate is totaled and the bumper damaged. There is a crease in the roof line. This is a terrible design I hated it since the day we bought it. This is my fifth jeep and the only one I have ever had a complaint about. I feel this is very dangerous.

VIN:

EO [REDACTED]

Mileage:

2083

Servicing Dealer:

Adirondack Auto

Title:

Mr.

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Port Henry

State:

NY

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

To: customerassistre@chrysler.com

Date: Thu Jul 25 14:51:36 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8205026V90455L0KM)

I was wondering how I go about finding out how many accidents were caused by this design in the shifting process. My wife was almost run over by her own vehicle, and is in a lot of pain and out of work due to this. I know this is not a isolated case. There are reports I can find of disappointed people out there over the electronic shifter but I would like to know the statistics of the actual accidents reported to Chrysler. Thank you, Bill

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wednesday, July 24, 2013 2:28 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8205026V90455L0KM)

Dear [REDACTED]:
Thank you for contacting the Jeep Customer Assistance Center. We were sorry to learn of the accident. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the accident. We appreciate the time and effort you took to tell us of your dissatisfaction in our product.

Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review. Again, we sincerely apologize for any inconvenience you have experienced. Thanks again for your email.

Sincerely,
Kerri
Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE [REDACTED]
EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM8205026V90455L0KM
Original Message Follows:

Recall Information - Jeep Brand Site
Brief Description: Gear shift
Comments: On 5/25/13 I traded my 2011 Jeep Grand Cherokee for a 2014 Jeep Grand Cherokee. I first thing I noticed was the different gear shift and how difficult to know what gear you were in. On 7/20/13 my wife was driving the jeep. She exited the jeep and believed it was in park. The jeep rolled backwards while my wife being dragged by the vehicle. Fortunately she was not seriously injured when the jeep stuck a tree. The lift gate is totaled and the bumper damaged.

There is a crease in the roof line. This is a terrible design I hated it since the day we bought it. This is my fifth jeep and the only one I have ever had a complaint about. I feel this is very dangerous.

VIN: [REDACTED] EC194036
Mileage: [REDACTED] 2083
Servicing Dealer: Adirondack Auto
Title: Mr.
First Name: [REDACTED]

=A0 =A0 =A0 [REDACTED]:=0A=A0 =
=A0 =A0 [REDACTED]=0AAddress 1:=0A=A0 =A0 =A0 [REDACTED]=0AAddress 2:=0A=
=A0 =A0 =A0 =0ACity:=0A=A0 =A0 =A0 Port Henry=0AState:=0A=A0 =A0 =A0 NY=0AZ=
ip:=0A=A0 =A0 =A0 [REDACTED]=0AEmail:=0A=A0 =A0 =A0 [REDACTED]=0AWork Phon=
e:=0A=A0 =A0 =A0 [REDACTED]

From: customerassistre@chrysler.com

To: [REDACTED]

Date: Fri Jul 26 07:24:01 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8205026V90455L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

To obtain the type of information you are seeking, we would suggest contacting the National Highway Traffic Safety Administration (NHTSA). Their contact information is as follows:

Toll-Free: (888) 327-4236

NHTSA Headquarters

1200 New Jersey Avenue, SE

West Building

Washington, DC 20590

www.nhtsa.gov

Thanks again for your email.

Sincerely,

Kerri

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=KMM8207126V37841L0KM&

Original Message Follows:

I was wondering how I go about finding out how many accidents were caused by this design in the shifting process. My wife was almost run over by her own vehicle, and is in alot of pain and out of work due to this. I know this is not a isolated case. There are reports I can find of disappointed people out there over the electronic shifter but I would like to know the statistics of the actual accidents reported to Chrysler. Thank you, Bill

From: customerassistre <customerassistre@chrysler.com>

To: [REDACTED]

Sent: Wednesday, July 24, 2013 2:28 PM

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8205026V90455L0KM)

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We were sorry to learn of the accident. If you haven't already done so, it is recommended that you contact your insurance company and advise them of the accident.

We appreciate the time and effort you took to tell us of your

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

Again, we sincerely apologize for any inconvenience you have experienced.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: 2 [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8205026V90455L0KM&

Original Message Follows:

Recall Information - Jeep Brand Site

Brief Description:

Gear shift

Comments:

On 5/25/13 I traded my 2011 Jeep Grand Cherokee for a 2014 Jeep Grand Cherokee. I first thing I notice was the different gear shift and how difficult to know what gear you were in. On 7/20/13 my wife was driving the jeep. She exited the jeep and believed it was in park. The jeep rolled backwards while my wife being dragged by the vehicle. Fortunately she was not seriously injured when the jeep stuck a tree. The lift gate is totaled and the bumper damaged. There is a crease in the roof line. This is a terrible design I hated it since the day we bought it. This is my fifth jeep and the only one I have ever had a complaint about. I feel this is very dangerous.

VIN:

EC [REDACTED]

Mileage:

2083

Servicing Dealer:

Adirondack Auto

Title:

Mr.

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Port Henry

State:

NY

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



[REDACTED]
[REDACTED]
Sherman Oaks, CA [REDACTED]

August 13, 2013

Marjorie Loeb Senior Vice President - General Counsel
Chrysler Group LLC
1000 Chrysler Dr.
Auburn Hills, MI USA 48326-2766

Dear Ms. Loeb:

Our company recently experienced an accident on June 8, 2013 when an employee placed a Jeep 2013 Grand Cherokee in park and it switched to neutral and rolled into another customer's vehicle causing damage to 2 cars. In an effort to satisfy our customers, we paid for the damage and rent-a car while the damage was being repaired. The total cost was \$3,938.21.

Enclosed are:

- 1) Customer Damage Reports
- 2) Copies of invoices totaling \$3,908.57.
- 3) Affidavit from employee, Urid Hernandez.
- 4) Video address of incident on YouTube: <http://youtu.be/mTc2bXMcpzg>

Since this is a known problem with your vehicle, we are requesting reimbursement of our costs.

Very truly yours,
[REDACTED]

EC136944

Cc: NHTSA, 1200 New Jersey Ave., SE West Building, Washington DC 20590

RECEIVED

AUG 23 2013
Mull-1st
Office of the General Counsel



Sherman Oaks, CA

4625 Woodman Ave
11:27am 6-08-13
SHIFT# 1 TERMINAL# 2
CAR# 185 SLSMN# 9

WheelExpress 15.99
Auto Access 3.99
Fruit/Water 0.99
SALES TAX= 0.36

TOTAL \$: 21.33
Cash 25.00
CHANGE: 3.67

DAMMAGE REPO

THANK YOU!
48 HOUR RAIN CHECK
KEEP YOUR RECEIPT

s 4500 Greenbush Ave
SO 91423

PHONE (323) 236-4446 EMAIL _____

AUTOMOBILE INFORMATION:

YEAR 2013 MAKE Jeep MODEL Grand Cherokee

COLOR _____

DATE OF INCIDENT: 6-8-13

TIME OF INCIDENT (APPROX): 11:43 AM/PM

ADDITIONAL COMMENTS:

Jeep rolled back and hit KIA.
Damage to back bumper.

CUSTOMER SIGNATURE _____

This report is not an acceptance of responsibility but will assist in our investigation.



Sherman Oaks, CA

Fax: 818-905-83

DAMMAGE REPORT



PHONE



EMAIL

AUTOMOBILE INFORMATION:

YEAR 2012

MAKE Kia

MODEL

Optima

COLOR

B/K

DATE OF INCIDENT:

6-8-13

TIME OF INCIDENT (APPROX):

11:43

AM/PM

ADDITIONAL COMMENTS:

Jeep rolled back and hit Kia.
Damage to front Bumper

CUSTOMER SIGNATURE



This report is not an acceptance of responsibility but will assist in our investigation.

JOE'S AUTO BODY

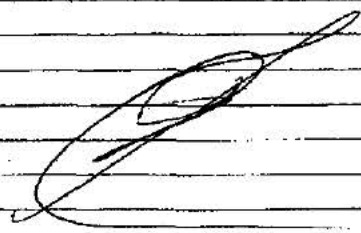
4625 WOODMAN AVE.
SHERMAN OAKS, CA 91423
PHONE: 995-0236 995-0237
FAX: 995-3002

SPECIALISTS
IMPORTS AND
SPORTS CARS

Policy or Claim No. _____
Date June 11 2013



Car Owner: [Redacted] Phone: _____
 Make: Jeep Year: 2013 Body Style: Grand Cherokee Motor: _____
 Mileage: _____ License No.: _____ Paint No.: _____ Trim No.: _____
 Insurance Co.: _____ Adjuster: _____ Phone No.: _____ File No.: _____

Replace	Repair	DESCRIPTION OF REPAIRS	Sheet Metal Hours	Refinish Hours	Mech Labor Hours	Parts and Material (List Price)	Sublet and Net Items
✓		Rear Bumper Cover	1.0	2.5		385.00	
✓		Rear Bumper Lower				184.00	
✓		Rt Rear Bumper Reflector				40.00	
✓		Full Rear Muffler	1.5				
		Match the color					
		Clear Coat		1.0			
		Body Panel Cond	1.0				5.00
		Coat the Cr Over sprit					5.00
		Waste					
<p><i>Paid in Full</i></p> 							

ESTIMATE OF REPAIR COSTS THIS IS YOUR INVOICE

The above is an estimate of repairs required based on the inspection made. Additional parts or labor may be required after the work has started and will be charged for on a regular time and material basis.
 Body work and paint guarantee for a year in a regular basis.
 All parts removed will be junked unless Joe's Auto Body is otherwise instructed in writing before work is begun. Where new parts listed here-on or required are not available, old parts shall be repaired and charged for on a regular time and material basis.
 The undersigned authorizes Joe's Auto Body to proceed with the above repairs for \$ _____ and agrees to pay charges for labor and material required which were not evident upon inspection and are not a part of this estimate. Unpaid charges shall constitute a lien upon the above identified vehicle, and the undersigned shall be responsible for any of collection, including attorney's fees and court costs.

Mechanical

Labor \$46.00 Hrs. @ 7 \$ 322.00
 Duco Material \$34 @ 3.5 \$ 119.00
 Parts \$ _____ Less % _____ \$ 612.10
 Tax 9 % on \$ 731.80 \$ 65.80
 Sublet and Net Items \$ _____
TOTAL \$ 1128.90

Estimate submitted by _____
 This estimate expires on _____



SPECIALISTS
IMPORTS AND
SPORTS CARS

JOE'S AUTO BODY
4625 WOODMAN AVE.
SHERMAN OAKS, CA 91423
PHONE: 995-0236 995-0237
FAX: 995-3002



Policy or Claim No. _____
Date June 4 2013

ESTIMATE OF REPAIRS

Car Owner: _____
Make Kia Year 2012 Body Style Optima Series _____
Mileage _____ License No. _____ Paint No. _____ Trim No. _____
Insurance Co. _____ Adjuster _____ Phone No. _____ File No. _____

Replace	Repair	DESCRIPTION OF REPAIRS	Sheet Metal Hours	Refinish Hours	Mech Labor Hours	Parts and Material (List Price)	Sublet and Net Items
X		Front bumper cover	2.5	3.5	.	625.00	
	X	Front bumper assembly	1.5	.	.		
	X	Left front fender panel Assy	1.0	.	.		
		match the color	.5	.	.		
		Wax coat	1.5	1.5	.		
		Sand and buff	.	.	.		
		<i>Paint in Full</i>	.	.	.		

ESTIMATE OF REPAIR COSTS THIS IS YOUR INVOICE

The above is an estimate of repairs required based on the inspection made. Additional parts or labor may be required after the work has started and will be charged for on a regular time and material basis.
Body work and paint guarantee for a year in a regular basis.
All parts removed will be junked unless Joe's Auto Body is otherwise instructed in writing before work is begun. Where new parts listed here-on or required are not available, old parts shall be repaired and charged for on a regular time and material basis.
The undersigned authorizes Joe's Auto Body to Proceed with the above repairs for \$ _____ and agrees to pay charges for labor and material required which were not evident upon inspection and are not a part of this estimate. Unpaid charges shall constitute a lien upon the above identified vehicle, and the undersigned shall be responsible for costs of collection, including attorney's fees and court costs.

Mechanical

Labor \$46 Hrs @ 10 \$ 400.00
Duco Material \$34 @ 5 \$ 170.00
Parts \$ _____ Less % _____ \$ 525.77
Tax 9.00% on \$ 695.77 \$ 62.62

Sublet and Net Items \$ _____
TOTAL \$ 1217.62

Estimate submitted _____
This estimate expires _____

JUN. 19. 2013 12:54PM



No. 2778 P. 1

GP

ORIGINAL INVOICE

Hertz Local Edition
6750 Lankershim Blvd.
N. Hollywood, CA 91605
818-764-3972

INVOICE NUMBER
[REDACTED]

[REDACTED]

RENTING LOC:
DATE OUT:
DATE IN:

CANHLOS
6/8/2013
6/15/2013
ESTIMATED CHARGES

[REDACTED]

[REDACTED]

[REDACTED]

RENTER'S NAME: [REDACTED] 7 Day @ \$35.99 \$251.93

		Sub-Total	\$251.93
MISCELLANEOUS INFORMATION	VLF	0.00	\$0.00
2012 Kia Optima	TAX	9.00%	\$22.67
	LDW	0.00	\$0.00
	INS PAY		\$0.00
	ADDITIONAL CHARGES OR CREDITS		\$300.82
	TOTAL BILL		\$575.42

[REDACTED] AMOUNT PAID \$575.42

[REDACTED]

** PAYMENT IS DUE UPON RECEIPT **

[REDACTED]

DATE RECEIVED
6/19/2013

Paid

[REDACTED] \$575.42

Thank You For Choosing Hertz Local Edition

RENT RATE 7 @ \$ 36.89 / DAY \$ 251.83

RENT RATE 11 @ \$ 38.24 / DAY \$ 420.64

SUBTOTAL 7 \$ 251.83

CHARGES ADDED DURING RENTAL
LDW 7 @ \$ 15.00 / DAY 105.00
LIS 7 @ \$ 13.85 / DAY 97.85
PAL/PEC 7 @ \$ 4.95 / DAY 34.65

PERS \$ 6.40DY / T

SERVICE CHARGES/TAXES

FUEL TAX 3.75 %
TAX 12.75 % ON EST. TAXABLE TTL \$287.36 \$ 26.76

CUSTOMER CHARGE \$ 575.42

CHARGED ON: MC XXXXXXXXXXXXXXX7151 \$ 575.42
CUSTOMER BALANCE \$ 0.00

FOR EXPLANATION OF THE ABOVE CHARGES, PLEASE ASK A REPRESENTATIVE OR GO TO WWW.HERTZ.COM/CHARGEEXPLAINED

VEHICLE: LIC: AZ AXH1520
RENTED: 06/08/2013 12:55
RETURN: 06/15/2013 12:00

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.
1) Visit WWW.HERTZSURVEY.COM
2) Enter Access Code: 87185 3) Take Brief Survey
STATEMENT OF CHARGES - NOT VALID FOR RENTAL

SUBTOTAL 11 \$ 420.64

CHARGES ADDED DURING RENTAL
LDW 11 @ \$ 15.00 / DAY 165.00
LIS 11 @ \$ 13.95 / DAY 153.45
PAL/PEC 11 @ \$ 8.05 / DAY 88.55

PERS \$ 6.40DY / T

SERVICE CHARGES/TAXES

FUEL TAX 3.75 %
TAX 12.75 % ON EST. TAXABLE TTL \$492.03 \$ 44.28

CUSTOMER CHARGE \$ 831.21

CHARGED ON: MC XXXXXXXXXXXXXXX7351 \$ 831.21
CUSTOMER BALANCE \$ 0.00

FOR EXPLANATION OF THE ABOVE CHARGES, PLEASE ASK A REPRESENTATIVE OR GO TO WWW.HERTZ.COM/CHARGEEXPLAINED

VEHICLE: LIC: CA 6ZCH32
RENTED: 06/08/2013 12:47
RETURN: 06/18/2013 12:46

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.
1) Visit WWW.HERTZSURVEY.COM
2) Enter Access Code: 87185 3) Take Brief Survey
STATEMENT OF CHARGES - NOT VALID FOR RENTAL



Local Edition

ORIGINAL INVOICE

[REDACTED]
SHERMAN OAKS, CA [REDACTED]

RENTING LOC:
DATE OUT:
DATE IN:

INVOICE NUMBER
[REDACTED]

STUDIO CITY
6/17/2013
6/18/2013

ESTIMATED CHARGES

BILLING INFORMATION	DESCRIPTION			CHARGES
RENTER'S NAME: [REDACTED]	1	Days @	\$44.99	\$44.99
Upg Dys	0	UPGRADES/Day	\$0.00	\$0.00
			Sub-Total	\$44.99
MISCELLANEOUS INFORMATION	0	VLF	0.17	\$0.00
		TAX	9.00%	\$4.63
	1	LDW	15.00	\$15.00
	1	LIS	13.95	\$13.95
		PEC		
	1	PERS	6.49	\$6.49
		FUEL	0.00	\$0.00
	ADDITIONAL CHARGES OR CREDITS			
	TOTAL BILL			\$85.06
	CC CHARGED AMT:			\$0.00
	AMOUNT DUE			\$85.06

Thank You For Choosing Hertz Local Edition

7/22/13

Hertz Local Edition

**1,591.69

One Thousand Five Hundred Ninety-One and 69/100*****

Hertz
13119 Ventura Blvd.
Studio City, CA 91604

Hertz Local Edition				7/22/13		
Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
6/8/13	Bill	[REDACTED]	575.42	575.42		575.42
6/8/13	Bill	[REDACTED]	931.21	931.21		931.21
6/17/13	Bill	[REDACTED]	85.06	85.06		85.06
				Check Amount		1,591.69

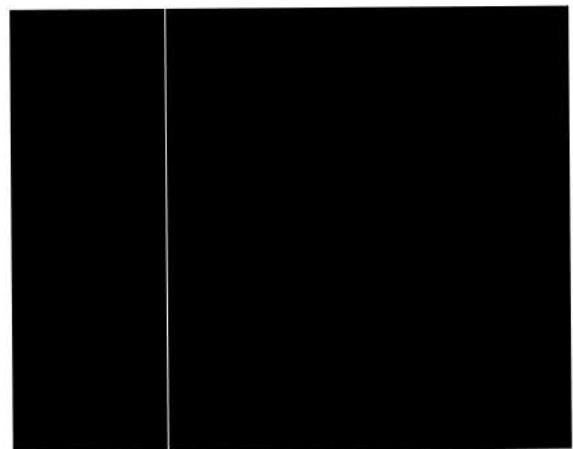
WELLS 6367 (new) 1,591.69

Hertz Local Edition				7/22/13		
Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
6/8/13	Bill	[REDACTED]	575.42	575.42		575.42
6/8/13	Bill	[REDACTED]	931.21	931.21		931.21
6/17/13	Bill	[REDACTED]	85.06	85.06		85.06
				Check Amount		1,591.69

WELLS 6367 (new) 1,591.69

7-27-13


I got in the car proceeded to move it so it could go in to the tunnel. I drove it, threw the lanes so i could block off the express lane then I put it in park got off and walked to the next car that was on the far lane on the left and as I'm about to get into the car the jepp that I had just parked starts rolling back, so I tried running to the car but it was too late.





August 13, 2013

Marjorie Loeb Senior Vice President - General Counsel
Chrysler Group LLC
1000 Chrysler Dr.
Auburn Hills, MI USA 48326-2766

Dear Ms. 

Our company recently experienced an accident on June 8, 2013 when an employee placed a Jeep 2013 Grand Cherokee in park and it switched to neutral and rolled into another customer's vehicle causing damage to 2 cars. In an effort to satisfy our customers, we paid for the damage and rent-a car while the damage was being repaired. The total cost was \$3,938.21.

Enclosed are:

- 1) Customer Damage Reports
- 2) Copies of invoices totaling \$3,908.57.
- 3) Affidavit from employee, Urid Hernandez.
- 4) Video address of incident on YouTube: <http://youtu.be/mTc2bXMcpzg>

PREVIOUSLY SENT ON 8/13/13

Since this is a known problem with your vehicle, we are requesting reimbursement of our costs.

Very truly yours,


CC: NHTSA, 1200 New Jersey Ave., SE West Building, Washington DC 20590

RECEIVED

OCT 01 2014

Office of the General Counsel



[Home](#)

Update: Faulty, expensive equipment cause of Chrysler acceleration problems

September 22, 2014

NEW YORK — The totally integrated power module, or TIPM, has been found to be the cause of electrical system malfunctions in certain late-model Chrysler vehicles, according to a press release.

The release reported that the National Highway Traffic and Safety Administration (NHTSA) has received at least 240 consumer complaints about the issue.

CBS News reported that Chrysler has submitted “at least 20 death claims,” stated the release.

Read also: [Another Jeep, another carwash, another accident](#)

The TIPM’s main purpose is to ensure the safe operation of the vehicle in which it is installed, noted the release.

In a letter to the NHTSA, the Center for Auto Safety (CAS) said complaints about TIPM usually blame the device for causing the affected vehicles to stall in traffic or not start when the ignition is switched to “on,” reported the release.

CAS also said the fuel pumps have failed to shut off, resulting in unintended acceleration and fire, explained the release.

Law firm Weitz & Luxenberg has begun an investigation into the matter, noted the release.



October 10, 2014

[REDACTED]
Sherman Oaks, CA [REDACTED]

Our File: [REDACTED]
Date of Incident: 6-8-2013

Dear Mr. [REDACTED]

This will acknowledge your most recent contact, regarding an accident at your facility.

We have reviewed your letter and the balance of the file. We are unable to glean any additional information that would allow us to change our previous position, as referenced in our letter of August 27, 2013.

Thank you for writing.

Sincerely,

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

JSS/sk

Case Summary

Case Number: [REDACTED] VS. CHRYSLER GROUP SERVICE CONTRAC

Filing Date: 10/30/2014
Case Type: Small Claims (Limited Jurisdiction)
Status: CASE DISMISSED

Future Hearings

None

History Information

Parties

Plaintiff: [REDACTED]
Attorney: None

Defendant: CHRYSLER GROUP SERVICE CONTRACTS LLC
Attorney: None

Party Information

Histories (Dates listed in descending order)

12/16/2014 DISMISSAL WITHOUT PREJUDICE FILED FOR THE ENTIRE ACTION AS TO ALL DEFENDANT(S) AND ALL CAUSES OF ACTION(S).

11/19/2014 PROOF OF SERVICE OF PLAINTIFF'S CLAIM FILED. SERVED AS TO (CHRYSLER GROUP SERVICE CONTRACTS LLC) . COSTS OF \$ 35.00 .

11/19/2014 PROOF OF SERVICE OF PLAINTIFF'S CLAIM FILED. SERVED AS TO (CHRYSLER GROUP SERVICE CONTRACTS LLC) . COSTS OF \$ 35.00 .

10/30/2014 PLAINTIFF'S CLAIM AND ORDER TO DEFENDANT FILED. RECEIPT # [REDACTED] HEARING SET FOR 12/17/14 AT 08:30A M. IN DEPT. NWP

[Case Information](#) | [Party Information](#) | [History Information](#)



**Service of Process
Transmittal**

11/06/2014
CT Log Number 526026612

TO: Melissa Gravin
Chrysler Group LLC
Office Of General Counsel, 1000 Chrysler Drive
CIMS: 485-13-62
Auburn Hills, MI 48326-2766

RE: Process Served in California

FOR: Chrysler Group Service Contracts LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [REDACTED], Pltf. vs. Chrysler Group Service Contracts LLC, Dft.

DOCUMENT(S) SERVED: Claim and Order, Information, Attachment

COURT/AGENCY: Los Angeles County - Superior Court - Van Nuys, CA
Case # [REDACTED]

NATURE OF ACTION: Property Damage Litigation - Subrogation - Seeking \$3,908.57

ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA

DATE AND HOUR OF SERVICE: By Process Server on 11/06/2014 at 11:00

JURISDICTION SERVED: California

APPEARANCE OR ANSWER DUE: 12/17/2014 at 8:30 a.m. (Document(s) may contain additional answer dates)

ATTORNEY(S) / SENDER(S): [REDACTED]
Sherman Oaks, CA [REDACTED]

ACTION ITEMS: CT has retained the current log, Retain Date: 11/07/2014, Expected Purge Date: 11/12/2014
Image SOP

SIGNED: C T Corporation System
ADDRESS: 818 West Seventh Street
Los Angeles, CA 90017
TELEPHONE: 213-337-4615

dismissed Plaintiff

SC-100

Plaintiff's Claim and ORDER to Go to Small Claims Court

Notice to the person being sued:

- You are the Defendant if your name is listed in ② on page 2 of this form. The person suing you is the Plaintiff, listed in ① on page 2.
- You and the Plaintiff must go to court on the trial date listed below. If you do not go to court, you may lose the case.
- If you lose, the court can order that your wages, money, or property be taken to pay this claim.
- Bring witnesses, receipts, and any evidence you need to prove your case.
- Read this form and all pages attached to understand the claim against you and to protect your rights.

Aviso al Demandado:

- Usted es el Demandado si su nombre figura en ② de la página 2 de este formulario. La persona que lo demanda es el Demandante, la que figura en ① de la página 2.
- Usted y el Demandante tienen que presentarse en la corte en la fecha del juicio indicada a continuación. Si no se presenta, puede perder el caso.
- Si pierde el caso la corte podría ordenar que le quiten de su sueldo, dinero u otros bienes para pagar este reclamo.
- Lleve testigos, recibos y cualquier otra prueba que necesite para probar su caso.
- Lea este formulario y todas las páginas adjuntas para entender la demanda en su contra y para proteger sus derechos.

Clerk stamps date here when form is filed.

ORIGINAL FILED
OCT 30 2014
LOS ANGELES SUPERIOR COURT

Fill in court name and street address:

Superior Court of California, County of
LOS ANGELES SUPERIOR COURT
NORTHWEST DISTRICT - EAST BLDG
6230 SYLMAR AVENUE
VAN NUYS CA, 91401

Clerk fills in case number:

Case Number:



Order to Go to Court

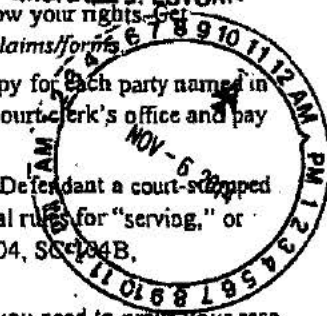
The people in ① and ② must go to court: (Clerk fills out section below.)

Trial Date	Time	Department	Room	<input checked="" type="checkbox"/>	300	<input type="checkbox"/>	310
DEC 17 2014	@8:30 AM	- DEPT NW P	Room				
Date: OCT 30 2014	Clerk, by: <i>[Signature]</i>		Deputy				

Instructions for the person suing: Sherri R. Carter, Executive Officer/Clerk

- You are the Plaintiff. The person you are suing is the Defendant.
- Before you fill out this form, read Form SC-100-INFO, Information for the Plaintiff, to know your rights. Get SC-100-INFO at any courthouse or county law library, or go to: www.courts.ca.gov/smallclaims/forms
- Fill out pages 2 and 3 of this form. Then make copies of all pages of this form. (Make 1 copy for each party named in this case and an extra copy for yourself.) Take or mail the original and these copies to the court clerk's office and pay the filing fee. The clerk will write the date of your trial in the box above.
- You must have someone at least 18—not you or anyone else listed in this case—give each Defendant a court-stamped copy of all 5 pages of this form and any pages this form tells you to attach. There are special rules for "serving," or delivering, this form to public entities, associations, and some businesses. See Forms SC-104, SC-104B, and SC-104C.
- Go to court on your trial date listed above. Bring witnesses, receipts, and any evidence you need to prove your case.

MICHAEL J. ESTORR



FASHION SQUARE CAR WASH INC.

Case Number:

Plaintiff (list names)

1 The Plaintiff (the person, business, or public entity that is suing) is:

Name: [REDACTED] Phone: [REDACTED]
Street address: [REDACTED] Sherman Oaks CA [REDACTED]
Street City State Zip

Mailing address (if different): [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Street City State Zip

If more than one Plaintiff, list next Plaintiff here:

Name: _____ Phone: () _____

Street address: _____
Street City State Zip

Mailing address (if different): _____
Street City State Zip

Check here if more than 2 Plaintiffs and attach Form SC-100A.

Check here if either Plaintiff listed above is doing business under a fictitious name. If so, attach Form SC-103.

2 The Defendant (the person, business, or public entity being sued) is:

Name: CHRYSLER GROUP SERVICE CONTRACTS LLC Phone: (213) 627-8252

Street address: 818 West Seventh Street Los Angeles CA 90017
Street City State Zip

Mailing address (if different): _____
Street City State Zip

If more than one Defendant, list next Defendant here:

Name: _____ Phone: () _____

Street address: _____
Street City State Zip

Mailing address (if different): _____
Street City State Zip

Check here if more than 2 Defendants and attach Form SC-100A.

Check here if any Defendant is on active military duty, and write his or her name here: _____

3 The Plaintiff claims the Defendant owes \$ 3,908.57 (Explain below):

a. Why does the Defendant owe the Plaintiff money? Faulty automobile switched from park to neutral and rolled into another customer's vehicle causing damage to 2 cars. In effort to satisfy customers we paid for damage & car rental and wrote Chrysler for reimbursement which they declined.

b. When did this happen? (Date): June 8, 2013
If no specific date, give the time period: Date started: _____ Through: _____

c. How did you calculate the money owed to you? (Do not include court costs or fees for service.) Receipts

Check here if you need more space. Attach one sheet of paper or Form MC-031 and write "SC-100, Item 3" at the top.



Case Number:

Plaintiff (list names):

4 You must ask the Defendant (in person, in writing, or by phone) to pay you before you sue. Have you done this? Yes No

If no, explain why not:

5 Why are you filing your claim at this courthouse?

This courthouse covers the area (check the one that applies):

- a. (1) Where the Defendant lives or does business. (2) Where the Plaintiff's property was damaged. (3) Where the Plaintiff was injured. (4) Where a contract (written or spoken) was made, signed, performed, or broken by the Defendant or where the Defendant lived or did business when the Defendant made the contract. b. Where the buyer or lessee signed the contract, lives now, or lived when the contract was made, if this claim is about an offer or contract for personal, family, or household goods, services, or loans. c. Where the buyer signed the contract, lives now, or lived when the contract was made, if this claim is about a retail installment contract (like a credit card). d. Where the buyer signed the contract, lives now, or lived when the contract was made, or where the vehicle is permanently garaged, if this claim is about a vehicle finance sale. e. Other (specify):

6 List the zip code of the place checked in 5 above (if you know): 91423

7 Is your claim about an attorney-client fee dispute? Yes No

If yes, and if you have had arbitration, fill out Form SC-101, attach it to this form, and check here:

8 Are you suing a public entity? Yes No

If yes, you must file a written claim with the entity first. A claim was filed on (date): August 13, 2013

If the public entity denies your claim or does not answer within the time allowed by law, you can file this form.

9 Have you filed more than 12 other small claims within the last 12 months in California?

Yes No If yes, the filing fee for this case will be higher.

10 I understand that by filing a claim in small claims court, I have no right to appeal this claim.

11 I have not filed, and understand that I cannot file, more than two small claims cases for more than \$2,500 in California during this calendar year.

I declare, under penalty of perjury under California State law, that the information above and on any attachments to this form is true and correct.

Date: 10/22/14

Date:

Second Plaintiff types or prints name here

Second Plaintiff signs here



Requests for Accommodations

Assistive listening systems, computer-assisted, real-time captioning, or sign language interpreter services are available if you ask at least 5 days before the trial. Contact the clerk's office for Form MC-410, Request for Accommodations by Persons With Disabilities and Response. (Civil Code, § 54.8.)



"Small claims court" is a special court where claims for \$5,000 or less are decided. A "natural person" (not a business or public entity) may generally claim up to \$10,000, including a sole proprietor. (*See below for exceptions.) The process is quick and cheap. The rules are simple and informal.

You are the Defendant—the person being sued. The person who is suing you is the Plaintiff.

Do I need a lawyer?

You may talk to a lawyer before or after the case. But you may *not* have a lawyer represent you in court (unless this is an appeal from a small claims case).

How do I get ready for court?

You don't have to file any papers before your trial, unless you think this is the wrong court for your case. But bring to your trial any witnesses, receipts, and evidence that supports your case. And read "Be Prepared for Your Trial" at www.courts.ca.gov/smallclaims/prepare.

What if I need an accommodation?

If you have a disability or are hearing impaired, fill out Form MC-410, *Request for Accommodations*. Give the form to your court clerk or the ADA/Access Coordinator.

What if I don't speak English well?

Bring an adult who is not a witness to interpret for you, or ask the court clerk for an interpreter at least five days before your court date. A court-provided interpreter may not be available or there may be a fee for using a court interpreter unless you qualify for a fee waiver. You may ask the court for a list of interpreters and also the *Application for Waiver of Court Fees and Costs* (form FW-001).

Where can I get the court forms I need?

Go to any courthouse or your county law library, or print forms at: www.courts.ca.gov/smallclaims/forms.

What happens at the trial?

The judge will listen to both sides. The judge may make a decision at your trial or mail the decision to you later.

What if I lose the case?

If you lose, you can appeal. You'll have to pay a fee. (Plaintiffs cannot appeal their own claims.)

- If you were at the trial, file Form SC-140, *Notice of Appeal*. You must file within 30 days after the judge's decision.
- If you were *not* at the trial, fill out and file Form SC-135, *Notice of Motion to Vacate Judgment and Declaration*, to ask the judge to cancel the judgment (decision). If the judge does not give you a new trial, you have 10 days to appeal the decision. File Form SC-140.

For more information on appeals, see: www.courts.ca.gov/smallclaims/appeals.

*Exceptions. Different limits apply in an action against a defendant who is a guarantor. (See Code Civ. Proc. § 116.220(e).) In an action brought by a natural person for damages for bodily injuries resulting from an automobile accident, a \$7,500 limit applies if a defendant is covered by an automobile insurance policy that includes a duty to defend. (See Code Civ. Proc. § 116.221.)

Do I have options?

Yes. If you are being sued, you can:

- **Settle your case before the trial.** If you and the Plaintiff agree on how to settle the case, both of you must notify the court. Ask the Small Claims Advisor for help.
- **Prove this is the wrong court.** Send a letter to the court *before* your trial, explaining why you think this is the wrong court. Ask the court to dismiss the claim. You must serve (give) a copy of your letter (by mail or in person) to all parties. (Your letter to the court must say you have done this.)
- **Go to the trial and try to win your case.** Bring witnesses, receipts, and any evidence you need to prove your case. To make sure the witnesses go to the trial, fill out Form SC-107, and the clerk will subpoena (order) them to go.
- **Sue the person who is suing you.** File Form SC-120, *Defendant's Claim*. There are strict filing deadlines you must follow.
- **Agree with the Plaintiff's claim and pay the money.** Or, if you can't pay the money now, go to your trial and say you want to make payments.
- **Let the case "default."** If you don't settle and do not go to the trial (default), the judge may give the Plaintiff what he or she is asking for plus court costs. If this happens, the Plaintiff can legally take your money, wages, and property to pay the judgment.

What if I need more time?

You can change the trial date if:

- You cannot go to court on the scheduled date (you will have to pay a fee to postpone the trial) *or*
- You did not get served (receive this order to go to court) at least 15 days before the trial (or 20 days if you live outside the county) *or*
- You need more time to get an interpreter. One postponement is allowed, and you will not have to pay a fee to delay the trial.

Ask the Small Claims Clerk about the rules and fees for postponing a trial. Or fill out Form SC-150 (or write a letter) and mail it to the court *and* to all other people listed on your court papers before the deadline. Enclose a check for your court fees, unless a fee waiver was granted.



Need help?

Your county's Small Claims Advisor can help for free.

Or go to www.courts.ca.gov/smallclaims/advisor.

[REDACTED] vs Chrysler Group Service Contracts LLC

(Vehicle Owner Name/VIN: Brendan McD [REDACTED])

Fact / Summary – Exhibit 1

- Chrysler Group LLC was not notified of the incident or provided the opportunity to inspect the vehicle prior to repairs. Chrysler denied liability as we were unable to determine the validity of the allegations.
- Vehicle has not been to any dealer for an inspection or repair to address allegation prior to the alleged incident, nor to date.
- By his own admission, the employee did not follow standard safety procedures by setting the parking brake, putting the vehicle into PARK, and turning the ignition OFF prior to exiting the vehicle. This is a standard operating procedure for safe operation of any motor vehicle, regardless of manufacturer.
- In addition to the standard parking brake, the vehicle is equipped with two additional safety features that had the employee followed standard safety procedures, would not have allowed the vehicle to be shifted into or out of any gear unless the driver has their foot firmly on the brake pedal.
- We feel that if the alleged incident occurred, it was driver error, and not caused by a manufacturing defect.
- The documents provided by the Plaintiff as proof of payment for repairs are not sufficient to prove that the damage or expense was related to alleged incident, nor that they were performed on Mr. McDonald's vehicle as no identifying information as to license plate or VIN number exist on any invoice.

- 2014 Jeep Cherokee, VIN: 1C4RJEBG8EC [REDACTED] purchased by [REDACTED] on 5/3/2013. Chrysler did not receive any contact from vehicle owner, or Plaintiff after alleged incident on June 8, 2013, prior to body repairs. Chrysler does not have any record of any warranty repairs relating to Plaintiff's claim of unintended acceleration at any time. Exhibit 2a – 2e
 - (2a) CAC Main Page Ownership Event History,
 - (2b) CAIR [REDACTED]
 - (2c) Claim History,
 - (2d) GWA Claim [REDACTED]
 - (2e) Recalls N58 and P14 performed on Claim [REDACTED] Neither of these recalls were related to the type of allegations by Plaintiff.

- August 23, 2013, Chrysler Group LLC received a letter dated August 13, 2013 from Jeffrey Paul/Fashion Square Car Wash. Exhibit 3a – 3j Letter and attachments
 - (3a) Fashion Square Car Wash Letter,
 - (3b) [REDACTED] Damage Report, (note: Automobile information shows 2013, no License Plate #, no Color, no customer signature),
 - (3c) Mohamadkhan Damage Report,
 - (3d) Joes Auto Body Invoice dated June 11, 2013 (no out date) for 2013 Jeep \$1,128.90 (note: Car owner Fashion Square Car Wash, no VIN or License Plate, invoice not numbered, no BAR or License # for Business on Invoice),
 - (3e) Joes Auto Body Invoice dated June 11, 2013 (no out date) for 2012 Kia Optima dated June 4 or 11, 2013 for \$1,217.62 (note: Car owner Fashion Square Car Wash, VIN supplied, Invoice not numbered, no BAR or License # for business on Invoice, handwritten "Paid in Full", but no proof of actual payment from Fashion Square Car Wash to Joe's Body Shop provided),
 - (3f) Hertz Invoice [REDACTED] Renter [REDACTED] June 8, 2013-June 15, 2013 \$575.42,
 - (3g) Hertz Invoice [REDACTED] Renter [REDACTED] June 17, 2013-June 18, 2013 \$85.06,
 - (3h) Hertz invoices [REDACTED] for [REDACTED] [REDACTED] 6/8/13-6/15/13, and [REDACTED] 6/8/13-6/19/13 \$931.21,
 - (3i) 7/22/13 Unknown Document for "Check Amount " \$1,591.69. No identifying information as to who is paying the bill,
 - (3j) 7/27/13 Affidavit from employee, Urid Hernandez, stating he moved the car, drove it, put it in park, got off and walked to next car, and jepp (Jeep) that he had just parked starts rolling back, tried running to the car but it was too late. [REDACTED] clearly communicated his actions, which did not include setting the parking brake, turning the engine off or removing the key before exiting the vehicle. Affidavit is dated 7/27/13 and does not include any identifying information as to the date of the incident, nor the vehicle's or vehicle owners involved. See additional Exhibit 7 for more information regarding vehicle operation and equipment.

- August 27, 2013, Chrysler Group LLC letter responding to Plaintiff letter dated August 13, 2013. Chrysler was not provided the opportunity to inspect the vehicle prior to repairs, and was unable to determine the validity of Plaintiff's allegations. To date, Chrysler Group LLC has not

receive any subrogation claims from any insurance company on vehicle owner's nor Plaintiff's claim, nor has there been any instance of vehicle owner seeking inspection or diagnosis for a mechanical inspection for such a concern. Exhibit 4 - Chrysler Group LLC letter. Also refer to Exhibit 2 supporting no warranty history or other contact.

- October 1, 2014, received duplicate copy of Plaintiff letter dated August 13, 2013 without original attachments, but included one new attachment. Exhibit 5a-5b – Carwash.com article dated 9/22/14.
- October 10, 2014, Chrysler Group LLC letter responding to most recent contact from Fashion Square Car Wash letter dated August 13, 2013. No additional information was provided that would allow us to change our previous position referenced in letter dated August 27, 2013 Exhibit 6 – Chrysler Group LLC response letter.
- In reference to Exhibit 3j, 7/27/13 employee Urid Hernandez Affidavit, he does not state that he SET THE PARKING BRAKE NOR turned the ignition off before exiting the vehicle. Exhibit 7a-7g - 2014 Jeep Grand Cherokee Owners Manual.
 - o (7a) Jeep 2014 Grand Cherokee Owner's Manual front page, Section 5 Content Page Starting and Operating/Automatic Transmission/Parking Brake.
 - o (7b) Page 395 - "WARNING: When leaving the vehicle, always make sure the parking brake is set in the P position. To remove the key fob from the vehicle and lock the vehicle, the engine transmission, the shift lever must be in the OFF, P, or PARK position before you can turn the engine. As the key fob is being pulled out, the engine will stop."
 - o (7c) Page 401 - "WARNING: Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never get a vehicle with the engine running. Before exiting a vehicle, always lock the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the vehicle is in the OFF position, the transmission is locked in PARK, securing the vehicle against unintended movement. After leaving the vehicle, always make sure the parking brake is in the OFF position, remove the key fob from the vehicle, and lock the vehicle."
 - o (7d) Page 402 - "NOTE: You must press and hold the brake pedal while shifting out of PARK. KEY IGNITION PARK INTERLOCK: The vehicle is equipped with a Key Ignition Park Interlock, which requires the transmission to be in PARK before the engine can be turned off. This helps the driver avoid accidentally leaving the vehicle without securing the transmission in PARK. BRAKE TRANSMISSION SHIFT INTERLOCK SYSTEM (BTSI) - The vehicle is equipped with a Brake Transmission Shift Interlock System (BTSI) that holds the shift lever in PARK unless the brakes are applied. To shift the transmission out of PARK, the engine must be running and the brake pedal must be depressed. The brake pedal must also be depressed to shift from NEUTRAL into Drive or REVERSE when the vehicle is stopped. A detailed flow chart."
 - o (7e) Page 402 - "WARNING: Before leaving the vehicle, make sure that the parking brake is fully engaged and place the shift lever in the PARK position."

Main | CAIR | Image

Vehicle Owner Information	Vehicle Information	Service Contract Information
Name: MR [Redacted] <input type="checkbox"/> <input type="checkbox"/>	VIN: 1C4RJEBGB EC [Redacted]	There are no Service Contracts for this Vehicle
[Redacted]	2014 JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR	
HUMMELSTOWN, PA- [Redacted]	USD: 05/03/2013 Repchsd No Orig Owner Yes	
7020, UNITED STATES Last Upd: 09/28/2013	Last Repair 09/09/2014 @ 4010 M	
Phone No : [Redacted]	WCC 536 Rest No Recalls Yes RRT Yes	
Secondary No [Redacted]		

Caller Information **Last 10 Callers**
 CAIR Catgy* Mileage* Mile Create CAIR

OwnerShip Event History | Vehicle | Service Contract | Parts | Dealer Info

Events | Claims | DM Notes

Image	Reference #	Modified Date	Created Date	Event	CSI Survey	Type	Mileage	Status	Amount	Reason
<input type="checkbox"/>	<u>23865757</u> <input type="checkbox"/>	10/10/2014	08/26/2013	CAIR		LETTER	1	CLOSED	\$0.00	Automatic Trans / Transaxle - Jumps Out of Gear/Park
	136856	09/09/2014	09/10/2014	CLAIM		SAFETY/RECALL	4010	PAID	\$144.61	
	PREPNV	03/29/2013	03/29/2013	CLAIM		DEALERPREP	0	PAID	\$105.77	Basic Prep/Road Ready

CAIR Details

CAIR ID: [REDACTED]

CAIR Summary			
CAIR#:	[REDACTED]	CAIR Manager:	JAY SUSALLA
CAIR Category:	COMPLAINT/ISSUE	Status:	CLOSED
CAIR Type:	CUSTOMER	Last Updated By:	JSS15 82
Contact Type:	LETTER	Last Updated Date:	10/10/2014
Curr Resp:	JSS15 82		

Vehicle Details			
VIN:	1C4RJEBG8 EC [REDACTED]	Mileage:	1
Desc :	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR	Model Year:	2014
Body Model:	WK T P 74	Color:	PAU Granite Crystal Met. Clear Coat
Eng Desc:	ERB 3.6L V6 24V VVT Engine	Trans:	DFL 8-Spd Auto 845RE Trans (Make)

Reason Code	Narrative	Zone	Date	NIC
Product in Accident		82	08/27/2013	JSS15
Property Damage		82	08/27/2013	JSS15
Automatic Trans / Transaxle - Jumps Out of Gear/Park		82	08/27/2013	JSS15

Contact Information	
Vehicle Owner:	[REDACTED] SHERMAN OAKS CA [REDACTED]
Servicing Dealer:	CERRITOS DODGE INC 18803 STUDEBAKER RD CERRITOS CA 90703 5332
Vehicle Co-owner:	[REDACTED]
Representative:	JEFFREY PAUL 4625 WOODMAN AVE. SHERMAN OAKS CA 91423

CAIR Narrative	Zone	Date	NIC
POSTMARK DATE: 081313; DATE RECEIVED: 082613 Letter from Car Wash claiming car slipped into neutral, damaging other cars. No VIN provided, found this one in Coin, although letter says it was a 20137 All vehicles have been repaired. DOL 6-8-2013. Dictated letter.	82	08/26/2013 11:54:07 08/27/2013 8:46:45	JSS15
POSTMARK DATE: 082713; DATE RECEIVED: 082713 LETTER MAILED.	82	08/27/2013 10:49:24 08/27/2013 1:44:37	JSS15
POSTMARK DATE: 100914; DATE RECEIVED: 100914 Car wash owner writes again, dictated letter.	82	10/09/2014 2:31:23 10/10/2014 8:02:29	JSS15
POSTMARK DATE: 101014; DATE RECEIVED: 101014 LETTER MAILED.	82	10/10/2014 10:33:57 10/10/2014 1:04:29	JSS15

Print Close

[Main](#) | [CAIR](#) | [Image](#)

Vehicle Owner Information	Vehicle Information	Service Contract Information
Name: MR [REDACTED] <input type="checkbox"/> <input type="checkbox"/>	VIN: 1C4RJEBG8 EC [REDACTED]	There are no Service Contracts for this Vehicle
[REDACTED]	2014 JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR	
HUMMELSTOWN, PA- [REDACTED]	ISD 05/03/2013 Repchsd No Orig Owner Yes	
7020, UNITED STATES Last Upd: 09/28/2013	Last Repair 09/09/2014 @ 4010 M	
Phone No : [REDACTED]	WCC 536 Rest No Recalls Yes RRT Yes	
Secondary No : [REDACTED]		

Caller Information **Last 10 Callers**
 CAIR Catgy*
 Mileage* Mile Create CAIR

[Ownership Event History](#) | [Vehicle](#) | [Service Contract](#) | [Parts](#) | [Dealer Info](#)

[Events](#) | [Claims](#) | [DM Notes](#)

GCS Claims										
Claim	Dir	Date Completed	Odom	Date Processed	Auth #	Cond	Transaction	Status	Causal Lop	Actual Expense
[REDACTED]	60414	09/09/2014	4010	09/10/2014						144.61
						1	SAFETY/RECALL	PAID	05P14182	83.12
						2	SAFETY/RECALL	PAID	08N58184	61.49
PREPNV	43012	03/29/2013	0	03/29/2013						105.77
						1	DEALERPREP	PAID	85900040	105.77
SC Claims										
There is no SC Claim to display										

New Enter Vin: 1C4RJEBG8EC View
 VIN 1C4RJEBG8-EC Desc: 2014 - JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR
 Claims 138856 PREPNV

Claim	Condition	Parts	Labor	\$\$	Totals	Narratives	Attachments	Notes	Msg Codes	Rpr Dealer	Vehicle
Claim # VIN	Dealer	Date Received	Date Completed	Odometer	Currency	Submissions					
138856 1C4RJEBG8EC	0414	09/09/2014	09/09/2014	4010 M	LOCAL	09/10/2014 - 7450139 - S-N - PAID					

Dealer - 08414 FREEDOM CHRYSLER DODGE JEEP RAM

Claim Information		Msg Codes	
Claim Number :	138856	Type :	S
Owner Last Name :			
Vin :	1C4RJEBG8EC	Service Advisor :	40608N
Odometer :	4010 M	Authorization No. :	
Date Received :	09/09/2014	Claim Notes :	NO
Date Completed :	09/09/2014	Continuation :	N
In-Service Date :	05/03/2013	Prior Claim Number :	
Claim Currency :	USD		

Condition Summary			
Condition	LOP Description	Status	Type
1	05P14182 Safety Recall P14 - Brake Booster	Paid	S - Safety-Recall
2	08N58184 Safety Recall N58 - Reprogram Instrument Cluster & ABS Module / Alternator Ground Wire	Paid	S - Safety-Recall

GCS Calculated : 144.81 Actual Expense : 144.81 Dealer Submitted : 144.81



**Reprogram Instrument Cluster & ABS
Module/Alternator Ground Wire**

IMPORTANT SAFETY RECALL

N58 / NHTSA 13V-483

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

Chrysler has decided that certain 2014 model year Jeep® Grand Cherokee vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101 – Controls and Displays and No. 126 – Electronic Stability Control Systems.

The problem is... The instrument cluster on your vehicle may experience cluster blackout, illumination of multiple cluster warning lights and/or a loss of anti-lock brake system (ABS) / electronic stability control system function. A loss of instrument cluster illumination and/or loss of ABS function during certain driving conditions could 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 tighten the alternator ground wire and reprogram the instrument cluster and ABS module. The work will take about 1/2 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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



IMPORTANT SAFETY RECALL

P14 / NHTSA 14V-154

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

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

Dear: (Name)

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2011 through 2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles.

The problem is... The brake booster on your vehicle may prematurely corrode. If perforation of the brake booster shell (due to corrosion) occurs, the brake booster may ingest water during vehicle operation in wet weather conditions.

A brake booster that has experienced water ingestion may have the brake function compromised if the water inside the brake booster freezes. The driver may be required to apply additional application force to apply the brakes during sub-freezing driving conditions. An unexpected additional brake pedal application force requirement could slow the driver's brake application reaction time 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 test the brake booster, install a protective brake booster shield and/or replace the brake booster if required. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

Phone: [REDACTED]

[REDACTED]
Sherman Oaks, CA [REDACTED]

August 13, 2013

Marjorie Loeb Senior Vice President - General Counsel
Chrysler Group LLC
1000 Chrysler Dr.
Auburn Hills, MI USA 48326-2766

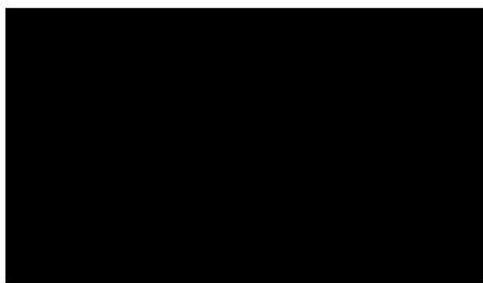
Dear Ms. Loeb:

Our company recently experienced an accident on June 8, 2013 when an employee placed a Jeep 2013 Grand Cherokee in park and it switched to neutral and rolled into another customer's vehicle causing damage to 2 cars. In an effort to satisfy our customers, we paid for the damage and rent-a car while the damage was being repaired. The total cost was \$3,938.21.

Enclosed are:

- 1) Customer Damage Reports
- 2) Copies of invoices totaling \$3,908.57.
- 3) Affidavit from employee, Urid Hernandez.
- 4) Video address of incident on YouTube: <http://youtu.be/mTc2bXMcpzg>

Since this is a known problem with your vehicle, we are requesting reimbursement of our costs.

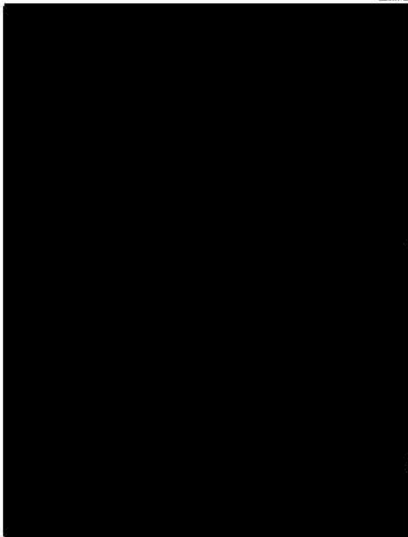


EC136944

Cc: NHTSA, 1200 New Jersey Ave., SE West Building, Washington DC 20590

RECEIVED

AUG 23 2013
Mail - 1st
Office of the General Counsel



Sherman Oaks, CA

4625 Woodman Ave
 11:27am 6-08-13
 SHIFT# 1 TERMINAL# 2
 CAR# 185 SLSMN# 9

Wheel Express	15.99
Auto Access	3.99
Fruit/Water	0.99
SALES TAX	0.36

TOTAL \$:	21.33
Cast:	25.00
CHANGE:	3.67

THANK YOU!
 48 HOUR RAIN CHECK
 KEEP YOUR RECEIPT

DAMMAGE REPO



SO

PHONE



EMAIL

AUTOMOBILE INFORMATION:

YEAR 2013 MAKE Jeep MODEL Grand Cherokee
 COLOR _____

DATE OF INCIDENT: 6-8-13

TIME OF INCIDENT (APPROX): 11:43 AM/PM

ADDITIONAL COMMENTS:

*Jeep rolled back and hit KIA.
 Damage to back bumper.*

CUSTOMER SIGNATURE _____

This report is not an acceptance of responsibility but will assist in our investigation.



Sherman Oaks, CA



DAMMAGE REPORT



PHONE

EMAIL _____

AUTOMOBILE INFORMATION:

YEAR 2012 MAKE Kia MODEL Optima

COLOR B/K

DATE OF INCIDENT: 6-8-13

TIME OF INCIDENT (APPROX): 11:43 AM/PM

ADDITIONAL COMMENTS:

Jeep rolled back and hit Kia.
Damage to front Bumper

CUSTOMER SIGNATURE



This report is not an acceptance of responsibility but will assist in our investigation.

**SPECIALISTS
IMPORTS AND
SPORTS CARS**

JOE'S AUTO BODY
4625 WOODMAN AVE.
SHERMAN OAKS, CA 91423
PHONE: 995-0236 995-0237
FAX: 995-3002



Policy or Claim No. _____
Date June 11 2013

Car Owner: [Redacted] Phone: _____
Make: Jeep Year: 2013 Body Style: Grand Cherokee Motor: _____
Mileage: _____ License No.: _____ Paint No.: _____ Trim No.: _____
Insurance Co.: _____ Adjuster: _____ Phone No.: _____ File No.: _____

Repair	Repair	DESCRIPTION OF REPAIRS	Sheet Metal Hours	Paint Hours	Mech Labor Hours	Parts and Material (List Price)	Subst and Mat Items
✓		Rear Bumper Cover	1.0	1.5		385.00	
✓		Rear Bumper Cover				184.00	
✓		Rt. Rear Bumper Reflector				40.00	
✓		Left Rear Reflector	1.5				
		Match the color					
		Clear Coat		1.0			
		Apply 2nd coat					
		Cycle the 2 over sprit					5.00
		Wash					5.00
Paid in Full							

ESTIMATE OF REPAIR COSTS THIS IS YOUR INVOICE

The above is an estimate of repairs required based on the inspection made. Additional parts or labor may be required after the work has started and will be charged for on a regular time and material basis.
Body work and paint guarantee for a year in a regular basis.
All parts removed will be junked unless Joe's Auto Body is otherwise instructed in writing before work is begun. Where new parts listed here-in or required are not available, old parts shall be repaired and charged for on a regular time and material basis.
The undersigned authorizes Joe's Auto Body to proceed with the above repairs for \$ _____ and agrees to pay charges for labor and material required which were not included in this estimate and are not a part of this estimate. Please charge card consistent with the above information and not a part of this estimate. Please charge card consistent with the above information and not a part of this estimate.

Mechanical

Labor: \$46.00 Hrs. @ 7 = 322.00
Duct Material: \$34.00 @ 3.5 = 119.00
Parts @ _____ Less % _____ = 612.00
Tax 9 % on 731.00 = 55.80

Subst and Mat Items _____
TOTAL 1128.90

**SPECIALISTS
IMPORTS AND
SPORTS CARS**

[Redacted]
SHERMAN OAKS, CA
[Redacted]



Policy or Claim No. _____
Date June 4 2013

ESTIMATE OF REPAIRS

Car Owner: [Redacted]
Make Kia Year 2012 Body Style Optima Serial 5AKPYAL0E
Mileage _____ License No. _____ Paint No. _____ Trim No. _____
Insurance Co. _____ Adjuster _____ Phone No. _____ File No. _____

Region	Pages	DESCRIPTION OF REPAIRS	Shop Hours	Paint Hours	Mech Labor Hours	Parts and Material (Est Price)	Sublet and Net Items
		Front bumper cover	2.5	35		626.77	
		Front bumper assembly	1.5				
		Left front fender hood lamp Assy	1.5				
		Match the color	.5				
		Clear coat		1.5			
		Spot red top piece	1.5				
		Paint in					
		Full					

ESTIMATE OF REPAIR COSTS THIS IS YOUR INVOICE

The above is an estimate of repairs required based on the inspection made. Additional parts or labor may be required after the work has started and will be charged for on a regular time and material basis.
Body work and paint guarantee for a year in a regular basis.
All parts removed will be junked unless Joe's Auto Body is otherwise instructed in writing before work is begun. Where new parts listed here-on or required are not available, old parts shall be required and charged for on a regular time and material basis.
The undersigned authorizes Joe's Auto Body to proceed with the above repairs for \$ _____ and agrees to pay charges for labor and material required which were not evident upon inspection and are not a part of this estimate. Unpaid charges shall constitute a lien upon the above identified vehicle, and the undersigned shall be responsible for costs of collection, including attorney's fees and court costs.

Mechanical

Labor \$46 Hrs. @ 10 \$ 460.00
Duce Material \$34 @ 5 \$ 170.00
Parts \$ _____ Less % _____ \$ 525.77
Tax 9.00 % on \$ 695.77 \$ 62.62
Sublet and Net Items _____ \$ _____
TOTAL \$ 1217.62

Estimate submitted by _____
This estimate expires _____

JUN. 19. 2013 12:54PM



Hertz
Local Edition

No. 2778 P. 1
SP

ORIGINAL INVOICE

Hertz Local Edition
6720 Lantershire Blvd.
N. Hollywood, CA 91605
818-764-3972



RENTINLOC
DATE OF
DATE IN

CANHL05
6/19/2013
6/19/2013
ESTIMATED CHARGES



RENTER'S NAME: **Mohammadhani, Shehram**

7 Day @

\$199

\$251.93

MISCELLANEOUS INFORMATION
2012 Kia Optima

Sub-Total

\$251.93

VLF

000

\$0.00

TAX

9.89%

\$22.67

LDW

000

\$0.00

INS PAY

\$0.00

ADDITIONAL CHARGES OR CREDITS

\$300.82

TOTAL BILL

\$575.42

AMOUNT PAID

\$575.42



** PAYMENT IS DUE UPON RECEIPT **



6/19/2013

Paid

\$575.42

Thank You For Choosing Hertz Local Edition



Local Edition

ORIGINAL INVOICE

[REDACTED]
SHERMAN OAKS, CA

RENTING LOC:
DATE OUT:
DATE IN:

INVOICE NUMBER
[REDACTED]

STUDIO CITY
6/17/2013
6/18/2013
ESTIMATED CHARGES

BILLING INFORMATION

RENTER'S NAME:
[REDACTED]

Upg Dys

MISCELLANEOUS INFORMATION

DESCRIPTION

1	Days @	\$4.99
0	UPGRADES/Day	\$0.00
	Sub-Total	\$44.99
0	VLF	\$0.17
	TAX	9.00%
1	LDW	\$15.00
1	LIS	\$13.95
	PEC	
1	PERS	\$6.49
	FUEL	\$0.00

CHARGES

\$44.99
\$0.00
\$44.99
\$0.00
\$4.63
\$15.00
\$13.95
\$6.49
\$0.00

ADDITIONAL CHARGES OR CREDITS

TOTAL BILL \$85.06
CC CHARGED AMT: \$0.00

AMOUNT DUE

\$85.06

Thank You For Choosing Hertz Local Edition

Jun. 20, 2013 3:15PM

RR H3377830
1640085

Hertz

R RR H337783 No. 2796 P. 1/1
VWP ENHMM

RENT RATE 7 @ \$ 24.99 1 DAY 3 251.93

RENT RATE 11 @ \$ 36.24 1 DAY 3 400.64

SUBTOTAL 78 291.93

CHARGES ADDED DURING RENTAL

LDW 7 @ \$ 15.00 / DAY 105.00

LS 7 @ \$ 13.95 / DAY 97.65

PALPEC 7 @ \$ 8.96 / DAY 62.63

SUBTOTAL 11 400.64

CHARGES ADDED DURING RENTAL

LDW 11 @ \$ 18.99 / DAY 208.89

LS 11 @ \$ 13.95 / DAY 153.45

PALPEC 11 @ \$ 9.05 / DAY 81.45

PERS \$ 6.00 / DAY T

PERS \$ 6.00 / DAY T

SERVICE CHARGES/TAXES

SERVICE CHARGES/TAXES

FUEL TAX 3.75 %
TAX 12.75 % ON EST. TAXABLE TTL \$ 207.36 1 207.36

CUSTOMER CHARGE 1 873.42

CHARGED ONE: MC XXXXXXXXXXXXXXXXXX 1 873.42

CUSTOMER BALANCE 1 0.00

FUEL TAX 3.75 %
TAX 12.75 % ON EST. TAXABLE TTL \$ 492.21 1 492.21

CUSTOMER CHARGE 1 831.31

CHARGED ONE: MC XXXXXXXXXXXXXXXXXX 1 831.31

CUSTOMER BALANCE 1 0.00

FOR EXPLANATION OF THE ABOVE CHARGES, PLEASE ASK A REPRESENTATIVE OR GO TO WWW.HERTZ.COM/CHARGES EXPLAINED

FOR EXPLANATION OF THE ABOVE CHARGES, PLEASE ASK A REPRESENTATIVE OR GO TO WWW.HERTZ.COM/CHARGES EXPLAINED

VEHICLE: 0219M/2500031 13 BLACK LIC: AZ A3015999
RENTED: NORTH HOLLYWOOD HLE 06/18/13 12:49
RETURN: NORTH HOLLYWOOD HLE 06/19/13 12:00

VEHICLE: 0228M/171804 13 NISSAN LIC: CA 4ZC1632
RENTED: NORTH HOLLYWOOD HLE 06/18/13 12:47
RETURN: NORTH HOLLYWOOD HLE 06/19/13 12:46

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.

1) Visit WWW.HERTZSURVEY.COM

1) Visit WWW.HERTZSURVEY.COM

2) Enter Access Code: 87185 3) Take Brief Survey

2) Enter Access Code: 87185 3) Take Brief Survey

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

7/22/13

Hertz Local Edition

**1,591.69

One Thousand Five Hundred Ninety-One and 69/100

Hertz
13119 Ventura Blvd.
Studio City, CA 91604

Hertz Local Edition				7/22/13		
Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
6/8/13	Bill	[REDACTED]	575.42	575.42		575.42
6/8/13	Bill	[REDACTED]	931.21	931.21		931.21
6/17/13	Bill	[REDACTED]	85.06	85.06		85.06
				Check Amount		1,591.69

WELLS 6367 (new)

1,591.69

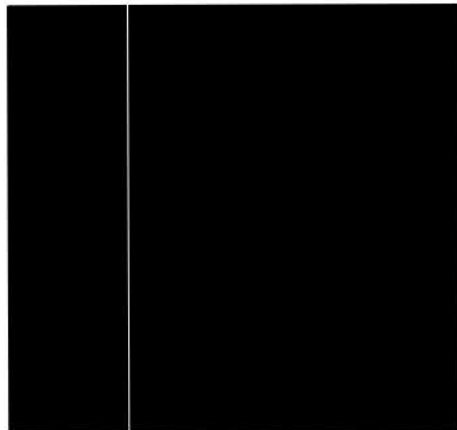
Hertz Local Edition				7/22/13		
Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
6/8/13	Bill	[REDACTED]	575.42	575.42		575.42
6/8/13	Bill	[REDACTED]	931.21	931.21		931.21
6/17/13	Bill	[REDACTED]	85.06	85.06		85.06
				Check Amount		1,591.69

WELLS 6367 (new)

1,591.69

7-27-13

I got in the car proceeded to move it so it could go in to the tunnel. I drove it, threw the cones so I could block off the express lane then I put it in park got off and walked to the next car that was on the far lane on the left and as I'm about to get into the car the jepp that I had just parked starts rolling back. So I tried running to the car but it was too late.





August 13, 2013

Marjorie Loeb Senior Vice President - General Counsel
Chrysler Group LLC
1000 Chrysler Dr.
Auburn Hills, MI USA 48326-2766

Dear Ms. Loeb:

Our company recently experienced an accident on June 8, 2013 when an employee placed a Jeep 2013 Grand Cherokee in park and it switched to neutral and rolled into another customer's vehicle causing damage to 2 cars. In an effort to satisfy our customers, we paid for the damage and rent-a car while the damage was being repaired. The total cost was \$3,938.21.

Enclosed are:

- 1) Customer Damage Reports
- 2) Copies of invoices totaling \$3,908.57.
- 3) Affidavit from employee, Urid Hernandez.
- 4) Video address of incident on YouTube: <http://youtu.be/mTc2bXMcpzg>

primarily sent on 8/13/13

Since this is a known problem with your vehicle, we are requesting reimbursement of our costs.

Very truly yours,

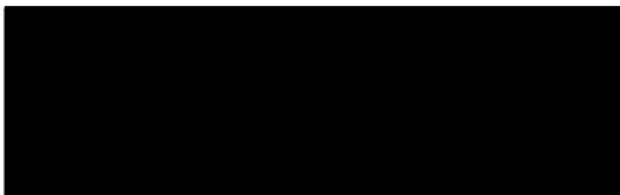


Cc: NHTSA, 1200 New Jersey Ave., SE West Building, Washington DC 20590

RECEIVED

OCT 01 2014

Office of the General Counsel



[Home](#)

Update: Faulty, expensive equipment cause of Chrysler acceleration problems

September 22, 2014

NEW YORK — The totally integrated power module, or TIPM, has been found to be the cause of electrical system malfunctions in certain late-model Chrysler vehicles, according to a press release.

The release reported that the National Highway Traffic and Safety Administration (NHTSA) has received at least 240 consumer complaints about the issue.

CBS News reported that Chrysler has submitted “at least 20 death claims,” stated the release.

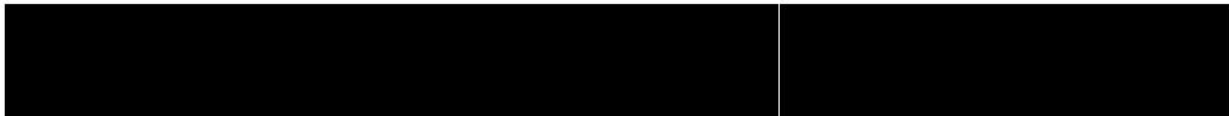
Read also: Another Jeep, another carwash, another accident

The TIPM’s main purpose is to ensure the safe operation of the vehicle in which it is installed, noted the release.

In a letter to the NHTSA, the Center for Auto Safety (CAS) said complaints about TIPM usually blame the device for causing the affected vehicles to stall in traffic or not start when the ignition is switched to “on,” reported the release.

CAS also said the fuel pumps have failed to shut off, resulting in unintended acceleration and fire, explained the release.

Law firm Weitz & Luxenberg has begun an investigation into the matter, noted the release.





October 10, 2014

[REDACTED]
Sherman Oaks, CA [REDACTED]

Our File: [REDACTED]
Date of Incident: 6-8-2013

Dear Mr. [REDACTED]

This will acknowledge your most recent contact, regarding an accident at your facility.

We have reviewed your letter and the balance of the file. We are unable to glean any additional information that would allow us to change our previous position, as referenced in our letter of August 27, 2013.

Thank you for writing.

Sincerely,

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

JSS/sk

Jeep[®]

2014 **Grand Cherokee**
OWNER'S MANUAL

STARTING AND OPERATING

CONTENTS

■ STARTING PROCEDURES	395	□ Key Ignition Park Interlock	402
□ Automatic Transmission	395	□ Brake/Transmission Shift Interlock System	402
□ Keyless Enter-N-Go™	396	□ Fuel Economy (ECO) Mode	403
□ Normal Starting	396	□ Eight-Speed Automatic Transmission	404
□ Extreme Cold Weather (Below -20°F Or -29°C)	398	■ FOUR-WHEEL DRIVE OPERATION	413
□ If Engine Fails To Start	398	□ Quadra-Trac I® Operating Instructions/ Precautions — If Equipped	413
□ After Starting	400	□ Quadra-Trac II® Operating Instructions/ Precautions — If Equipped	413
■ ENGINE BLOCK HEATER — IF EQUIPPED	400	□ Shift Positions	415
■ AUTOMATIC TRANSMISSION	400		

- FUEL SAVER TECHNOLOGY 5.7L ENGINE ONLY — IF EQUIPPED443
- PARKING BRAKE443
- ELECTRONIC BRAKE CONTROL SYSTEM446
 - Anti-Lock Brake System446
 - Traction Control System (TCS)448
 - Brake Assist System (BAS)448
 - Electronic Roll Mitigation (ERM)449
 - Electronic Stability Control (ESC)450
 - Trailer Sway Control (TSC)453
 - Hill Start Assist (HSA)454
 - Ready Alert Braking — If Equipped456
 - Rain Brake Support — If Equipped456

- Hill Descent Control (HDC) — If Equipped (Four-Wheel Drive Models With MP3023 Two-Speed Transfer Case Only)457
- Select Speed Control (SSC) — If Equipped (Four-Wheel Drive Models With MP3023 Two-Speed Transfer Case Only)460
- ESC Activation/Malfunction Indicator Light And ESC OFF Indicator Light464
- TIRE SAFETY INFORMATION465
 - Tire Markings465
 - Tire Identification Number (TIN).....469
 - Tire Terminology And Definitions471
 - Tire Loading And Tire Pressure472
- TIRES — GENERAL INFORMATION477
 - Tire Pressure477

STARTING PROCEDURES

Before starting your vehicle, adjust your seat, adjust the inside and outside mirrors, fasten your seat belt, and if present, instruct all other occupants to buckle their seat belts.

WARNING!

- When leaving the vehicle, always make sure the keyless ignition mode is in the "OFF" mode, remove the Key Fob from the vehicle and lock the vehicle.
- Never leave children alone in a vehicle, or with access to an unlocked vehicle. Leaving children in a vehicle unattended is dangerous for a number of reasons. A child or others could be seriously or fatally injured. Children should be warned not to touch the parking brake, brake pedal or the shift lever.

(Continued)

WARNING! (Continued)

- Do not leave the Key Fob in or near the vehicle (or in a location accessible to children), and do not leave the ignition of a vehicle equipped with Keyless Enter-N-Go™ ACC or RUN mode. A child could operate power windows, other controls, or move the vehicle.

Automatic Transmission

The shift lever must be in the NEUTRAL or PARK position before you can start the engine. Apply the brakes before shifting into any driving gear.

5

WARNING! (Continued)

- Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.
- When leaving the vehicle, always make sure the ignition switch is in the OFF position, remove the key fob from the vehicle, and lock the vehicle.

(Continued)

WARNING! (Continued)

- Never leave children alone in a vehicle, or with access to an unlocked vehicle. Allowing children to be in a vehicle unattended is dangerous for a number of reasons. A child or others could be seriously or fatally injured. Children should be warned not to touch the parking brake, brake pedal or the transmission gear selector.
- Do not leave the key fob in or near the vehicle (or in a location accessible to children), and do not leave the ignition of a vehicle equipped with Keyless Enter-N-Go™ in the ACC or ON/RUN mode. A child could operate power windows, other controls, or move the vehicle.

5

CAUTION!

Damage to the transmission may occur if the following precautions are not observed:

- Shift into PARK only after the vehicle has come to a complete stop.
- Shift into or out of REVERSE only after the vehicle has come to a complete stop and the engine is at idle speed.
- Do not shift between PARK, REVERSE, NEUTRAL, or DRIVE when the engine is above idle speed.
- Before shifting into any gear, make sure your foot is firmly pressing the brake pedal.

NOTE: You must press and hold the brake pedal while shifting out of PARK.

Key Ignition Park Interlock

This vehicle is equipped with a Key Ignition Park Interlock which requires the transmission to be in PARK before the engine can be turned off. This helps the driver avoid inadvertently leaving the vehicle without placing the transmission in PARK.

This system also locks the transmission in PARK whenever the ignition switch is in the OFF position.

Brake/Transmission Shift Interlock System

This vehicle is equipped with a Brake Transmission Shift Interlock System (BTSI) that holds the shift lever in PARK unless the brakes are applied. To shift the transmission out of PARK, the engine must be running and the brake pedal must be pressed.

The brake pedal must also be pressed to shift from NEUTRAL into DRIVE or REVERSE when the vehicle is stopped or moving at low speeds.

If necessary, add fluid to restore to the proper indicated level. With a clean cloth, wipe any spilled fluid from all surfaces. Refer to "Fluids, Lubricants, and Genuine Parts" in "Maintaining Your Vehicle" for further information.

FUEL SAVER TECHNOLOGY 5.7L ENGINE ONLY — IF EQUIPPED

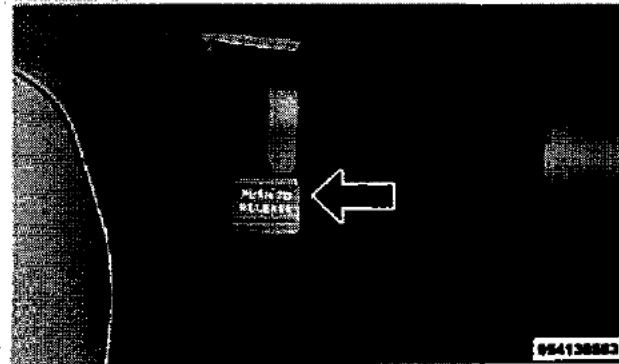
This feature offers improved fuel economy by shutting off four of the engine's eight cylinders during light load and cruise conditions. The system is automatic with no driver inputs or additional driving skills required.

NOTE: This system may take some time to return to full functionality after a battery disconnect.

PARKING BRAKE

Before leaving the vehicle, make sure that the parking brake is fully applied and place the shift lever in the PARK position.

The foot operated parking brake is located below the lower left corner of the instrument panel. To apply the park brake, firmly push the park brake pedal fully. To release the parking brake, press the park brake pedal a second time and let your foot up as you feel the brake disengage.



Parking Brake

When the parking brake is applied with the ignition switch in the ON position, the "Brake Warning Light" in the instrument cluster will illuminate.

NOTE:

- When the parking brake is applied and the transmission is placed in gear, the "Brake Warning Light" will flash. If vehicle speed is detected, a chime will sound to alert the driver. Fully release the parking brake before attempting to move the vehicle.
- This light only shows that the parking brake is applied. It does not show the degree of brake application.

When parking on a hill, it is important to turn the front wheels toward the curb on a downhill grade and away from the curb on an uphill grade. Apply the parking brake before placing the shift lever in PARK, otherwise the load on the transmission locking mechanism may make it difficult to move the shift lever out of PARK. The parking brake should always be applied whenever the driver is not in the vehicle.

WARNING!

- Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.
- When leaving the vehicle, always remove the Key Fob from the ignition and lock your vehicle.

(Continued)

WARNING! (Continued)

- Never leave children alone in a vehicle, or with access to an unlocked vehicle. Allowing children to be in a vehicle unattended is dangerous for a number of reasons. A child or others could be seriously or fatally injured. Children should be warned not to touch the parking brake, brake pedal or the shift lever.
- When leaving the vehicle, always make sure the keyless ignition mode is in the "OFF" mode, remove the Key Fob from the vehicle and lock the vehicle.

(Continued)

WARNING! (Continued)

- Do not leave the Key Fob in or near the vehicle or in a location accessible to children, and do not leave the ignition of a vehicle equipped with Keyless Enter-N-Go™ in the ACC or ON/RUN mode. A child could operate power windows, other controls, or move the vehicle.
- Be sure the parking brake is fully disengaged before driving; failure to do so can lead to brake failure and a collision.
- Always fully apply the parking brake when leaving your vehicle, or it may roll and cause damage or injury. Also be certain to leave the transmission in PARK. Failure to do so may allow the vehicle to roll and cause damage or injury.

STATE OF CALIFORNIA

2014 VEHICLE CODE



THROUGH THE
2013
LEGISLATIVE
SESSION

Fast Finder

To quickly find a section—Follow the arrows on the side of this page to the matching black bars on the side of the *California Vehicle Code* book and open at the black bar.

<ul style="list-style-type: none"> • Words & Phrases Defined • Administration 	<p><i>Divisions 1-2</i></p> <p><i>Sections 1-3079</i></p>	▶
<ul style="list-style-type: none"> • Registration of Vehicles & Certificates of Title • Registration & Transfer of Vessels • Vehicle Sales 	<p><i>Divisions 3-3.6</i></p> <p><i>Sections 4000-9993</i></p>	▶
<ul style="list-style-type: none"> • Special Antitheft Laws • Occupational Licensing & Business Regulations 	<p><i>Divisions 4-5</i></p> <p><i>Sections 10500-12217</i></p>	▶
<ul style="list-style-type: none"> • Drivers' Licenses • Motor Vehicle Transactions with Minors • Unattended Child in Motor Vehicle Safety Act 	<p><i>Divisions 6-6.7</i></p> <p><i>Sections 12500-15632</i></p>	▶
<ul style="list-style-type: none"> • Financial Responsibility Laws • Civil Liability • Accidents & Accident Reports 	<p><i>Divisions 7-10</i></p> <p><i>Sections 16000-20018</i></p>	▶
<ul style="list-style-type: none"> • Rules of the Road • DUI Sentencing 	<p><i>Division 11-11.5</i></p> <p><i>Sections 21000-23702</i></p>	▶
<ul style="list-style-type: none"> • Equipment of Vehicles • Towing & Loading • Transportation of Hazardous Materials 	<ul style="list-style-type: none"> • Safety Regulations • Motor Carriers of Property • Motor Vehicle Damage Control <p><i>Divisions 12-14.9</i></p> <p><i>Sections 24000-34725</i></p>	▶
<ul style="list-style-type: none"> • Size, Weight, & Load • Implements of Husbandry • Off-Highway Vehicles • Autonomus Vehicles 	<ul style="list-style-type: none"> • Bicycles • Offenses & Prosecution • Penalties & Disposition of Fees <p><i>Divisions 15-18</i></p> <p><i>Sections 35000-42277</i></p>	▶
<ul style="list-style-type: none"> • Appendix A—Other Laws Relating to the Use or Operation of Motor Vehicles • Appendix B—List of Violations of the Vehicle Code • Appendix C—Vehicle Code Index 	<p><i>Appendices,</i></p> <p><i>List of Violations,</i></p> <p><i>and Index</i></p>	▶

DIVISION 7. FINANCIAL RESPONSIBILITY LAWS

Chapter 1. Compulsory Financial Responsibility (Repealed and added Ch. 1409, Stats. 1974, Effective January 1, 1975.)

Article 1. Accident Reports (Repealed and added Ch. 1409, Stats. 1974, Effective January 1, 1975.)

Accident Report

16000. (a) The driver of a motor vehicle who is in any manner involved in an accident originating from the operation of the motor vehicle on a street or highway, or is involved in a reportable off-highway accident, as defined in Section 16000.1, that has resulted in damage to the property of any one person in excess of seven hundred fifty dollars (\$750), or in bodily injury, or in the death of any person shall report the accident, within 10 days after the accident, either personally or through an insurance agent, broker, or legal representative, on a form approved by the department, to the office of the department at Sacramento, subject to this chapter. The driver shall identify on the form, by name and current residence address, if available, any person involved in the accident complaining of bodily injury.

(b) A report is not required under subdivision (a) if the motor vehicle involved in the accident was owned or leased by, or under the direction of, the United States, this state, another state, or a local agency.

(c) If none of the parties involved in an accident has reported the accident to the department under this section within one year following the date of the accident, the department is not required to file a report on the accident and the driver's license suspension requirements of Section 16001 or 16070 do not apply.

Amended Sec. 30, Ch. 594, Stats. 2001, Effective January 1, 2001.

Reportable Off-Highway Accident

16000.1. (a) For purposes of this division, a "reportable off-highway accident" means an accident which includes all of the following:

- (1) Occurs off the street or highway.
- (2) Involves a vehicle that is subject to registration under this code.
- (3) Results in damages to the property of any one person in excess of seven hundred fifty dollars (\$750) or in bodily injury or in the death of any person.

(b) A "reportable off-highway accident" does not include any accident which occurs off-highway in which damage occurs only to the property of the driver or owner of the motor vehicle and no bodily injury or death of a person occurs.

Amended Sec. 3, Ch. 766, Stats. 2002, Effective January 1, 2003.

Uninsured Motor Vehicle

16000.7. As used in this division an "uninsured motor vehicle" is a motor vehicle for which financial responsibility as provided in Section 16021 was not in effect at the time of the accident.

Added Ch. 519, Stats. 1979, Effective January 1, 1980.

Evidence of Financial Responsibility: Failure to Provide Due to Acts of Insurance Agent or Broker

16000.8. (a) Notwithstanding any other provision of this chapter, if the failure of the driver of a motor vehicle involved in an accident to prove the existence of financial

responsibility, as required by Section 16020, was due to the fraudulent acts of an insurance agent or broker, the department shall terminate any suspension action taken pursuant to Section 16070, when both of the following conditions are met:

(1) The driver provides documentation from the Department of Insurance that the insurance agent or broker has been found to have committed fraud in the transaction of automobile liability insurance, or provides documentation that criminal charges have been filed against the agent or broker due to fraud or theft related to the sale of automobile liability insurance.

(2) The driver furnishes proof to the department that financial responsibility meeting the requirements of Section 16021 is currently in effect.

(b) It is the intent of the Legislature in enacting this section that individuals who are the victims of insurance fraud not be penalized for violating the financial responsibility laws when that violation was due to the fraudulent acts of others. Persons with documented evidence of fraud involving their insurance coverage, such as where an insurance agent accepted the premium payment for coverage but willfully failed to obtain the coverage and led the customer to believe insurance was in effect, should retain their driving privileges provided they give evidence that valid liability insurance is currently in effect.

Added Sec. 6, Ch. 1154, Stats. 1996, Effective January 1, 1997.

Driverless Runaway Vehicle

16001. If the vehicle involved was a driverless runaway vehicle and was parked with the express or implied permission of the registered owner, the registered owner of the vehicle shall be construed to have been the driver of the vehicle for the purposes of this chapter.

Repealed and added Ch. 1300, Stats. 1971, Effective January 1, 1975, with no change in content.

Vehicle of Employer: Vehicle of Publicly Owned or Operated Transit System

16002. (a) If the driver at the time of the accident was driving a motor vehicle owned, operated, or leased by the employer of the driver and with the permission of the employer, then the driver shall within five days after the accident report the accident to his employer on a form approved by the employer. Within 10 days after receipt of the report the employer shall transmit a report on a form approved by the department to the office of the department at Sacramento, except that an employer need not transmit such report when the vehicle involved in the accident is owned or operated as described in Section 16051 or 16052, or is owned or operated by any person or corporation who has filed with the department a certificate of an insurance carrier or surety company that there is in effect a policy or bond meeting the requirements of Section 16056 and when such policy or bond is in force with respect to the vehicle at the time of the accident.

(b) The driver of a vehicle that is owned or operated by a publicly owned or operated transit system, or that is operated under contract with a publicly owned or operated transit system, and that is used to provide regularly scheduled transportation to the general public or for other official business of the system shall, within 10 days of the occurrence of the accident, report to the transit system any accident of a type otherwise required to be reported pursuant to subdivision (a) of Section 16000. The transit system shall maintain records

DIVISION 10. ACCIDENTS AND ACCIDENT REPORTS

Chapter 1. Accidents and Accident Reports

Application of Division

20000. The provisions of this division apply upon highways and elsewhere throughout the State, unless expressly provided otherwise.

Duty to Stop at Scene of Accident

20001. (a) The driver of a vehicle involved in an accident resulting in injury to a person, other than himself or herself, or in the death of a person shall immediately stop the vehicle at the scene of the accident and shall fulfill the requirements of Sections 20003 and 20004.

(b) (1) Except as provided in paragraph (2), a person who violates subdivision (a) shall be punished by imprisonment in the state prison, or in a county jail for not more than one year, or by a fine of not less than one thousand dollars (\$1,000) nor more than ten thousand dollars (\$10,000), or by both that imprisonment and fine.

(2) If the accident described in subdivision (a) results in death or permanent, serious injury, a person who violates subdivision (a) shall be punished by imprisonment in the state prison for two, three, or four years, or in a county jail for not less than 90 days nor more than one year, or by a fine of not less than one thousand dollars (\$1,000) nor more than ten thousand dollars (\$10,000), or by both that imprisonment and fine. However, the court, in the interests of justice and for reasons stated in the record, may reduce or eliminate the minimum imprisonment required by this paragraph.

(3) In imposing the minimum fine required by this subdivision, the court shall take into consideration the defendant's ability to pay the fine and, in the interests of justice and for reasons stated in the record, may reduce the amount of that minimum fine to less than the amount otherwise required by this subdivision.

(c) A person who flees the scene of the crime after committing a violation of Section 191.5 of, or paragraph (1) of subdivision (c) of Section 192 of the Penal Code, upon conviction of any of those sections, in addition and consecutive to the punishment prescribed, shall be punished by an additional term of imprisonment of five years in the state prison. This additional term shall not be imposed unless the allegation is charged in the accusatory pleading and admitted by the defendant or found to be true by the trier of fact. The court shall not strike a finding that brings a person within the provisions of this subdivision or an allegation made pursuant to this subdivision.

(d) As used in this section, "permanent, serious injury" means the loss or permanent impairment of function of a bodily member or organ.

Amended Sec. 30, Ch. 747, Stats. 2006. Effective January 1, 2009.

Permissible Action: Duty Where Property Damaged

20002. (a) The driver of any vehicle involved in an accident resulting only in damage to any property, including vehicles, shall immediately stop the vehicle at the nearest location that will not impede traffic or otherwise jeopardize the safety of other motorists. Moving the vehicle in accordance with this subdivision does not affect the question of fault. The driver shall also immediately do either of the following:

(1) Locate and notify the owner or person in charge of that property of the name and address of the driver and owner of the vehicle involved and, upon locating the driver of any other vehicle involved or the owner or person in charge of any damaged property, upon being requested, present his or her driver's license, and vehicle registration, to the other driver, property owner, or person in charge of that property. The information presented shall include the current residence address of the driver and of the registered owner. If the registered owner of an involved vehicle is present at the scene, he or she shall also, upon request, present his or her driver's license information, if available, or other valid identification to the other involved parties.

(2) Leave in a conspicuous place on the vehicle or other property damaged a written notice giving the name and address of the driver and of the owner of the vehicle involved and a statement of the circumstances thereof and shall without unnecessary delay notify the police department of the city wherein the collision occurred or, if the collision occurred in unincorporated territory, the local headquarters of the Department of the California Highway Patrol.

(b) Any person who parks a vehicle which, prior to the vehicle again being driven, becomes a runaway vehicle and is involved in an accident resulting in damage to any property, attended or unattended, shall comply with the requirements of this section relating to notification and reporting and shall, upon conviction thereof, be liable to the penalties of this section for failure to comply with the requirements.

(c) Any person failing to comply with all the requirements of this section is guilty of a misdemeanor and, upon conviction thereof, shall be punished by imprisonment in the county jail not exceeding six months, or by a fine not exceeding one thousand dollars (\$1,000), or by both that imprisonment and fine.

Amended Sec. 10, Ch. 925, Stats. 2001. Effective January 1, 2002.

Duty Upon Injury or Death

20003. (a) The driver of any vehicle involved in an accident resulting in injury to or death of any person shall also give his or her name, current residence address, the names and current residence addresses of any occupant of the driver's vehicle injured in the accident, the registration number of the vehicle he or she is driving, and the name and current residence address of the owner to the person struck or the driver or occupants of any vehicle collided with, and shall give the information to any traffic or police officer at the scene of the accident. The driver also shall render to any person injured in the accident reasonable assistance, including transporting, or making arrangements for transporting, any injured person to a physician, surgeon, or hospital for medical or surgical treatment if it is apparent that treatment is necessary or if that transportation is requested by any injured person.

(b) Any driver or injured occupant of a driver's vehicle subject to the provisions of subdivision (a) shall also, upon being requested, exhibit his or her driver's license, if available, or, in the case of an injured occupant, any other available identification, to the person struck or to the driver or occupants of any vehicle collided with, and to any traffic or police officer at the scene of the accident.

Amended Ch. 1247, Stats. 1991. Effective January 1, 1993.

Duty Upon Death

20001. In the event of death of any person resulting from an accident, the driver of any vehicle involved after fulfilling the requirements of this division, and if there be no traffic or police officer at the scene of the accident to whom to give the information required by Section 20003, shall, without delay, report the accident to the nearest office of the Department of the California Highway Patrol or office of a duly authorized police authority and submit with the report the information required by Section 20003.

Driver Without License

20006. If the driver does not have his driver's license in his possession, he shall exhibit other valid evidences of identification to the occupants of a vehicle with which he collided.

Duty to Report Accidents

20008. (a) The driver of a vehicle, other than a common carrier vehicle, involved in any accident resulting in injuries to or death of any person shall within 24 hours after the accident make or cause to be made a written report of the accident to the Department of the California Highway Patrol or, if the accident occurred within a city, to either the Department of the California Highway Patrol or the police department of the city in which the accident occurred. If the agency which receives the report is not responsible for investigating the accident, it shall immediately forward the report to the law enforcement agency which is responsible for investigating the accident.

On or before the fifth day of each month, every police department which received a report during the previous calendar month of an accident which it is responsible for investigating shall forward the report or a copy thereof to the main office of the Department of the California Highway Patrol at Sacramento.

(b) The owner or driver of a common carrier vehicle involved in any such accident shall make a like report to the Department of California Highway Patrol on or before the 10th day of the month following the accident.

Amended Ch. 221, Stats. 1970 Effective November 23, 1970.

Supplemental Reports

20009. The Department of the California Highway Patrol may require any driver, or the owner of a common carrier vehicle, involved in any accident of which a report must be made as provided in Section 20008 to file supplemental reports and may require witnesses of accidents to render reports to it whenever the original report is insufficient in the opinion of such department.

Driver Unable to Report

20010. Whenever the driver of a vehicle is physically incapable of making a required accident report, any occupant in the vehicle at the time of the accident shall make the report or cause it to be made.

Coroner's Report

20011. Every coroner shall on or before the tenth day of each month report in writing to the Department of the California Highway Patrol the death of any person during the preceding calendar month as the result of an accident involving a motor vehicle and the circumstances of the accident.

Reports Confidential: Exceptions

20012. All required accident reports, and supplemental reports, shall be without prejudice to the individual so reporting and shall be for the confidential use of the Department of Motor Vehicles and the Department of the California Highway Patrol, except that the Department of the California Highway Patrol or the law enforcement agency to whom the accident was reported shall disclose the entire contents of the reports, including, but not limited to, the names and addresses of persons involved or injured in, or witnesses to, an accident, the registration numbers and descriptions of vehicles involved, the date, time and location of an accident, all diagrams, statements of the drivers involved or occupants injured in the accident and the statements of all witnesses, to any person who may have a proper interest therein, including, but not limited to, the driver or drivers involved, or the guardian or conservator thereof, the parent of a minor driver, the authorized representative of a driver, or to any named person injured therein, the owners of vehicles or property damaged thereby, persons who may incur civil liability, including liability based upon a breach of warranty arising out of the accident, and any attorney who declares under penalty of perjury that he or she represents any of the above persons.

A request for a copy of an accident report shall be accompanied by payment of a fee, provided such fee shall not exceed the actual cost of providing the copy.

Amended Ch. 1217, Stats. 1991 Effective January 1, 1995

Reports as Evidence

20013. No such accident report shall be used as evidence in any trial, civil or criminal, arising out of an accident, except that the department shall furnish upon demand of any person who has, or claims to have, made such a report or upon demand of any court, a certificate showing that a specified accident report has or has not been made to the department solely to prove a compliance or failure to comply with the requirement that such a report be made to the department.

Amended Ch. 1906, Stats. 1959 Effective September 18, 1959

Use of Reports

20014. All required accident reports and supplemental reports and all reports made to the Department of the California Highway Patrol by any peace officer, member of the Department of the California Highway Patrol, or other employee of the Department of Motor Vehicles and the Department of the California Highway Patrol, shall be immediately available for the confidential use of any division in the department needing the same, for confidential use of the Department of Transportation, and, with respect to accidents occurring on highways other than state highways, for the confidential use of the local authority having jurisdiction over the highway.

Amended Ch. 315, Stats. 1974 Effective January 1, 1975

Counter Reports: No Determination of Fault

20015. (a) No traffic or police officer shall include in any counter report of a property-damage accident, as defined in this section, any determination by the peace officer of fault of the reporting person, including, but not limited to, inattentiveness. This section does not apply to a determination which is the result of an examination of the physical evidence

of the accident at the site of the accident by the traffic or police officer or the result of an express, knowing admission of the reporting person if the basis for the determination is also included in the report.

(b) As used in this section, "counter report of a property-damage accident" means any report of an accident involving one or more vehicles which meets the following criteria:

(1) The accident reported caused damage to property, but did not cause personal injury to or the death of any person.

(2) The report is prepared at an office of the California Highway Patrol or local law enforcement agency.

(3) The report is written or recorded by, or with the assistance of, a peace officer.

Added Ch. 851, Stats. 1984 Effective January 1, 1985

Persons Injured on Highways

20016. Any peace officer, any member of an organized fire department or fire protection district, any employee of the Department of Transportation assigned to maintenance operations, or any member of the California Highway Patrol may transport or arrange for the transportation of any person injured in an accident upon any highway to a physician and surgeon or hospital, if the injured person does not object to such transportation. Any officer, member, or employee exercising ordinary care and precaution shall not be liable for any damages due to any further injury or for any medical, ambulance, or hospital bills incurred in behalf of the injured party.

Amended Ch. 545, Stats. 1974 Effective January 1, 1975

Pesticide Spills

20017. Any peace officer who knows, or has reasonable cause to believe, that a pesticide has been spilled or otherwise accidentally released, shall report the spill as required in Section 105215 of the Health and Safety Code.

Amended Sec. 125, Ch. 1023, Stats. 1996 Effective September 29, 1996

Assistance to Motorists

20018. Every law enforcement agency having traffic law enforcement responsibility as specified in subdivision (a) of Section 830.1 and in subdivision (a) of Section 830.2 of the Penal Code may develop, adopt, and implement a written policy for its officers to provide assistance to disabled motorists on highways within its primary jurisdiction. A copy of the policy, if adopted, shall be available to the public upon request.

Amended Ch. 59, Stats. 1983 Effective June 30, 1983

CARFAX

CARFAX® Vehicle History Report™

An independent company established in 1986

US \$39.99

Vehicle Information:
 2014 JEEP GRAND CHEROKEE LIMITED
 VIN: 1C4RJEBG8EC
 4 DOOR WAGON/SPORT UTILITY
 3.6L V6 SFI DOHC 24V
 REAR WHEEL DRIVE
 Standard Equipment | Safety Options

CARFAX Report Provided By:
 Chrysler Group Recall
 800 Chrysler Dr
 Auburn Hills, MI 0
 703-555-1212

- No accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- At least 1 open recall
- 2 Service records available
- 4,010 Last reported odometer reading
- \$180 Above retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/15/14 at 5:17:47 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX

Price Calculator™

Adjust the value of this 2014 Jeep Grand Cherokee Limited based on the information available in this report

1) Retail Book Value

2) CARFAX Price Adjustment™

3) Adjusted Retail Value

\$ 0

Enter retail book value here

+

+ \$180

Above retail book value

=

Begin by entering the retail book value

Start by entering the retail book value from a pricing guide website.

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX

Ownership History

The number of owners is estimated

Year purchased

Type of owner

Estimated length of ownership

Owned in the following states/provinces

Estimated miles driven per year

Last reported odometer reading

Owner 1

2013

Personal lease

1 yr. 7 mo.

California

2,953/yr

4,010


CARFAX

Owner 1

Title History

CARFAX guarantees the information in this section:

Salvage Junk Rebuilt Fire Flood Hall Lemon	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register | View Terms

CARFAX Additional History

Not all accidents / issues are reported to CARFAX


Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage No structural damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported
Manufacturer Recall At least 1 manufacturer recall requires repair.	Recall Reported

Owner 1

CARFAX Detailed History

Glossary

Owner 1	Date:	Mileage:	Source:	Comments:
Purchased: 2013 Type: Personal lease Where: California Est. miles/year: 2,953/yr Est. length owned: 5/3/13 - present (1 yr, 7 mo.)	03/29/2013	5	Cerritos Dodge Chrysler Jeep Cerritos, CA 562-402-5335 cerritosdodge.com	Vehicle offered for sale
Low mileage! This owner drove less than the industry average of 15,000 miles per year.	04/04/2013		Cerritos Dodge Cerritos, CA 562-402-5335 browningautogroup.com	Pre-delivery inspection completed Anti-theft/keyless device/alarm installed Tire condition and pressure checked Washed/detailed Paint sealant applied/reapplied Front license plate bracket installed/replaced Battery/charging system checked
	04/05/2013		Dealer Inventory Cerritos, CA	Vehicle offered for sale
	05/03/2013	13	California Motor Vehicle Dept. Sherman Oaks, CA	Odometer reading reported Titled or registered as personal lease vehicle
	05/21/2013		California Motor Vehicle Dept. Sherman Oaks, CA	Title issued or updated First owner reported Titled or registered as personal lease vehicle Loan or lien reported

08/19/2014	Chrysler	 Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.
		Manufacturer Safety recall issued #P35 SUN VISOR WIRING
		Click here for a copy of the owner letter for this Recall or call 1- 800-853-1403 if you have any questions or need additional information on this recall.
09/09/2014	4.010 Freedom Chrysler Jeep Toyota of Harrisburg Harrisburg, PA 717-545-4726 hbgcars.com	Oil and filter changed
12/01/2014	Chrysler	Manufacturer Safety recall issued #P67 OCCUPANT RESTRAINT CONTROL MODULE
		Click here for a copy of the owner letter for this Recall or call 1- 800-853-1403 if you have any questions or need additional information on this recall.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary
[View Full Glossary](#)

CARFAX Price Adjustment™
 Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner
 When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall
 Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

Ownership History
 CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
 A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Follow Us:  facebook.com/CARFAX  [@CarfaxReports](https://twitter.com/CarfaxReports)  CARFAX on Google+

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2014 CARFAX, Inc., a unit of IHS Inc. All rights reserved.

Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,648; 7,505,838.

12/15/14 5:17:47 PM (EST)

Chrysler Customer Assistance Center
Attention: Typist/Transcriber
P.O. Box 21-8004
Auburn Hills, MI 48321-2112

Fax: 586-497-2112

Image Document Request

Customer Name: _____



Requestor: _____ TMT _____

CAIR Number: _____



BC #: _____ 71-CA Business Center _____

Date: _____ 2/2, 2014 15 _____

6/17/15

Case Summary

Case Number: [REDACTED] VS. CHRYSLER GROUP SERVICE CONTRAC

Court [REDACTED]

Filing Date: 10/30/2014
Case Type: Small Claims (Limited Jurisdiction)
Status: CASE DISMISSED

Future Hearings

None

History Information

Parties

Plaintiff: [REDACTED]
Attorney: None

Defendant: CHRYSLER GROUP SERVICE CONTRACTS LLC
Attorney: None

Party Information

Histories (Dates listed in descending order)

12/16/2014 DISMISSAL WITHOUT PREJUDICE FILED FOR THE ENTIRE ACTION AS TO ALL DEFENDANT(S) AND ALL CAUSES OF ACTION(S).

11/19/2014 PROOF OF SERVICE OF PLAINTIFF'S CLAIM FILED. SERVED AS TO (CHRYSLER GROUP SERVICE CONTRACTS LLC) . COSTS OF \$ 35.00 .

11/19/2014 PROOF OF SERVICE OF PLAINTIFF'S CLAIM FILED. SERVED AS TO (CHRYSLER GROUP SERVICE CONTRACTS LLC) . COSTS OF \$ 35.00 .

10/30/2014 PLAINTIFF'S CLAIM AND ORDER TO DEFENDANT FILED. RECEIPT # [REDACTED] HEARING SET FOR 12/17/14 AT 08:30A M, IN DEPT. NWT

[Case Information](#) | [Party Information](#) | [History Information](#)



[Redacted]

EC 1369411

**Service of Process
Transmittal**

11/06/2014
CT Log Number 526026612

TO: Melissa Gravin
Chrysler Group LLC
Office Of General Counsel, 1000 Chrysler Drive
CIMS: 485-13-62
Auburn Hills, MI 48326-2766

RE: Process Served in California

FOR: Chrysler Group Service Contracts LLC (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION: [Redacted], Pltf. vs. Chrysler Group Service Contracts LLC, Dft.
DOCUMENT(S) SERVED: Claim and Order, Information, Attachment
COURT/JUDICIAL: Los Angeles County - Superior Court - Van Nuys, CA
Case # [Redacted]
NATURE OF ACTION: Property Damage Litigation - Subrogation - Seeking \$3,908.57
ON WHOM PROCESS WAS SERVED: C T Corporation System, Los Angeles, CA
DATE AND HOUR OF SERVICE: By Process Server on 11/06/2014 at 11:00
JURISDICTION SERVED: California
APPEARANCE OR ANSWER DUE: 12/17/2014 at 8:30 a.m. (Document(s) may contain additional answer dates)
ATTORNEY(S) / SENDER(S): [Redacted]
Sherman Oaks, CA [Redacted]
ACTION ITEMS: CT has retained the current log, Retain Date: 11/07/2014, Expected Purge Date:
11/12/2014
Image SOP
SIGNED: C T Corporation System
ADDRESS: 818 West Seventh Street
Los Angeles, CA 90017
TELEPHONE: 213-337-4615

Information displayed on this transmittal is for CT Corporation's record keeping purposes only and is provided to the recipient for quick reference. This information does not constitute a legal opinion as to the nature of action, the amount of damages, the answer date, or any information contained in the documents themselves. Recipient is responsible for interpreting said documents and for taking appropriate action. Signatures on certified mail receipts confirm receipt of package only, not contents.

Dismissed Plaintiff

SC-100 Plaintiff's Claim and ORDER to Go to Small Claims Court

Notice to the person being sued:

- You are the Defendant if your name is listed in ② on page 2 of this form. The person suing you is the Plaintiff, listed in ① on page 2.
- You and the Plaintiff must go to court on the trial date listed below. If you do not go to court, you may lose the case.
- If you lose, the court can order that your wages, money, or property be taken to pay this claim.
- Bring witnesses, receipts, and any evidence you need to prove your case.
- Read this form and all pages attached to understand the claim against you and to protect your rights.

Aviso al Demandado:

- Usted es el Demandado si su nombre figura en ② de la página 2 de este formulario. La persona que lo demanda es el Demandante, la que figura en ① de la página 2.
- Usted y el Demandante tienen que presentarse en la corte en la fecha del juicio indicada a continuación. Si no se presenta, puede perder el caso.
- Si pierde el caso la corte podría ordenar que le quiten de su sueldo, dinero u otros bienes para pagar este reclamo.
- Lleve testigos, recibos y cualquier otra prueba que necesite para probar su caso.
- Lea este formulario y todas las páginas adjuntas para entender la demanda en su contra y para proteger sus derechos.

Clerk stamps date here when form is filed.

ORIGINAL FILED
OCT 30 2014
LOS ANGELES SUPERIOR COURT

Fill in court name and street address:
Superior Court of California, County of
LOS ANGELES SUPERIOR COURT
NORTHWEST DISTRICT - EAST BLDG
6230 SYLMAR AVENUE
VAN NUYS CA, 91401

Clerk fills in case number:
Case Number:
[Redacted]

Order to Go to Court

The people in ① and ② must go to court: (Clerk fills out section below.)

	Time	Department					
Trial Date →	DEC 17 2014 @8:30 AM	DEPT NW P	Room	<input checked="" type="checkbox"/>	300	<input type="checkbox"/>	310
Date:	OCT 30 2014	Clerk, by	[Signature]				Deputy

Instructions for the person suing: Sherri R. Carter, Executive Officer/Clerk

- You are the Plaintiff. The person you are suing is the Defendant.
- Before you fill out this form, read Form SC-100-INFO, Information for the Plaintiff, to know your rights. SC-100-INFO at any courthouse or county law library, or go to: www.courts.ca.gov/smallclaims/forms
- Fill out pages 2 and 3 of this form. Then make copies of all pages of this form. (Make 1 copy for each party named in this case and an extra copy for yourself.) Take or mail the original and these copies to the court clerk's office and pay the filing fee. The clerk will write the date of your trial in the box above.
- You must have someone at least 18—not you or anyone else listed in this case—give each Defendant a court-stamped copy of all 5 pages of this form and any pages this form tells you to attach. There are special rules for "serving," or delivering, this form to public entities, associations, and some businesses. See Forms SC-104, SC-104B, and SC-104C.
- Go to court on your trial date listed above. Bring witnesses, receipts, and any evidence you need to prove your case.

MICHAEL J. ESTORIC
NOV - 6 2014
11 12 AM PM 1 2 3 4 5 6 7 8 9 10 11

FASHION SQUARE CAR WASH INC.

Case Number:

Plaintiff (list names)

1 The Plaintiff (the person, business, or public entity that is suing) is:

Name: [Redacted] Phone: [Redacted]

Street address: [Redacted] Sherman Oaks CA [Redacted]

Mailing address (if different): [Redacted]

If more than one Plaintiff, list next Plaintiff here:

Name: Phone: ()

Street address: [Redacted]

Mailing address (if different): [Redacted]

Check here if more than 2 Plaintiffs and attach Form SC-100A.

Check here if either Plaintiff listed above is doing business under a fictitious name. If so, attach Form SC-103.

2 The Defendant (the person, business, or public entity being sued) is:

Name: CHRYSLER GROUP SERVICE CONTRACTS LLC Phone: (213)827-8252

Street address: 818 West Seventh Street Los Angeles CA 90017

Mailing address (if different): [Redacted]

If more than one Defendant, list next Defendant here:

Name: Phone: ()

Street address: [Redacted]

Mailing address (if different): [Redacted]

Check here if more than 2 Defendants and attach Form SC-100A.

Check here if any Defendant is on active military duty, and write his or her name here: [Redacted]

3 The Plaintiff claims the Defendant owes \$ 3,908.57 (Explain below):

a. Why does the Defendant owe the Plaintiff money? Faulty automobile switched from park to neutral and rolled into another customer's vehicle causing damage to 2 cars. In effort to satisfy customers we paid for damage & car rental and wrote Chrysler for reimbursement which they declined.

b. When did this happen? (Date): June 8, 2013
If no specific date, give the time period: Date started: Through:

c. How did you calculate the money owed to you? (Do not include court costs or fees for service.) Receipts

Check here if you need more space. Attach one sheet of paper or Form MC-031 and write "SC-100, Item 3" at the top.

[Redacted]

Case Number: _____

Plaintiff (list names): _____

4 You must ask the Defendant (in person, in writing, or by phone) to pay you before you sue. Have you done this? Yes No

If no, explain why not: _____

5 Why are you filing your claim at this courthouse?

This courthouse covers the area (check the one that applies):

- a. (1) Where the Defendant lives or does business. (4) Where a contract (written or spoken) was made, signed, performed, or broken by the Defendant or where the Defendant lived or did business when the Defendant made the contract.
- (2) Where the Plaintiff's property was damaged.
- (3) Where the Plaintiff was injured.
- b. Where the buyer or lessee signed the contract, lives now, or lived when the contract was made, if this claim is about an offer or contract for personal, family, or household goods, services, or loans. (Code Civ. Proc., § 395(b).)
- c. Where the buyer signed the contract, lives now, or lived when the contract was made, if this claim is about a retail installment contract (like a credit card). (Civil Code, § 1812.10.)
- d. Where the buyer signed the contract, lives now, or lived when the contract was made, or where the vehicle is permanently garaged, if this claim is about a vehicle finance sale. (Civil Code, § 2984.4.)
- e. Other (specify): _____

6 List the zip code of the place checked in 5 above (if you know): 91423

7 Is your claim about an attorney-client fee dispute? Yes No
If yes, and if you have had arbitration, fill out Form SC-101, attach it to this form, and check here:

8 Are you suing a public entity? Yes No
If yes, you must file a written claim with the entity first. A claim was filed on (date): August 13, 2013
If the public entity denies your claim or does not answer within the time allowed by law, you can file this form.

9 Have you filed more than 12 other small claims within the last 12 months in California?
 Yes No If yes, the filing fee for this case will be higher.

10 I understand that by filing a claim in small claims court, I have no right to appeal this claim.

11 I have not filed, and understand that I cannot file, more than two small claims cases for more than \$2,500 in California during this calendar year.

I declare, under penalty of perjury under California State law, that the information above and on any attachments to this form is true and correct.

Date: 10/22/14 [Redacted]

Date: _____
Second Plaintiff types or prints name here Second Plaintiff signs here



Requests for Accommodations
Assistive listening systems, computer-assisted, real-time captioning, or sign language interpreter services are available if you ask at least 5 days before the trial. Contact the clerk's office for Form MC-410, Request for Accommodations by Persons With Disabilities and Response. (Civil Code, § 54.8.)

"Small claims court" is a special court where claims for \$5,000 or less are decided. A "natural person" (not a business or public entity) may generally claim up to \$10,000, including a sole proprietor. (*See below for exceptions.) The process is quick and cheap. The rules are simple and informal.

You are the Defendant—the person being sued. The person who is suing you is the Plaintiff.

Do I need a lawyer?

You may talk to a lawyer before or after the case. But you may not have a lawyer represent you in court (unless this is an appeal from a small claims case).

How do I get ready for court?

You don't have to file any papers before your trial, unless you think this is the wrong court for your case. But bring to your trial any witnesses, receipts, and evidence that supports your case. And read "Be Prepared for Your Trial" at www.courts.ca.gov/smallclaims/prepare.

What if I need an accommodation?

If you have a disability or are hearing impaired, fill out Form MC-410, *Request for Accommodations*. Give the form to your court clerk or the ADA/Access Coordinator.

What if I don't speak English well?

Bring an adult who is not a witness to interpret for you, or ask the court clerk for an interpreter at least five days before your court date. A court-provided interpreter may not be available or there may be a fee for using a court interpreter unless you qualify for a fee waiver. You may ask the court for a list of interpreters and also the *Application for Waiver of Court Fees and Costs* (form FW-001).

Where can I get the court forms I need?

Go to any courthouse or your county law library, or print forms at www.courts.ca.gov/smallclaims/forms.

What happens at the trial?

The judge will listen to both sides. The judge may make a decision at your trial or mail the decision to you later.

What if I lose the case?

If you lose, you can appeal. You'll have to pay a fee. (Plaintiffs cannot appeal their own claims.)

- If you were at the trial, file Form SC-140, *Notice of Appeal*. You must file within 30 days after the judge's decision.
- If you were *not* at the trial, fill out and file Form SC-135, *Notice of Motion to Vacate Judgment and Declaration*, to ask the judge to cancel the judgment (decision). If the judge does not give you a new trial, you have 10 days to appeal the decision. File Form SC-140.

For more information on appeals, see: www.courts.ca.gov/smallclaims/appeals.

*Exceptions: Different limits apply in an action against a defendant who is a guarantor. (See Code Civ. Proc. § 116.220(c).) In an action brought by a natural person for damages for bodily injuries resulting from an automobile accident, a \$7,500 limit applies if a defendant is covered by an automobile insurance policy that includes a duty to defend. (See Code Civ. Proc. § 116.221.)

Do I have options?

Yes. If you are being sued, you can:

- **Settle your case before the trial.** If you and the Plaintiff agree on how to settle the case, both of you must notify the court. Ask the Small Claims Advisor for help.
- **Prove this is the wrong court.** Send a letter to the court *before* your trial, explaining why you think this is the wrong court. Ask the court to dismiss the claim. You must serve (give) a copy of your letter (by mail or in person) to all parties. (Your letter to the court must say you have done this.)
- **Go to the trial and try to win your case.** Bring witnesses, receipts, and any evidence you need to prove your case. To make sure the witnesses go to the trial, fill out Form SC-107, and the clerk will subpoena (order) them to go.
- **Sue the person who is suing you.** File Form SC-120, *Defendant's Claim*. There are strict filing deadlines you must follow.
- **Agree with the Plaintiff's claim and pay the money.** Or, if you can't pay the money now, go to your trial and say you want to make payments.
- **Let the case "default."** If you don't settle and do not go to the trial (default), the judge may give the Plaintiff what he or she is asking for plus court costs. If this happens, the Plaintiff can legally take your money, wages, and property to pay the judgment.

What if I need more time?

You can change the trial date if:

- You cannot go to court on the scheduled date (you will have to pay a fee to postpone the trial) *or*
- You did not get served (receive this order to go to court) at least 15 days before the trial (or 20 days if you live outside the county) *or*
- You need more time to get an interpreter. One postponement is allowed, and you will not have to pay a fee to delay the trial.

Ask the Small Claims Clerk about the rules and fees for postponing a trial. Or fill out Form SC-150 (or write a letter) and mail it to the court *and* to all other people listed on your court papers before the deadline. Enclose a check for your court fees, unless a fee waiver was granted.



Need help?

Your county's Small Claims Advisor can help for free.

Or go to www.courts.ca.gov/smallclaims/advisor.

[REDACTED] vs Chrysler Group Service Contracts LLC
(Vehicle Owner Name/VIN: Brendan McDonald and EC [REDACTED])

Fact / Summary – Exhibit 1

- Chrysler Group LLC was not notified of the incident or provided the opportunity to inspect the vehicle prior to repairs. Chrysler denied liability as we were unable to determine the validity of the allegations.
- Vehicle has not been to any dealer for an inspection or repair to address allegation prior to the alleged incident, nor to date.
- By his own admission, the employee did not follow standard safety procedures by setting the parking brake, putting the vehicle into PARK, and turning the ignition OFF prior to exiting the vehicle. This is a standard operating procedure for safe operation of any motor vehicle, regardless of manufacturer.
- In addition to the standard parking brake, the vehicle is equipped with two additional safety features that had the employee followed standard safety procedures, would not have allowed the vehicle to be shifted into or out of any gear unless the driver has their foot firmly on the brake pedal.
- We feel that if the alleged incident occurred, it was driver error, and not caused by a manufacturing defect.
- The documents provided by the Plaintiff as proof of payment for repairs are not sufficient to prove that the damage or expense was related to alleged incident, nor that they were performed on Mr. McDonald's vehicle as no identifying information as to license plate or VIN number exist on any invoice.

receive any subrogation claims from any insurance company on vehicle owner's nor Plaintiff's claim, nor has there been any instance of vehicle owner seeking inspection or diagnosis for a mechanical inspection for such a concern. Exhibit 4 - Chrysler Group LLC letter. Also refer to Exhibit 2 supporting no warranty history or other contact.

- October 1, 2014, received duplicate copy of Plaintiff letter dated August 13, 2013 without original attachments, but included one new attachment. Exhibit 5a-5b - Carwash.com article dated 9/22/14.
- October 10, 2014, Chrysler Group LLC letter responding to most recent contact from Fashion Square Car Wash letter dated August 13, 2013. No additional information was provided that would allow us to change our previous position referenced in letter dated August 27, 2013 Exhibit 6 - Chrysler Group LLC response letter.
- In reference to Exhibit 3j, 7/27/13 employee Urid Hernandez Affidavit, he does not state that he SET THE PARKING BRAKE NOR turned the ignition off before exiting the vehicle. Exhibit 7a-7g - 2014 Jeep Grand Cherokee Owners Manual.
 - (7a) Jeep 2014 Grand Cherokee Owner's Manual front page, Section 5 Content Page Starting and Operating Automatic Transmission/Parking Brake.
 - (7b) Para 395 - "WARNING: When leaving the vehicle, always make sure the parking brake is in the "OFF" mode, remove the key fob from the vehicle and lock the vehicle." Automatic Transmission - The shift lever must be in the NEUTRAL or PARK position before you can start the engine. Apply the brakes before shifting into any other gear."
 - (7c) Page 471 - "WARNING: Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always make the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unintended movement. When leaving the vehicle, always make sure the parking switch is in the OFF position, remove the key fob from the vehicle, and lock the vehicle."
 - (7d) Page 492 - "NOTE: You must press and hold the brake pedal while shifting out of PARK. KEY IGNITION PARK INTERLOCK - The vehicle is equipped with a Key Ignition Park Interlock which requires the transmission to be in PARK before the engine can be started. This helps the driver avoid inadvertently leaving the vehicle without placing the transmission in PARK. BRAKE TRANSMISSION SHIFT INTERLOCK SYSTEM (BTSI) - The vehicle is equipped with a Brake Transmission Shift Interlock System (BTSI) that holds the shift lever in PARK unless the brakes are applied. To shift the transmission out of PARK, the engine must be running and the brake pedal must be pressed. The brake pedal must also be pressed to shift from NEUTRAL into Drive or REVERSE when the vehicle is stopped or moving at slow speeds."
 - (7e) Page 442 - "PARKING BRAKE - Before leaving the vehicle, make sure that the parking brake is fully applied and place the shift lever in the PARK position."

6. (1) Page 224 - "WARNING: Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to avoid wheel movement and possible injury or damage. When leaving the vehicle, always remove the key fob from the ignition and lock the vehicle."

6. (2) Page 225 - "WARNING: When leaving the vehicle, always make sure the parking brake is in the "OFF" mode. Remove the key fob from the vehicle and lock the vehicle. WARNING: Do not leave the key fob in or near the vehicle. Always fully apply the parking brake when leaving your vehicle as it may roll and cause damage or injury. Also be certain to leave the transmission in PARK. Failure to do so may allow the vehicle to roll and cause damage or injury."

- State of California 2014 Vehicle Code Divisions 7-10, Sections 16000-20018. Accidents resulting in excess of \$750 shall be reported within 10 days. Exhibit 8 Vehicle Code.
- Carfax report shows no reported accidents. Exhibit 9 – Carfax report.

Main | CAIR | Image

Vehicle Owner Information Name: MR [U] [R] HUMMELSTOWN, PA- 7020, UNITED STATES 09/28/2013 Last Upd: Phone No : Secondary No :		Vehicle Information VIN: 1C4RJEBG8 EC 2014 JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR ISD: 05/03/2013 Repchsd No Orig Owner Yes Last Repair 09/09/2014 @ 4010 M WCC 536 Rest No Recalls Yes RRT Yes		Service Contract Information There are no Service Contracts for this Vehicle	
--	--	--	--	--	--

Caller Information Last 10 CAIR Catgy* Choose One Mileage* Mile Create CAIR

OwnerShip Event History | Vehicle | Service Contract | Parts | Dealer Info

Events | Claims | DM Notes

Image	Reference #	Modified Date	Created Date	Event	CSI Survey	Type	Mileage	Status	Amount	Reason
[I]	<u>23865757</u>	10/10/2014	08/26/2013	CAIR		LETTER	1	CLOSED	\$0.00	Automatic Trans / Transaxle - Jumps Out of Gear/Park
	136856	09/09/2014	09/10/2014	CLAIM		SAFETY/RECALL	4010	PAID	\$144.61	
	PREPNV	03/29/2013	03/29/2013	CLAIM		DEALERPREP	0	PAID	\$105.77	Basic Prep/Road Ready

CAIR Details

CAIR ID: 23865757

CAIR Summary			
CAIR#:	[REDACTED]	CAIR Manager:	JAY SUSALLA
CAIR Category:	COMPLAINT/ISSUE	Status:	CLOSED
CAIR Type:	CUSTOMER	Last Updated By:	JSS15 82
Contact Type:	LETTER	Last Updated Date:	10/10/2014
Curr Resp:	JSS15 82		

Vehicle Details			
VIN:	1C4RJEBG8 EC [REDACTED]	Mileage:	1
Desc :	JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR	Model	2014
Body Model:	WK T P 74	Year:	
Eng Desc:	ERB 3.6L V6 24V VVT Engine	Color:	PAU Granite Crystal Met. Clear Coat
		Trans:	DFL 8-Spd Auto 845RE Trans (Make)

Reason Code	Narrative	Zone	Date	NIC
Product in Accident		82	08/27/2013	JSS15
Property Damage		82	08/27/2013	JSS15
Automatic Trans / Transaxle - Jumps Out of Gear/Park		82	08/27/2013	JSS15

Contact Information			
Vehicle Owner:	[REDACTED] SHERMAN OAKS CA [REDACTED]	Servicing Dealer:	CERRITOS DODGE INC 18803 STUDEBAKER RD CERRITOS CA 90703 5332
Vehicle Co-owner:		Representative:	JEFFREY PAUL 4625 WOODMAN AVE. SHERMAN OAKS CA 91423

CAIR Narrative	Zone	Date	NIC
POSTMARK DATE: 081313; DATE RECEIVED: 082613 Letter from Car Wash claiming car slipped into neutral, damaging other cars. No VIN provided, found this one in Coin, although letter says it was a 2013? All vehicles have been repaired. DOL 6-8-2013. Dictated letter.	82	08/26/2013 11:54:07 08/27/2013 8:46:45	JSS15
POSTMARK DATE: 082713; DATE RECEIVED: 082713 LETTER MAILED.	82	08/27/2013 10:49:24 08/27/2013 1:44:37	JSS15
POSTMARK DATE: 100914; DATE RECEIVED: 100914 Car wash owner writes again. dictated letter.	82	10/09/2014 2:31:23 10/10/2014 8:02:29	JSS15
POSTMARK DATE: 101014; DATE RECEIVED: 101014 LETTER MAILED.	82	10/10/2014 10:33:57 10/10/2014 1:04:29	JSS15

Print Close

Main | CAIR | Image

Vehicle Owner Information	Vehicle Information	Service Contract Information
Name: MR [REDACTED] <input type="checkbox"/> <input type="checkbox"/>	VIN: 1C4RJEBG8 EC [REDACTED]	There are no Service Contracts for this Vehicle
[REDACTED]	2014 JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR	
HUMMELSTOWN, PA- [REDACTED]	ISD 05/03/2013 Repchsd No Orig Owner Yes	
7020, UNITED STATES Last Upd: 09/28/2013	Last Repair 09/09/2014 @ 4010 M	
Phone No : [REDACTED]	WCC 536 Rest No Recalls Yes RRT Yes	
Secondary No [REDACTED]		

Caller Information Last 10 Callers CAIR Catgy* Mileage* Mile Create CAIR

Ownership Event History | Vehicle | Service Contract | Parts | DealerInfo

Events | Claims | DM Notes |

GCS Claims										
Claim	Dir	Date Completed	Odom	Date Processed	Auth #	Cond	Transaction	Status	Causal Lop	Actual Expense
136856	60414	09/09/2014	4010	09/10/2014						144.61
						1	SAFETY/RECALL	PAID	05P14102	83.12
						2	SAFETY/RECALL	PAID	08N58184	61.49
PREPNV	43012	03/29/2013	0	03/29/2013						105.77
						1	DEALERPREP	PAID	85900040	105.77
SC Claims										
There is no SC Claim to display										

	GWA Apps	GWA Home	GWA Index	GWI	GWA Help
	GCS Home	Update Menu	Inquiry Menu	Maintenance	Print View Glossary

New Enter Vin: [View](#)
 VIN: 1C4RJEBG8EC Desc: 2014 - JEEP GRAND CHEROKEE LIMITED 4X2 SPORT UTILITY 4-DR
 Claims: 136856 PREPNV

Claim	Condition	Parts	Labor	SS	Totals	Narratives	Attachments	Notes	Msg Codes	Rpr Dealer	Vehicle
Claim #	VIN	Dealer	Date Received	Date Completed	Odometer	Currency	Submissions				
136856	1C4RJEBG8EC	60414	09/09/2014	09/09/2014	4010 M	LOCAL	09/10/2014-7460139-S-N-PAID				

Dealer - 60414 FREEDOM CHRYSLER DODGE JEEP RAM

Claim Information			
Claim Number	: 136856	Type	: S
Owner Last Name	:		:
Vin	: 1C4RJEBG8EC	Service Advisor	: 40608N
Odometer	: 4010 M	Authorization No	:
Date Received	: 09/09/2014	Claim Notes	: NO
Date Completed	: 09/09/2014	Continuation	: #
In-Service Date	: 05/03/2013	Prior Claim Number	:
Claim Currency	: USD		

* Msg Codes Additional Info

Condition Summary				
Condition	LCP Description	Status	Type	Total Amount
1	05P14182 Safety Recall P14 - Brake Booster	Paid	S - Safety-Recall	83.12
2	08N58184 Safety Recall N58 - Reprogram Instrument Cluster & ABS Module / Alternator Ground Wire	Paid	S - Safety-Recall	61.49

GCS Calculated : 144.61 Actual Expense: 144.61 Dealer Submitted : 144.61



**Reprogram Instrument Cluster & ABS
Module/Alternator Ground Wire**

IMPORTANT SAFETY RECALL

N58 / NHTSA 13V-483

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear: (Name)

Chrysler has decided that certain 2014 model year Jeep® Grand Cherokee vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101 – Controls and Displays and No. 126 – Electronic Stability Control Systems.

The problem is... The instrument cluster on your vehicle may experience cluster blackout, illumination of multiple cluster warning lights and/or a loss of anti-lock brake system (ABS) / electronic stability control system function. A loss of instrument cluster illumination and/or loss of ABS function during certain driving conditions could 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 tighten the alternator ground wire and reprogram the instrument cluster and ABS module. The work will take about 1/2 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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



IMPORTANT SAFETY RECALL

P14 / NHTSA 14V-154

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear: (Name)

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2011 through 2014 model year Dodge Durango and Jeep® Grand Cherokee vehicles.

The problem is... The brake booster on your vehicle may prematurely corrode. If perforation of the brake booster shell (due to corrosion) occurs, the brake booster may ingest water during vehicle operation in wet weather conditions.

A brake booster that has experienced water ingestion may have the brake function compromised if the water inside the brake booster freezes. The driver may be required to apply additional application force to apply the brakes during sub-freezing driving conditions. An unexpected additional brake pedal application force requirement could slow the driver's brake application reaction time 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 test the brake booster, install a protective brake booster shield and/or replace the brake booster if required. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

[REDACTED]
[REDACTED]
[REDACTED]
Sherman Oaks, CA
[REDACTED]

August 13, 2013

Marjorie Loeb Senior Vice President - General Counsel
Chrysler Group LLC
1000 Chrysler Dr.
Auburn Hills, MI USA 48326-2766

Dear Ms. Loeb:

Our company recently experienced an accident on June 8, 2013 when an employee placed a Jeep 2013 Grand Cherokee in park and it switched to neutral and rolled into another customer's vehicle causing damage to 2 cars. In an effort to satisfy our customers, we paid for the damage and rent-a car while the damage was being repaired. The total cost was \$3,938.21.

Enclosed are:

- 1) Customer Damage Reports
- 2) Copies of invoices totaling \$3,908.57.
- 3) Affidavit from employee, Urid Hernandez.
- 4) Video address of incident on YouTube: <http://youtu.be/mTc2bXMcpzg>

Since this is a known problem with your vehicle, we are requesting reimbursement of our costs.

Very truly yours,
[REDACTED]

EC136 944

Cc: NHTSA, 1200 New Jersey Ave., SE West Building, Washington DC 20590

RECEIVED

AUG 23 2013
Mial-1st
Office of the General Counsel

4625 Woodman Ave
11:27am 6-08-13
SHIFT# 1 TERMINAL# 2
CAR# 185 SLSM# 9

WheelExpress 15.99
Auto Access 3.99
Fruit/Water 0.99
SALES TAX 0.36

TOTAL \$: 21.33
Cash: 25.00
CHANGE: 3.67

THANK YOU!
48 HOUR RAIN CHECK
KEEP YOUR RECEIPT

Sherman Oaks, CA

DAMAGE REPORT

PHO

EMAIL

AUTOMOBILE INFORMATION:

YEAR 2013 MAKE Jeep MODEL Grand Cherokee

COLOR _____

DATE OF INCIDENT: 6-8-13

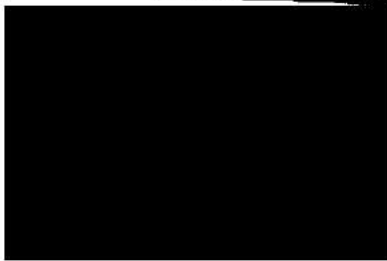
TIME OF INCIDENT (APPROX): 11:43 AM/PM

ADDITIONAL COMMENTS:

Jeep rolled back and hit KIA.
Damage to back bumper.

CUSTOMER SIGNATURE _____

This report is not an acceptance of responsibility but will assist in our investigation.



Sherman Oaks, C

Fax: 818-905-83

DAMMAGE REPORT



PHONE



EMAIL

AUTOMOBILE INFORMATION:

YEAR 2012 MAKE Kia MODEL Optima
COLOR B/K

DATE OF INCIDENT: 6-8-13

TIME OF INCIDENT (APPROX): 11:43 AM/PM

ADDITIONAL COMMENTS:

Jeep rolled back and hit Kia.
Damage to front Bumper



This report is not an acceptance of responsibility but will assist in our investigation.

F. 3

**SPECIALISTS
IMPORTS AND
SPORTS CARS**

JOE'S AUTO BODY
4825 WOODMAN AVE.
SHERMAN OAKS, CA 91423
PHONE: 995-0236 995-0237
FAX: 995-3002

Policy or Claim No. _____
Date 12/11 2013

Car Owner: [Redacted] Phone: _____
Make: Jeep Year: 2013 Body Style: Grand Cherokee Motor: _____
Mileage: _____ License No: _____ Paint No: _____ Trim No: _____
Insurance Co: _____ Adjuster: _____ Phone No: _____ File No: _____

Repair	Repair	DESCRIPTION OF REPAIRS	Sheet Metal Hours	Paint Hours	Mech Labor Hours	Parts and Material (List Prices)	Subs and Misc Items
✓		Rear bumper cover	1.0	2.5		385.00	
✓		Rear bumper lower				184.00	
✓		Rear bumper reflector				40.00	
✓		Full rear moldings	1.5				
		Match the color					
		rear door		1.0			
		body panel sand					5.00
		color the car over paint					5.00
		total					
Paid in Full							

ESTIMATE OF REPAIR COSTS THIS IS YOUR INVOICE

The above is an estimate of repairs required based on the inspection made. Additional parts or labor may be required after the work has started and will be charged for on a regular time and material basis.
Body work and paint guarantee for a year in a regular basis.
All parts removed will be junked unless Joe's Auto Body is otherwise instructed in writing before work is begun. Where new parts listed here-in or required are not available, old parts shall be repaired and charged for on a regular time and material basis.
The undersigned authorizes Joe's Auto Body to proceed with the above repairs for \$ _____ and agrees to pay charges for labor and material required which were not provided upon inspection and are not a part of this estimate. Unpaid charges shall constitute a lien upon the vehicle.

Mechanical
Labor \$46.00 hrs. @ 7 = 322.00
Duct Material #34 @ 2.5 = 119.00
Parts @ _____ = 612.10
Tax 9 % on 731.10 = 65.80
Subs and Misc Items _____
TOTAL 1128.90

Estimate valid for _____ days

**SPECIALISTS
IMPORTS AND
SPORTS CARS**

JOE'S AUTO BODY
4825 WOODMAN AVE
SHERMAN OAKS, CA 91429
PHONE: 805-2236 805-0237
FAX: 805-3002



Policy or Claim No. _____
Date 12/27 2013

Car Owner: [Redacted]
Make Kia Year 2012 Body Style Optima Serial 5AKRPA1A
Mileage _____ License No. _____ Paint No. _____ Trim No. _____
Insurance Co. _____ Adjuster _____ Phone No. _____ File No. _____

Plastic	Paint	DESCRIPTION OF REPAIRS	Sheet Metal Hours	Polish Hours	Arch Light Hours	Parts and Material (List Prices)	Sublet and Net Items
		Front bumper cover	2.5	3.5		625.00	
		Front 12.00	.5				
		Left Front fender	1.5				
		Match the color	.5				
		Wash coat		1.5			
		Sand and 2nd top coat	1.5				
		<i>Paint in</i>					
		<i>Full</i>					

ESTIMATE OF REPAIR COSTS THIS IS YOUR INVOICE

The above is an estimate of repairs required based on the inspection report. Additional parts or labor may be required after the work has started and will be charged for on a regular time and material basis.
Body work and paint guarantee for a year in a regular basis.
All parts removed will be junked unless Joe's Auto Body is otherwise instructed in writing before work is begun. Where new parts listed here-on or required are not available, old parts shall be repaired and charged for on a regular time and material basis.
The undersigned authorizes Joe's Auto Body to proceed with the above repairs for \$ _____ and agrees to pay charges for labor and material required which were not evident upon inspection and are not a part of this estimate. Unpaid charges shall constitute a lien upon the above identified vehicle, and the undersigned shall be responsible for costs of collection, including attorney's fees and court costs.

Mechanical

Labor \$46.00 @ 10.00 = 460.00
Duro Material \$34.00 @ 5.00 = 170.00
Parts \$ _____ @ _____ = 525.77
Tax 9.00% on \$ 495.77 = 52.62
Sublet and Net Items \$ _____
TOTAL \$ 1217.62

Estimate submitted by _____
This estimate expires _____



JUN 19 2013 12:54PM

No. 2778 P. 1



SP

ORIGINAL INVOICE

Hertz Local Edition
6750 Lankershim Blvd.
N. Hollywood, CA 91605
818-764-3972

[REDACTED]

[REDACTED]

RENTING LOC:
DATE OUT:
DATE IN:

CANHL03
6/1/2013
6/15/2013
ESTIMATED CHARGES

[REDACTED]

[REDACTED]

[REDACTED]

RENTER'S NAME: **Mohammedkhan, Shabram**

7 Day @

\$319

\$231.93

MISCELLANEOUS INFORMATION
2012 Kia Optima

YLF

0.00

\$251.93

TAX

9.0%

\$0.00

\$22.67

LDW

0.00

\$0.00

INS PAY

\$0.00

ADDITIONAL CHARGES OR CREDITS

\$300.82

TOTAL BILL

\$575.42

[REDACTED]
AMOUNT PAID

\$575.42

[REDACTED]

** PAYMENT IS DUE UPON RECEIPT **

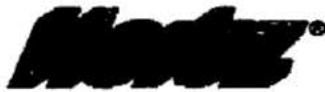
[REDACTED]

6/19/2013

Paid

\$575.42

Thank You For Choosing Hertz Local Edition



Local Edition

ORIGINAL INVOICE

[REDACTED]
SHERMAN OAKS, CA

RENTING LOC:
DATE OUT:
DATE IN:

INVOICE NUMBER
[REDACTED]
STUDIO CITY
6/17/2013
6/18/2013
ESTIMATED CHARGES

BILLING INFORMATION

RENTER'S NAME:
[REDACTED]

Upp Dys

MISCELLANEOUS INFORMATION

DESCRIPTION

1	Days @	\$44.99	
0	UPGRADE\$/Day	\$0.00	
		Sub-Total	\$44.99
0	VLF	0.17	\$0.00
	TAX	9.00%	\$4.63
1	LDW	15.00	\$15.00
1	LIS	13.95	\$13.95
	PEC		
1	PERS	6.49	\$6.49
	FUEL	0.00	\$0.00

CHARGES

ADDITIONAL CHARGES OR CREDITS

TOTAL BILL \$85.06
CC CHARGED AMT: \$0.00

AMOUNT DUE

\$85.06

Thank You For Choosing Hertz Local Edition

Jun. 20, 2013 3:15PM RR H33778130

Hertz

RR H33778130 No. 2796 P. 1/1

RENT RATE 7 @ \$ 28.00 / DAY 3 251.00

RENT RATE 11 @ \$ 38.24 / DAY 1 420.64

SUBTOTAL T\$ 251.00
CHARGES ADDED DURING RENTAL
LOW 7 @ \$ 18.00 / DAY 126.00
US 7 @ \$ 13.35 / DAY 93.45
PAL/PEC 7 @ \$ 4.90 / DAY 34.30

SUBTOTAL T\$ 420.64
CHARGES ADDED DURING RENTAL
LOW 11 @ \$ 33.10 / DAY 364.10
US 11 @ \$ 13.10 / DAY 144.10
PAL/PEC 11 @ \$ 8.00 / DAY 88.00

FEES \$ 6.40 / DAY T

FEES \$ 6.40 / DAY T

SERVICE CHARGES/TAXES

SERVICE CHARGES/TAXES

FUEL TAX 3.75 %
TAX 12.75 1/2 ON EST. TAXABLE TTL \$ 297.36 \$ 297.36
CUSTOMER CHARGE \$ 875.42
CHARGED ON: MC XXXXXXXXXX \$ 875.42
CUSTOMER BALANCE \$ 0.00

FUEL TAX 3.75 %
TAX 12.75 1/2 ON EST. TAXABLE TTL \$ 482.88 \$ 482.88
CUSTOMER CHARGE \$ 831.21
CHARGED ON: MC XXXXXXXXXX \$ 831.21
CUSTOMER BALANCE \$ 0.00

FOR EXPLANATION OF THE ABOVE CHARGES, PLEASE ASK A REPRESENTATIVE OR GO TO WWW.HERTZ.COM/CHARGES EXPLAINED
VEHICLE: 071M/2500037 BUICK UIC AZA001820
RENTED: NORTH HOLLYWOOD HLE 08/02/12 12:58
RETURN: NORTH HOLLYWOOD HLE 08/13/12 12:58

FOR EXPLANATION OF THE ABOVE CHARGES, PLEASE ASK A REPRESENTATIVE OR GO TO WWW.HERTZ.COM/CHARGES EXPLAINED
VEHICLE: 0129601024 NISSAN LJC CAZ001832
RENTED: NORTH HOLLYWOOD HLE 08/02/12 12:57
RETURN: NORTH HOLLYWOOD HLE 08/13/12 12:58

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.
1) Visit WWW.HERTZSURVEY.COM
2) Enter Access Code: 87186 3) Take Brief Survey
STATEMENT OF CHARGES - NOT VALID FOR RENTAL

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.
1) Visit WWW.HERTZSURVEY.COM
2) Enter Access Code: 87186 3) Take Brief Survey
STATEMENT OF CHARGES - NOT VALID FOR RENTAL

7/22/13

Hertz Local Edition

1,591.69

One Thousand Five Hundred Ninety-One and 69/100*****

[Redacted]
Studio City, CA [Redacted]

Hertz Local Edition				7/22/13		
Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
6/8/13	Bill	[Redacted]	575.42	575.42		575.42
6/8/13	Bill	[Redacted]	931.21	931.21		931.21
6/17/13	Bill	[Redacted]	85.06	85.06		85.06
				Check Amount		1,591.69

WELLS 6367 (new)

1,591.69

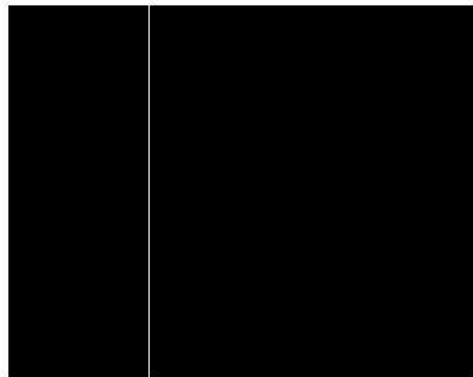
Hertz Local Edition				7/22/13		
Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
6/8/13	Bill	[Redacted]	575.42	575.42		575.42
6/8/13	Bill	[Redacted]	931.21	931.21		931.21
6/17/13	Bill	[Redacted]	85.06	85.06		85.06
				Check Amount		1,591.69

WELLS 8367 (new)

1,591.69

7-27-13

I got in the car proceeded to move it so it could go in
to the tunnel. I drove it, threw the lanes so i could
block off the express lane then I put it in park
got off and walked to the next car that was
on the far lane on the left and as I'm about to get
into the car the jepp that I had just parked starts
rolling back, so I tried running to the car but it was too late.





August 27, 2013

[REDACTED]
Sherman Oaks, CA [REDACTED]

RE: Our File: [REDACTED]
Date of Incident: 6-8-2013

Dear Mr. [REDACTED]

This will acknowledge your letter dated August 13th, 2013, regarding an accident at your facility.

Naturally, we were sorry to learn of this incident, and the resulting inconvenience and expense. We appreciate the opportunity to look into this matter.

Unfortunately, since we were not provided the opportunity to inspect the vehicle involved in its damaged, unmolested state, and the vehicle has been repaired, we are unable to determine the validity of your allegations. As a result, we find it necessary to deny responsibility in 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 bringing this to our attention.

Sincerely,

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

JSS/ss



August 13, 2013

Marjorie Loeb Senior Vice President - General Counsel
Chrysler Group LLC
1000 Chrysler Dr.
Auburn Hills, MI USA 48326-2766

Dear Ms. Loeb:

Our company recently experienced an accident on June 8, 2013 when an employee placed a Jeep 2013 Grand Cherokee in park and it switched to neutral and rolled into another customer's vehicle causing damage to 2 cars. In an effort to satisfy our customers, we paid for the damage and rent-a car while the damage was being repaired. The total cost was \$3,938.21.

Enclosed are:

- 1) Customer Damage Reports
- 2) Copies of Invoices totaling \$3,908.57.
- 3) Affidavit from employee, Urid Hernandez.
- 4) Video address of Incident on YouTube: <http://youtu.be/mTc2bXMcpzg>

} Preliminary
sent on
8/13/13

Since this is a known problem with your vehicle, we are requesting reimbursement of our costs.

Very truly yours,



Cc: NHTSA, 1200 New Jersey Ave., SE West Building, Washington DC 20590

RECEIVED

OCT 01 2014

Office of the General Counsel



Update: Faulty, expensive equipment cause of Chrysler acceleration problems

September 22, 2014

NEW YORK — The totally integrated power module, or TIPM, has been found to be the cause of electrical system malfunctions in certain late-model Chrysler vehicles, according to a press release.

The release reported that the National Highway Traffic and Safety Administration (NHTSA) has received at least 240 consumer complaints about the issue.

CBS News reported that Chrysler has submitted "at least 20 death claims," stated the release.

Read also: [Another Jeep, another carwash, another accident](#)

The TIPM's main purpose is to ensure the safe operation of the vehicle in which it is installed, noted the release.

In a letter to the NHTSA, the Center for Auto Safety (CAS) said complaints about TIPM usually blame the device for causing the affected vehicles to stall in traffic or not start when the ignition is switched to "on," reported the release.

CAS also said the fuel pumps have failed to shut off, resulting in unintended acceleration and fire, explained the release.

Law firm Weitz & Luxenberg has begun an investigation into the matter, noted the release.



October 10, 2014

[REDACTED]
Sherman Oaks, CA [REDACTED]

Our File: [REDACTED]
Date of Incident: 6-8-2013

Dear Mr. [REDACTED]

This will acknowledge your most recent contact, regarding an accident at your facility.

We have reviewed your letter and the balance of the file. We are unable to glean any additional information that would allow us to change our previous position, as referenced in our letter of August 27, 2013.

Thank you for writing.

Sincerely,

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

JSS/sk

Phone 800.992.1097

Chrysler Group LLC | CIM5 484 04-04 | P.O. Box 21 060 | Auburn Hills, MI USA | 48321

Jeep[®]

2014 **Grand Cherokee**
OWNER'S MANUAL

STARTING AND OPERATING

CONTENTS

■ STARTING PROCEDURES	395	□ Key Ignition Park Interlock	402
○ Automatic Transmission	395	□ Brake/Transmission Shift Interlock System	402
○ Keyless Enter-N-Go™	396	□ Fuel Economy (ECO) Mode	403
□ Normal Starting	396	□ Eight-Speed Automatic Transmission	404
□ Extreme Cold Weather (Below -20°F Or -29°C)	398	■ FOUR-WHEEL DRIVE OPERATION	413
□ If Engine Fails To Start	398	□ Quadra-Trac I® Operating Instructions/ Precautions — If Equipped	413
□ After Starting	400	□ Quadra-Trac II® Operating Instructions/ Precautions — If Equipped	413
■ ENGINE BLOCK HEATER — IF EQUIPPED	400	□ Shift Positions	415
■ AUTOMATIC TRANSMISSION	400		

- FUEL SAVER TECHNOLOGY 5.7L ENGINE ONLY — IF EQUIPPED443
- PARKING BRAKE443
- ELECTRONIC BRAKE CONTROL SYSTEM446
 - Anti-Lock Brake System446
 - Traction Control System (TCS)448
 - Brake Assist System (BAS)448
 - Electronic Roll Mitigation (ERM)449
 - Electronic Stability Control (ESC)450
 - Trailer Sway Control (TSC)453
 - Hill Start Assist (HSA)454
 - Ready Alert Braking — If Equipped456
 - Rain Brake Support — If Equipped456

- Hill Descent Control (HDC) — If Equipped (Four-Wheel Drive Models With MP3023 Two-Speed Transfer Case Only)457
- Select Speed Control (SSC) — If Equipped (Four-Wheel Drive Models With MP3023 Two-Speed Transfer Case Only)460
- ESC Activation/Malfunction Indicator Light And ESC OFF Indicator Light464
- TIRE SAFETY INFORMATION465
 - Tire Markings465
 - Tire Identification Number (TIN)469
 - Tire Terminology And Definitions471
 - Tire Loading And Tire Pressure472
- TIRES — GENERAL INFORMATION477
 - Tire Pressure477

STARTING PROCEDURES

Before starting your vehicle, adjust your seat, adjust the inside and outside mirrors, fasten your seat belt, and if present, instruct all other occupants to buckle their seat belts.

WARNING!

- When leaving the vehicle, always make sure the keyless ignition node is in the "OFF" mode, remove the Key Fob from the vehicle and lock the vehicle.
- Never leave children alone in a vehicle, or with access to an unlocked vehicle. Leaving children in a vehicle unattended is dangerous for a number of reasons. A child or others could be seriously or fatally injured. Children should be warned not to touch the parking brake, brake pedal or the shift lever.

(Continued)

WARNING! (Continued)

- Do not leave the Key Fob in or near the vehicle (or in a location accessible to children), and do not leave the ignition of a vehicle equipped with Keyless Enter-N-Go™ ACC or RUN mode. A child could operate power windows, other controls, or move the vehicle.

Automatic Transmission

The shift lever must be in the NEUTRAL or PARK position before you can start the engine. Apply the brakes before shifting into any driving gear.

5

WARNING! (Continued)

- Unintended movement of a vehicle could injure those in or near the vehicle. As with all vehicles, you should never exit a vehicle while the engine is running. Before exiting a vehicle, always apply the parking brake, shift the transmission into PARK, turn the engine OFF, and remove the key fob. When the ignition is in the OFF position, the transmission is locked in PARK, securing the vehicle against unwanted movement.
- When leaving the vehicle, always make sure the ignition switch is in the OFF position, remove the key fob from the vehicle, and lock the vehicle.

(Continued)

WARNING! (Continued)

- Never leave children alone in a vehicle, or with access to an unlocked vehicle. Allowing children to be in a vehicle unattended is dangerous for a number of reasons. A child or others could be seriously or fatally injured. Children should be warned not to touch the parking brake, brake pedal or the transmission gear selector.
- Do not leave the key fob in or near the vehicle (or in a location accessible to children), and do not leave the ignition of a vehicle equipped with Keyless Enter-N-Go™ in the ACC or ON/RUN mode. A child could operate power windows, other controls, or move the vehicle.

CAUTION!

Damage to the transmission may occur if the following precautions are not observed:

- Shift into PARK only after the vehicle has come to a complete stop.
- Shift into or out of REVERSE only after the vehicle has come to a complete stop and the engine is at idle speed.
- Do not shift between PARK, REVERSE, NEUTRAL, or DRIVE when the engine is above idle speed.
- Before shifting into any gear, make sure your foot is firmly pressing the brake pedal.

NOTE: You must press and hold the brake pedal while shifting out of PARK.

Key Ignition Park Interlock

This vehicle is equipped with a Key Ignition Park Interlock which requires the transmission to be in PARK before the engine can be turned off. This helps the driver avoid inadvertently leaving the vehicle without placing the transmission in PARK.

This system also locks the transmission in PARK whenever the ignition switch is in the OFF position.

Brake/Transmission Shift Interlock System

This vehicle is equipped with a Brake Transmission Shift Interlock System (BTSI) that holds the shift lever in PARK unless the brakes are applied. To shift the transmission out of PARK, the engine must be running and the brake pedal must be pressed.

The brake pedal must also be pressed to shift from NEUTRAL into DRIVE or REVERSE when the vehicle is stopped or moving at low speeds.

If necessary, add fluid to restore to the proper indicated level. With a clean cloth, wipe any spilled fluid from all surfaces. Refer to "Fluids, Lubricants, and Genuine Parts" in "Maintaining Your Vehicle" for further information.

FUEL SAVER TECHNOLOGY 5.7L ENGINE ONLY — IF EQUIPPED

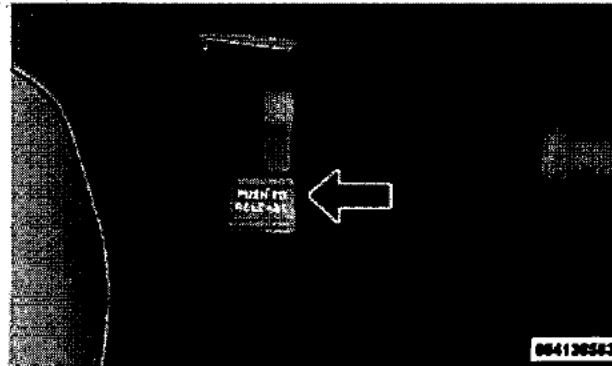
This feature offers improved fuel economy by shutting off four of the engine's eight cylinders during light load and cruise conditions. The system is automatic with no driver inputs or additional driving skills required.

NOTE: This system may take some time to return to full functionality after a battery disconnect.

PARKING BRAKE

Before leaving the vehicle, make sure that the parking brake is fully applied and place the shift lever in the PARK position.

The foot operated parking brake is located below the lower left corner of the instrument panel. To apply the park brake, firmly push the park brake pedal fully. To release the parking brake, press the park brake pedal a second time and let your foot up as you feel the brake disengage.



Parking Brake

5

444 STARTING AND OPERATING

When the parking brake is applied with the ignition switch in the ON position, the "Brake Warning Light" in the instrument cluster will illuminate.

NOTE:

- When the parking brake is applied and the transmission is placed in gear, the "Brake Warning Light" will flash. If vehicle speed is detected, a chime will sound to alert the driver. Fully release the parking brake before attempting to move the vehicle.
- This light only shows that the parking brake is applied. It does not show the degree of brake application.

When parking on a hill, it is important to turn the front wheels toward the curb on a downhill grade and away from the curb on an uphill grade. Apply the parking brake before placing the shift lever in PARK, otherwise the load on the transmission locking mechanism may make it difficult to move the shift lever out of PARK. The parking brake should always be applied whenever the driver is not in the vehicle.

WARNING!

- Never use the PARK position as a substitute for the parking brake. Always apply the parking brake fully when parked to guard against vehicle movement and possible injury or damage.
- When leaving the vehicle, always remove the Key Fob from the ignition and lock your vehicle.

(Continued)

WARNING! (Continued)

- Never leave children alone in a vehicle, or with access to an unlocked vehicle. Allowing children to be in a vehicle unattended is dangerous for a number of reasons. A child or others could be seriously or fatally injured. Children should be warned not to touch the parking brake, brake pedal or the shift lever.
- When leaving the vehicle, always make sure the keyless ignition mode is in the "OFF" mode, remove the Key Fob from the vehicle and lock the vehicle.










(Continued)

WARNING! (Continued)

- Do not leave the Key Fob in or near the vehicle or in a location accessible to children, and do not leave the ignition of a vehicle equipped with Keyless Enter-N-Go™ in the ACC or ON/RUN mode. A child could operate power windows, other controls, or move the vehicle.
- Be sure the parking brake is fully disengaged before driving; failure to do so can lead to brake failure and a collision.
- Always fully apply the parking brake when leaving your vehicle, or it may roll and cause damage or injury. Also be certain to leave the transmission in PARK. Failure to do so may allow the vehicle to roll and cause damage or injury.

Fast Finder

To quickly find a section—Follow the arrows on the side of this page to the matching black bars on the side of the *California Vehicle Code* book and open at the black bar.

<ul style="list-style-type: none"> • Words & Phrases Defined • Administration 	<p><i>Divisions 1-2</i> <i>Sections 1-3079</i></p> 
<ul style="list-style-type: none"> • Registration of Vehicles & Certificates of Title • Registration & Transfer of Vessels • Vehicle Sales 	<p><i>Divisions 3-3.6</i> <i>Sections 4000-9993</i></p> 
<ul style="list-style-type: none"> • Special Antitheft Laws • Occupational Licensing & Business Regulations 	<p><i>Divisions 4-5</i> <i>Sections 10500-12217</i></p> 
<ul style="list-style-type: none"> • Drivers' Licenses • Motor Vehicle Transactions with Minors • Unattended Child in Motor Vehicle Safety Act 	<p><i>Divisions 6-6.7</i> <i>Sections 12500-15632</i></p> 
<ul style="list-style-type: none"> • Financial Responsibility Laws • Civil Liability • Accidents & Accident Reports 	<p><i>Divisions 7-10</i> <i>Sections 16000-20018</i></p> 
<ul style="list-style-type: none"> • Rules of the Road • DUI Sentencing 	<p><i>Division 11-11.5</i> <i>Sections 21000-23702</i></p> 
<ul style="list-style-type: none"> • Equipment of Vehicles • Towing & Loading • Transportation of Hazardous Materials 	<ul style="list-style-type: none"> • Safety Regulations • Motor Carriers of Property • Motor Vehicle Damage Control <p><i>Divisions 12-14.9</i> <i>Sections 24000-34725</i></p> 
<ul style="list-style-type: none"> • Size, Weight, & Load • Implements of Husbandry • Off-Highway Vehicles • Autonomous Vehicles 	<ul style="list-style-type: none"> • Bicycles • Offenses & Prosecution • Penalties & Disposition of Fees <p><i>Divisions 15-18</i> <i>Sections 35000-42277</i></p> 
<ul style="list-style-type: none"> • Appendix A—Other Laws Relating to the Use or Operation of Motor Vehicles • Appendix B—List of Violations of the Vehicle Code • Appendix C—Vehicle Code Index 	<p><i>Appendices,</i> <i>List of Violations,</i> <i>and Index</i></p> 

DIVISION 7. FINANCIAL RESPONSIBILITY LAWS

Chapter 1. Compulsory Financial Responsibility (Repealed and added Ch. 1 009, Stats. 1971, Effective January 1, 1973)

Article 1. Accident Reports (Repealed and added Ch. 1 009, Stats. 1971, Effective January 1, 1973)

Accident Report

16000. (a) The driver of a motor vehicle who is in any manner involved in an accident originating from the operation of the motor vehicle on a street or highway, or is involved in a reportable off-highway accident, as defined in Section 16000.1, that has resulted in damage to the property of any one person in excess of seven hundred fifty dollars (\$750), or in bodily injury, or in the death of any person shall report the accident, within 10 days after the accident, either personally or through an insurance agent, broker, or legal representative, on a form approved by the department, to the office of the department at Sacramento, subject to this chapter. The driver shall identify on the form, by name and current residence address, if available, any person involved in the accident complaining of bodily injury.

(b) A report is not required under subdivision (a) if the motor vehicle involved in the accident was owned or leased by, or under the direction of, the United States, this state, another state, or a local agency.

(c) If none of the parties involved in an accident has reported the accident to the department under this section within one year following the date of the accident, the department is not required to file a report on the accident and the driver's license suspension requirements of Section 16001 or 16070 do not apply.

Amended Sec. 10, Ch. 391, Stats. 2001, Effective January 1, 2001

Reportable Off-Highway Accident

16000.1. (a) For purposes of this division, a "reportable off-highway accident" means an accident which includes all of the following:

- (1) Occurs off the street or highway.
- (2) Involves a vehicle that is subject to registration under this code.
- (3) Results in damages to the property of any one person in excess of seven hundred fifty dollars (\$750) or in bodily injury or in the death of any person.

(b) A "reportable off-highway accident" does not include any accident which occurs off-highway in which damage occurs only to the property of the driver or owner of the motor vehicle and no bodily injury or death of a person occurs.

Amended Sec. 5, Ch. 796, Stats. 2002, Effective January 1, 2003

Uninsured Motor Vehicle

16000.7. As used in this division an "uninsured motor vehicle" is a motor vehicle for which financial responsibility as provided in Section 16024 was not in effect at the time of the accident.

Added Ch. 519, Stats. 1979, Effective January 1, 1980

Evidence of Financial Responsibility: Failure to Provide Due to Acts of Insurance Agent or Broker

16000.8. (a) Notwithstanding any other provision of this chapter, if the failure of the driver of a motor vehicle involved in an accident to prove the existence of financial

responsibility, as required by Section 16020, was due to the fraudulent acts of an insurance agent or broker, the department shall terminate any suspension action taken pursuant to Section 16070, when both of the following conditions are met:

(1) The driver provides documentation from the Department of Insurance that the insurance agent or broker has been found to have committed fraud in the transaction of automobile liability insurance, or provides documentation that criminal charges have been filed against the agent or broker due to fraud or theft related to the sale of automobile liability insurances.

(2) The driver furnishes proof to the department that financial responsibility meeting the requirements of Section 16021 is currently in effect.

(b) It is the intent of the Legislature in enacting this section that individuals who are the victims of insurance fraud not be penalized for violating the financial responsibility laws when that violation was due to the fraudulent acts of others. Persons with documented evidence of fraud involving their insurance coverage, such as where an insurance agent accepted the premium payment for coverage but willfully failed to obtain the coverage and led the customer to believe insurance was in effect, should retain their driving privileges provided they give evidence that valid liability insurance is currently in effect.

Added Sec. 6, Ch. 1153, Stats. 1996, Effective January 1, 1997

Driverless Runaway Vehicle

16001. If the vehicle involved was a driverless runaway vehicle and was parked with the express or implied permission of the registered owner, the registered owner of the vehicle shall be construed to have been the driver of the vehicle for the purposes of this chapter.

Repealed and added Ch. 1 009, Stats. 1971, Effective January 1, 1973, with no change in content.

Vehicle of Employer; Vehicle of Publicly Owned or Operated Transit System

16002. (a) If the driver at the time of the accident was driving a motor vehicle owned, operated, or leased by the employer of the driver and with the permission of the employer, then the driver shall within five days after the accident report the accident to his employer on a form approved by the employer. Within 10 days after receipt of the report the employer shall transmit a report on a form approved by the department to the office of the department at Sacramento, except that an employer need not transmit such report when the vehicle involved in the accident is owned or operated as described in Section 16051 or 16052, or is owned or operated by any person or corporation who has filed with the department a certificate of an insurance carrier or surety company that there is in effect a policy or bond meeting the requirements of Section 16056 and when such policy or bond is in force with respect to the vehicle at the time of the accident.

(b) The driver of a vehicle that is owned or operated by a publicly owned or operated transit system, or that is operated under contract with a publicly owned or operated transit system, and that is used to provide regularly scheduled transportation to the general public or for other official business of the system shall, within 10 days of the occurrence of the accident, report to the transit system any accident of a type otherwise required to be reported pursuant to subdivision (a) of Section 16000. The transit system shall maintain records

DIVISION 10. ACCIDENTS AND ACCIDENT REPORTS

Chapter 1. Accidents and Accident Reports

Application of Division

20000. The provisions of this division apply upon highways and elsewhere throughout the State, unless expressly provided otherwise.

Duty to Stop at Scene of Accident

20001. (a) The driver of a vehicle involved in an accident resulting in injury to a person, other than himself or herself, or in the death of a person shall immediately stop the vehicle at the scene of the accident and shall fulfill the requirements of Sections 20003 and 20004.

(b) (1) Except as provided in paragraph (2), a person who violates subdivision (a) shall be punished by imprisonment in the state prison, or in a county jail for not more than one year, or by a fine of not less than one thousand dollars (\$1,000) nor more than ten thousand dollars (\$10,000), or by both that imprisonment and fine.

(2) If the accident described in subdivision (a) results in death or permanent, serious injury, a person who violates subdivision (a) shall be punished by imprisonment in the state prison for two, three, or four years, or in a county jail for not less than 90 days nor more than one year, or by a fine of not less than one thousand dollars (\$1,000) nor more than ten thousand dollars (\$10,000), or by both that imprisonment and fine. However, the court, in the interests of justice and for reasons stated in the record, may reduce or eliminate the minimum imprisonment required by this paragraph.

(3) In imposing the minimum fine required by this subdivision, the court shall take into consideration the defendant's ability to pay the fine and, in the interests of justice and for reasons stated in the record, may reduce the amount of that minimum fine to less than the amount otherwise required by this subdivision.

(c) A person who flees the scene of the crime after committing a violation of Section 191.5 of, or paragraph (1) of subdivision (c) of Section 192 of the Penal Code, upon conviction of any of those sections, in addition and consecutive to the punishment prescribed, shall be punished by an additional term of imprisonment of five years in the state prison. This additional term shall not be imposed unless the allegation is charged in the accusatory pleading and admitted by the defendant or found to be true by the trier of fact. The court shall not strike a finding that brings a person within the provisions of this subdivision or an allegation made pursuant to this subdivision.

(d) As used in this section, "permanent, serious injury" means the loss or permanent impairment of function of a bodily member or organ.

Amended Sec. 30, Ch. 747, Stats. 2007, Effective January 1, 2008

Permissible Action: Duty Where Property Damaged

20002. (a) The driver of any vehicle involved in an accident resulting only in damage to any property, including vehicles, shall immediately stop the vehicle at the nearest location that will not impede traffic or otherwise jeopardize the safety of other motorists. Moving the vehicle in accordance with this subdivision does not affect the question of fault. The driver shall also immediately do either of the following:

(1) Locate and notify the owner or person in charge of that property of the name and address of the driver and owner of the vehicle involved and, upon locating the driver of any other vehicle involved or the owner or person in charge of any damaged property, upon being requested, present his or her driver's license, and vehicle registration, to the other driver, property owner, or person in charge of that property. The information presented shall include the current residence address of the driver and of the registered owner. If the registered owner of an involved vehicle is present at the scene, he or she shall also, upon request, present his or her driver's license information, if available, or other valid identification to the other involved parties.

(2) Leave in a conspicuous place on the vehicle or other property damaged a written notice giving the name and address of the driver and of the owner of the vehicle involved and a statement of the circumstances thereof and shall without unnecessary delay notify the police department of the city wherein the collision occurred or, if the collision occurred in unincorporated territory, the local headquarters of the Department of the California Highway Patrol.

(b) Any person who parks a vehicle which, prior to the vehicle again being driven, becomes a runaway vehicle and is involved in an accident resulting in damage to any property, attended or unattended, shall comply with the requirements of this section relating to notification and reporting and shall, upon conviction thereof, be liable to the penalties of this section for failure to comply with the requirements.

(c) Any person failing to comply with all the requirements of this section is guilty of a misdemeanor and, upon conviction thereof, shall be punished by imprisonment in the county jail not exceeding six months, or by a fine not exceeding one thousand dollars (\$1,000), or by both that imprisonment and fine.

Amended Sec. 16, Ch. 425, Stats. 2001, Effective January 1, 2002

Duty Upon Injury or Death

20003. (a) The driver of any vehicle involved in an accident resulting in injury to or death of any person shall also give his or her name, current residence address, the names and current residence addresses of any occupant of the driver's vehicle injured in the accident, the registration number of the vehicle he or she is driving, and the name and current residence address of the owner to the person struck or the driver or occupants of any vehicle collided with, and shall give the information to any traffic or police officer at the scene of the accident. The driver also shall render to any person injured in the accident reasonable assistance, including transporting, or making arrangements for transporting, any injured person to a physician, surgeon, or hospital for medical or surgical treatment if it is apparent that treatment is necessary or if that transportation is requested by any injured person.

(b) Any driver or injured occupant of a driver's vehicle subject to the provisions of subdivision (a) shall also, upon being requested, exhibit his or her driver's license, if available, or, in the case of an injured occupant, any other available identification, to the person struck or to the driver or occupants of any vehicle collided with, and to any traffic or police officer at the scene of the accident.

Amended Ch. 1247, Stats. 1994, Effective January 1, 1995

Duty Upon Death

20001. In the event of death of any person resulting from an accident, the driver of any vehicle involved after fulfilling the requirements of this division, and if there be no traffic or police officer at the scene of the accident to whom to give the information required by Section 20003, shall, without delay, report the accident to the nearest office of the Department of the California Highway Patrol or office of a duly authorized police authority and submit with the report the information required by Section 20003.

Driver Without License

20006. If the driver does not have his driver's license in his possession, he shall exhibit other valid evidences of identification to the occupants of a vehicle with which he collided.

Duty to Report Accidents

20008. (a) The driver of a vehicle, other than a common carrier vehicle, involved in any accident resulting in injuries to or death of any person shall within 24 hours after the accident make or cause to be made a written report of the accident to the Department of the California Highway Patrol or, if the accident occurred within a city, to either the Department of the California Highway Patrol or the police department of the city in which the accident occurred. If the agency which receives the report is not responsible for investigating the accident, it shall immediately forward the report to the law enforcement agency which is responsible for investigating the accident.

On or before the fifth day of each month, every police department which received a report during the previous calendar month of an accident which it is responsible for investigating shall forward the report or a copy thereof to the main office of the Department of the California Highway Patrol at Sacramento.

(h) The owner or driver of a common carrier vehicle involved in any such accident shall make a like report to the Department of California Highway Patrol on or before the 10th day of the month following the accident.

Amended Ch. 221, Stats. 1970, Effective November 24, 1970

Supplemental Reports

20009. The Department of the California Highway Patrol may require any driver, or the owner of a common carrier vehicle, involved in any accident of which a report must be made as provided in Section 20008 to file supplemental reports and may require witnesses of accidents to render reports to it whenever the original report is insufficient in the opinion of such department.

Driver Unable to Report

20010. Whenever the driver of a vehicle is physically incapable of making a required accident report, any occupant in the vehicle at the time of the accident shall make the report or cause it to be made.

Coroner's Report

20011. Every coroner shall on or before the tenth day of each month report in writing to the Department of the California Highway Patrol the death of any person during the preceding calendar month as the result of an accident involving a motor vehicle and the circumstances of the accident.

Reports Confidential: Exceptions

20012. All required accident reports, and supplemental reports, shall be without prejudice to the individual so reporting and shall be for the confidential use of the Department of Motor Vehicles and the Department of the California Highway Patrol, except that the Department of the California Highway Patrol or the law enforcement agency to whom the accident was reported shall disclose the entire contents of the reports, including, but not limited to, the names and addresses of persons involved or injured in, or witnesses to, an accident, the registration numbers and descriptions of vehicles involved, the date, time and location of an accident, all diagrams, statements of the drivers involved or occupants injured in the accident and the statements of all witnesses, to any person who may have a proper interest therein, including, but not limited to, the driver or drivers involved, or the guardian or conservator thereof, the parent of a minor driver, the authorized representative of a driver, or to any named person injured therein, the owners of vehicles or property damaged thereby, persons who may incur civil liability, including liability based upon a breach of warranty arising out of the accident, and any attorney who declares under penalty of perjury that he or she represents any of the above persons.

A request for a copy of an accident report shall be accompanied by payment of a fee, provided such fee shall not exceed the actual cost of providing the copy.

Amended Ch. 1245, Stats. 1991, Effective January 1, 1993.

Reports as Evidence

20013. No such accident report shall be used as evidence in any trial, civil or criminal, arising out of an accident, except that the department shall furnish upon demand of any person who has, or claims to have, made such a report or upon demand of any court, a certificate showing that a specified accident report has or has not been made to the department solely to prove a compliance or failure to comply with the requirement that such a report be made to the department.

Amended Ch. 1996, Stats. 1999, Effective September 18, 1999

Use of Reports

20014. All required accident reports and supplemental reports and all reports made to the Department of the California Highway Patrol by any peace officer, member of the Department of the California Highway Patrol, or other employee of the Department of Motor Vehicles and the Department of the California Highway Patrol, shall be immediately available for the confidential use of any division in the department needing the same, for confidential use of the Department of Transportation, and, with respect to accidents occurring on highways other than state highways, for the confidential use of the local authority having jurisdiction over the highway.

Amended Ch. 545, Stats. 1971, Effective January 1, 1975

Counter Reports: No Determination of Fault

20015. (a) No traffic or police officer shall include in any counter report of a property-damage accident, as defined in this section, any determination by the peace officer of fault of the reporting person, including, but not limited to, inattentiveness. This section does not apply to a determination which is the result of an examination of the physical evidence

of the accident at the site of the accident by the traffic or police officer or the result of an express, knowing admission of the reporting person if the basis for the determination is also included in the report.

(b) As used in this section, "counter report of a property-damage accident" means any report of an accident involving one or more vehicles which meets the following criteria:

(1) The accident reported caused damage to property, but did not cause personal injury to or the death of any person.

(2) The report is prepared at an office of the California Highway Patrol or local law enforcement agency.

(3) The report is written or recorded by, or with the assistance of, a peace officer.

Added Ch. 261, Stats. 1981 Effective January 1, 1982

Persons Injured on Highways

20016. Any peace officer, any member of an organized fire department or fire protection district, any employee of the Department of Transportation assigned to maintenance operations, or any member of the California Highway Patrol may transport or arrange for the transportation of any person injured in an accident upon any highway to a physician and surgeon or hospital, if the injured person does not object to such transportation. Any officer, member, or employee exercising ordinary care and precaution shall not be liable for any damages due to any further injury or for any medical, ambulance, or hospital bills incurred in behalf of the injured party.

Amended Ch. 545, Stats. 1974 Effective January 1, 1975

Pesticide Spills

20017. Any peace officer who knows, or has reasonable cause to believe, that a pesticide has been spilled or otherwise accidentally released, shall report the spill as required in Section 105215 of the Health and Safety Code.

Amended Sec. 425, Ch. 1023, Stats. 1996 Effective September 29, 1996

Assistance to Motorists

20018. Every law enforcement agency having traffic law enforcement responsibility as specified in subdivision (a) of Section 830.1 and in subdivision (a) of Section 830.2 of the Penal Code may develop, adopt, and implement a written policy for its officers to provide assistance to disabled motorists on highways within its primary jurisdiction. A copy of the policy, if adopted, shall be available to the public upon request.

Amended Ch. 52, Stats. 1993 Effective June 30, 1993

CARFAX

CARFAX[™] Vehicle History Report[™]

An independent company established in 1986

US \$39.99

Vehicle Information:
 2014 JEEP GRAND CHEROKEE LIMITED
 VIN: 1C4RJEBG8EC
 4 DOOR WAGON/SPORT UTILITY
 3.6L V6 SFI DOHC 24V
 REAR WHEEL DRIVE
 Standard Equipment | Safety Options

CARFAX Report Provided By:
 Chrysler Group Recall
 800 Chrysler Dr
 Auburn Hills, MI 0
 703-555-1212

- No accident / damage reported to CARFAX
- CARFAX 1-Owner vehicle
- At least 1 open recall
- 2 Service records available
- 4,010 Last reported odometer reading
- \$180 Above retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 12/15/14 at 5:17:47 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX

Price Calculator[™]

Adjust the value of this 2014 Jeep Grand Cherokee Limited based on the information available in this report

1) Retail Book Value

\$

Enter retail book value here

2) CARFAX Price Adjustment[™]

+

\$
180

Above retail book value

3) Adjusted Retail Value

\$

Begin by entering the retail book value

Start by entering the retail book value from a pricing guide website.

\$

This vehicle is worth more than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX

Ownership History

The number of owners is estimated

Year purchased

Type of owner

Estimated length of ownership

Owned in the following states/provinces

Estimated miles driven per year

Last reported odometer reading

Owner 1

2013

Personal lease

1 yr. 7 mo.

California

2,953/yr

4,010

CARFAX

Owner 1

CARFAX Title History


CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Not Actual Mileage | Exceeds Mechanical Limits

Guaranteed No Problem

Guaranteed No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register | View Terms

CARFAX Additional History

Not all accidents / issues are reported to CARFAX

Total Loss
No total loss reported to CARFAX.

Structural Damage
No structural damage reported to CARFAX.

Airbag Deployment
No airbag deployment reported to CARFAX.

Odometer Check
No indication of an odometer rollback.

Accident / Damage
No accidents or damage reported to CARFAX.


Manufacturer Recall
At least 1 manufacturer recall requires repair.

Owner 1


- No Issues Reported
- No Issues Reported
- No Issues Reported
- No Issues Indicated
- No Issues Reported
- Recall Reported**

CARFAX Detailed History Glossary

Owner 1	Date:	Mileage:	Source:	Comments:
Purchased: 2013 Type: Personal lease Where: California Est. miles/year: 2,953/yr Est. length owned: 5/3/13 - present (1 yr. 7 mo.)	03/29/2013	5	Cerritos Dodge Chrysler Jeep Cerritos, CA 562-402-5335 cerritosdodge.com	Vehicle offered for sale
Low mileage! This owner drove less than the industry average of 15,000 miles per year	04/04/2013		Cerritos Dodge Cerritos, CA 562-402-5335 browningautogroup.com	Pre-delivery inspection completed Anti-theft/keyless device/alarm installed Tire condition and pressure checked Washed/detailed Paint sealant applied/reapplied Front license plate bracket installed/replaced Battery/charging system checked
	04/05/2013		Dealer Inventory Cerritos, CA	Vehicle offered for sale
	05/03/2013	13	California Motor Vehicle Dept Sherman Oaks, CA	Odometer reading reported Titled or registered as personal lease vehicle
	05/21/2013		California Motor Vehicle Dept Sherman Oaks, CA	Title issued or updated First owner reported Titled or registered as personal lease vehicle Loan or lien reported

08/19/2014	Chrysler	 <p>Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.</p> <p>Manufacturer Safety recall issued #P35 SUN VISOR WIRING</p> <p>Click here for a copy of the owner letter for this Recall or call 1- 800-853-1403 if you have any questions or need additional information on this recall.</p>
09/09/2014	4,010 Freedom Chrysler Jeep Toyota of Harrisburg Harrisburg, PA 717-545-4726 hbgcars.com	Oil and filter changed
12/01/2014	Chrysler	<p>Manufacturer Safety recall issued #P67 OCCUPANT RESTRAINT CONTROL MODULE</p> <p>Click here for a copy of the owner letter for this Recall or call 1- 800-853-1403 if you have any questions or need additional information on this recall.</p>

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

[View Full Glossary](#)

CARFAX Price Adjustment™
Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Manufacturer Recall
Automobile manufacturers issue recall notices to inform owners of car defects that have come to the manufacturer's attention. Recalls also suggest improvements that can be made to improve the safety of a particular vehicle. Most manufacturer recalls can be repaired at no cost to you.

Ownership History
CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued
A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

Follow Us:  [facebook.com/CARFAX](https://www.facebook.com/CARFAX)  [@CarfaxReports](https://twitter.com/CarfaxReports)  [CARFAX on Google+](#)

CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX®

© 2014 CARFAX, Inc., a unit of IHS Inc. All rights reserved.

Covered by United States Patent Nos. 7,113,853; 7,778,841; 7,596,512, 8,600,823; 8,595,079; 8,606,848; 7,505,838.
12/15/14 5:17:47 PM (EST)

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Oct 10 17:12:54 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Defective Vehicle

Comments:

Last week I took my 2014 Grand Cherokee Overland in to the dealer to have the faulty transmission and faulty uconnect system repaired and was told there is no current fix available and I need to wait to receive a recall notice from Jeep. That is unacceptable. I should not have to deal with a defective vehicle until sometime in the future when and if Jeep decides to issue a recall notice. This is my 4th Jeep and I have never had such a bad experience before. I wonder if I made a serious mistake buying another Jeep.

Sender Information:

Title:

First Name: [REDACTED]
[REDACTED]
[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Oct 11 05:21:34 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We regret to learn of the concerns you have experienced with your vehicle.

The handling of your case will require a call to the Dealer. The Dealer is currently closed. What we are going to do is assign your case to an Agent that will contact the Dealer on your behalf as soon as possible, and continue to work on this case. The Agent will be contacting you once the Dealer has been contacted to provide you an update. This will ensure that your issue/concern/question is reviewed as quickly as possible.

We feel this referral will best address your concerns.

Thanks again for your email and continued patience.

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=KMM8303061V83294L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Defective Vehicle

Comments:

Last week I took my 2014 Grand Cherokee Overland in to the dealer to have the faulty transmission and faulty uconnect system repaired and was told there is no current fix available and I need to wait to receive a recall notice from Jeep. That is unacceptable. I should not have to deal with a defective vehicle until sometime in the future when and if Jeep decides to issue a recall notice. This is my 4th Jeep and I have never had such a bad experience before. I wonder if I made a serious mistake buying another Jeep.

VIN:

EC [REDACTED]

Mileage:

2175

Servicing Dealer:

Moss Bors Jeep - Riverside

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Corona

State:

CA

Zip:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Oct 11 12:48:04 EDT 2013
Subject: Reply to Chrysler Group LLC (KMM8303061V83294L0KM)
Reply Comments:

Below is the list of problems which I had typed up and handed the service writer (I believe his name is Tabik), who told me to wait for a recall notice.

[REDACTED]
[REDACTED]
Corona, CA
[REDACTED]
[REDACTED]

2014 Jeep Grand Cherokee
VIN:
1C4RJFCG8EC [REDACTED]
Plate: [REDACTED]

Jeep Problems

Transmission

=95=09The button on the shifter is difficult to use and produces inconsiste=nt

results when shifting from reverse to drive. Occasionally stops at neutral and then is tricky to get into drive.

=95=09At lower speeds and low gears (between 1st and 2nd) the driveshaft clunks loudly. =20

=95=09Down shifting after lifting foot of the accelerator results in a clunk sound and thump.

=95=09We=92re concerned that it will break down.

Acceleration

=95=09Acceleration should be smooth however it=92s abrupt.

Pressing the accelerator pedal even softly results in the vehicle jerking forward quickly when it should be smooth.

Radio=20

=95=09Experiencing system

crashing. The radio comes on, displays the Jeep logo seems to start then the screen blanks out and it seems to be rebooting.

=95=09The navigation is

not always selectable. On a number of occasions the screen locks up and won=92t let us access the navigation.

=95=09Other times the touch screen won=92t

allow any selections. Stopping and restarting of the vehicle doesn=92t fix it. However parking for 15 or so minutes then getting back in and restarting usually resolves the situation.

=95=09Radio sound quality comes and

goes (AM, FM & SAT).=20

Driver Seat Memory

=95=09Even though it=92s programmed,

the seat and mirrors do not always automatically adjust to driver settings.

Often we have to press either the #1 or #2 button to activate the seat and mirror settings.

Flashlight

=95=09The flashlight stored in the rear cargo

area, is a neat idea but it=92s never worked and won=92t charge.

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Repair Order Detail

CAIR [REDACTED]

RO Number: [REDACTED]

RO Status: LINE ON HOLD

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 1C4RJFBG6EC [REDACTED]

Main [REDACTED]
2014 GRANC RED

Customer Copy
Cell: [REDACTED]

Mileage: 7,162
Service advisor: 1040
Tag number: T282

Payment type: CASH
Promised time: 05:00 PM
Promised date: 11/22/2013

Waiter: No
Estimate: 0.00
Customer Comments: No

A DRIVER DOOR DAMAGE
 WC DEFAULT 0.00 0.00
 Tech(s): 9999
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line A: 0.00

B (3MT) PERFORM LUBE, OIL, AND FILTER CHANGE. CHECK ALL FLUID LEVELS, LUBE ALL FITTINGS. CHECK TIRE PRESSURES, AND COOLANT PROTECTION.
 3MT IC (3MT) PERFORM LUBE, OIL, AND FILTER CHANGE. CHECK ALL FLUID LEVELS, LUBE ALL FITTINGS. CHECK TIRE PRESSURES, AND COOLANT PROTECTION. 0.40 13.05
 Tech(s): 1024
 68191349AA 1 FILTER-ENGINE OIL 8.85
 5W20 12 5W-20 OIL 13.32
 Parts: 22.17 Labor: 13.05 Other: 0.00 Total Line B: 35.22
 Story: 7162 1024-PERFORMED LOF, CHECKED AND FILLED ALL FLUIDS TO SPEC

C CERTIFIED CHRYSLER MULTI-POINT INSPECTION
 C DEFAULT 0.00 0.00
 Tech(s): 1024
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line C: 0.00
 Story: 7162 1024-PERFORMED VEHICLE INSPECTION, SEE ATTACHED SHEET

D INSPECT AND ADJUST TIRE PRESSURES IF NECESSARY:
 R/F ___ L/F ___ R/R ___ L/R ___
 PSI C INSPECT AND ADJUST TIRE PRESSURES IF NECESSARY: 0.00 0.00
 R/F ___ L/F ___ R/R ___
 L/R ___
 Tech(s): 1038
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line D: 0.00

E CUSTOMER STATES VOICE COMMANDS WORKS INTERMITTENTLY-INSPECT/ADVISE.
 WC DEFAULT 0.00 0.00
 Tech(s): 709
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line E: 0.00

F CUSTOMER STATES 1 FOBIK WILL NOT ACCEPT

Repair Order Detail

CAIR

RO Number: [REDACTED]

RO Status: LINE ON HOLD

Customer: [REDACTED]

Customer Copy

Phone(s): Contact:

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: 1C4RJFBG6EC [REDACTED]

2014 GRANC RED

Mileage: 7,162

Payment type: CASH

Waiter: No

Service advisor: 1040

Promised time: 05:00 PM

Estimate: 0.00

Tag number: T282

Promised date: 11/22/2013

Customer Comments: No

08 PROGRAMMING--INSPECT/ADVISE.
 WC ELECTRICAL SYSTEM 0.00 0.00
 Tech(s): 709
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line F: 0.00

G CUSTOMER STATES WHEN TRANS IS SHIFTED INTO PARK VEHICLE WILL
 STILL ROLLS-HAS HAPPENED APPROX 10 TIMES-HAS STOPPED PUT INTO
 PARK GOTTEN OUT OF VEHICLE AND IT WAS ROLLING BACKWART
 21 WC AUTOMATIC 0.00 0.00
 TRANSMISSION
 Tech(s): 709
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line G: 0.00

Story: 7162 709-ROAD TEST VEHICLE AND UPON INITIAL INSPECTION
 UNABLE TO VERIFY VEHICLE LEAVING PARK AND DROPPING INTO
 REVERSE OR VEHICLE COMING OUT OF PARK IN GENERAL WITHOUT
 PLACING FOOT ON THE BRAKE PEDAL FIRST. TEST SYSTEM W/ WITECH
 AND NO ACTIVE,PENDING,OR STORED DTC'S PRESENT IN THE
 TRANSMISSION SYSTEM RELATED TO THIS CONCERN. CHECK TSB'S AND
 STAR CASES AND NONE APPLY FOR THIS CONCERN. INSPECT
 TRANSMISSION SHIFT ASSY AND PERFORM SHIFT LEVER STATUS CHECK
 AND TRANSMISSION SHIFTING AS DESIGNED INTO ALL FOWARD AND
 REVERSE GEARS.

H PERFORM RECALL# N58
 WC DEFAULT 0.00 0.00
 Tech(s): 709
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line H: 0.00
 Story: 7162 709-PERFORM RECALL N-58,REPROGRAM ABS AND IPC,RETORQUE
 ALTERNATOR GROUND CABLE TO 106 INCH LBS,OK.

I** CUSTOMER STATES SPEED-O CHANGES FROM NUMBERS TOO GAUGES ON ITS
 OWN.INSPECT/ADVISE.
 08 WC ELECTRICAL SYSTEM 0.00 0.00
 Tech(s): 709
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line I: 0.00

J** CUSTOMER STATES BACKUP CAMERA STAYS ON INI DRIVE FOR A WHILE
 INTERMITTENTLY--INSPECT/ADVISE.
 08 WC ELECTRICAL SYSTEM 0.00 0.00
 Tech(s): 709
 Parts: 0.00 Labor: 0.00 Other: 0.00 Total Line J: 0.00

K** RENTAL CAR PROVIDED
 RENTAL WC RENTAL CAR PROVIDED 0.00 0.00

Repair Order Detail

CAIR

RO Number [REDACTED]

RO Status: LINE ON HOLD

Customer [REDACTED]
Phone(s): Contact:
Vehicle: 1C4RJFBG6EC [REDACTED]

Main [REDACTED]
2014 GRANC RED

Customer Copy
Cell: [REDACTED]

Mileage: 7,162
Service advisor: 1040
Tag number: T282

Payment type: CASH
Promised time: 05:00 PM
Promised date: 11/22/2013

Waiter: No
Estimate: 0.00
Customer Comments: No

Tech(s):	9999					
Parts:	0.00	Labor:	0.00	Other:	0.00	Total Line K: 0.00

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

AUBURN COLLISION CENTER

560 NEVADA ST, P.O. BOX 5400, AUBURN, CA 95603

Phone: (530) 885-1160
FAX: (530) 823-1022

Workfile ID: 181e18e5
State EPA: CAR000181594
BAR: ARD249195

CAIR

FAXED
11/26/13
@ 10:55

FAX TO

Preliminary Estimate

Customer: MAG DODGE/JEWELL, RO# [REDACTED]

Job Number:

Written By: DAN MILLER

JOE V.

Insured: [REDACTED]
RO#187779

Policy #:

Claim #:

MAG DODGE

Type of Loss:
Point of Impact:

Date of Loss:

Days to Repair: 0

Owner: [REDACTED], RO#187779

Inspection Location:
AUBURN COLLISION CENTER
560 NEVADA ST
P.O. BOX 5400
AUBURN, CA 95603
Repair Facility
(530) 885-1160 Business

Insurance Company:

*MAYBE MORE
DAMAGE AFTER
TEAR DOWN*

VEHICLE

Year: 2013	Body Style: 4D UTV	VIN: 1C4RJFBG6BC [REDACTED]	Mileage In:
Make: JEEP	Engine: B-5.7L-FI	License:	Mileage Out:
Model: GRAND CHEROKEE 4X4 LIMITED	Production Date:	State:	Vehicle Out:
Color: MAROON Int:	Condition:	Job #:	

TRANSMISSION

Automatic Transmission
4 Wheel Drive

POWER

Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
Memory Package

DECOR

Dual Mirrors
Body Side Moldings
Privacy Glass

CONVENIENCE

Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Telescopic Wheel
Climate Control
Navigation System
Backup Camera
Remote Starter
Home Link

FM Radio
Stereo

Search/Seek
CD Player

Auxiliary Audio Connection
Satellite Radio

SAFETY

Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Hands Free Device
Xenon Headlamps

Luggage/Roof Rack
Electric Glass Sunroof
Skyview Roof

SEATS

Bucket Seats
Leather Seats
Heated Seats
Rear Heated Seats

WHEELS

Aluminum/Alloy Wheels

PAINT

Clear Coat Paint

OTHER

Fog Lamps
Rear Spoiler
Signal Integrated Mirrors

CAIR



Preliminary Estimate

Customer: [Redacted] RO#187779

Job Number:

Vehicle: 2013 JEEP GRAND CHEROKEE 4X4 LIMITED 4D UTV 8-5.7L-FI MAROON

Console/Storage
Overhead Console

RADIO
AM Radio

Postraction
ROOF

CAIR

Preliminary Estimate

Customer: [REDACTED] / RO# [REDACTED]

Job Number:

Vehicle: 2013 JEEP GRAND CHEROKEE 4X4 LIMITED 4D UTV 8-5.7L-FI MAROON

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		FENDER					
2	*	Rpr LT Fender				1.0	2.2
3		Add for Clear Coat					0.9
4		FRONT DOOR					
5	*	Rpr LT Door shell				4.0	2.2
6		Overlap Major Non-Adj. Panel					-0.2
7		Add for Clear Coat					0.4
8		R&I LT Power mirror code GTS deep cherry				0.3	
9		R&I LT Door glass Jeep laminated				0.7	
10		R&I LT Handle, outside chrome				0.3	
11		R&I LT Belt wstrip				0.3	
12		R&I LT R&I trim panel				0.4	
13	*	Rpr LT Upper hinge				0.5	0.0
14	*	Rpr LT Lower hinge				0.5	0.0
15	#	Repl "GRAND CHEROKEE" EMBLEM		1	75.00		
16		REAR DOOR					
17		R&I LT Belt wstrip				0.3	
18	*	Rpr LT Door shell				1.0	1.5
19		Overlap Major Adj. Panel					-0.4
20		Add for Clear Coat					0.2
21		R&I LT Door glass Jeep w/o deep tint				0.4	
22		R&I LT Handle, outside chrome				0.4	
23		R&I LT R&I trim panel				0.4	
SUBTOTALS					75.00	10.5	6.8

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			75.00
Body Labor	10.5 hrs @	\$ 45.00 /hr	472.50
Paint Labor	6.8 hrs @	\$ 45.00 /hr	306.00
Paint Supplies	6.8 hrs @	\$ 25.00 /hr	170.00
Subtotal			1,023.50
Grand Total			1,023.50
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			1,023.50

CAIR



Preliminary Estimate

Customer: [Redacted], RO [Redacted]

Job Number:

Vehicle: 2013 JEEP GRAND CHEROKEE 4X4 LIMITED 4D UTV 8-5.7L-FI MAROON

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects and other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to: fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request.

To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code 25249.5 et seq.)

FOR YOUR PROTECTION CALIFORNIA LAW REQUIRES THE FOLLOWING TO APPEAR ON THIS FORM: ANY PERSON WHO KNOWINGLY PRESENTS FALSE OR FRAUDULENT CLAIM FOR THE PAYMENT OF A LOSS IS GUILTY OF A CRIME AND MAY BE SUBJECT TO FINES AND CONFINEMENT IN STATE PRISON.

THE FOLLOWING IS A LIST OF ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED:

MOTOR ABBREVIATIONS/SYMBOLS: D=DISCONTINUED PART, A=APPROXIMATE PRICE, LABOR TYPES: B=BODY LABOR, D=DIAGNOSTIC, E=ELECTRICAL, F=FRAME, G=GLASS, M=MECHANICAL, P=PAINT LABOR, S=STRUCTURAL, T=TAXED MISCELLANEOUS, X=NON TAXED MISCELLANEOUS, PATHWAYS: ADJ=ADJACENT, ALGN=ALIGN, A/M=AFTERMARKET, BLND=BLEND, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, D&R=DISCONNECT AND RECONNECT, EST=ESTIMATE, EXT. PRICE=UNIT PRICE MULTIPLIED BY THE QUANTITY, INCL=INCLUDED, MISC=MISCELLANEOUS, NAGS=NATIONAL AUTO GLASS SPECIFICATIONS, NON-ADJ=NON ADJACENT, O/H=OVERHAUL, OP=OPERATION, NO=LINE NUMBER, QTY=QUANTITY, RECOND=RECONDITION, REFN=REFINISH, REPL=REPLACE, R&I=REMOVE AND INSTALL, R&R=REMOVE AND REPLACE, RPR=REPAIR, RT=RIGHT, SECT=SECTION, SUBL=SUBLET, LT=LEFT, W/O=WITHOUT, W/_=WITH/_ SYMBOLS: #=MANUAL LINE ENTRY, *=OTHER [IE..MOTORS DATABASE INFORMATION WAS CHANGED], **=DATABASE LINE WITH AFTERMARKET, N=NOTES ATTACHED TO LINE. OPT OEM=ORIGINAL EQUIPMENT MANUFACTURER PARTS EITHER OPTIONALLY SOURCED OR OTHERWISE PROVIDED WITH SOME UNIQUE PRICING OR DISCOUNT.

CAIR

Preliminary Estimate

Customer: [REDACTED] RO#: [REDACTED]

Job Number:

Vehicle: 2013 JEEP GRAND CHEROKEE 4X4 LIMITED 4D UTV 8-5.7L-FI MARCON

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR3WA11, CCC Data Date 10/9/2013, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM or A/M. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2014 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blend=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

CAIR

Preliminary Estimate

Customer: [REDACTED], RO#: [REDACTED]

Job Number:

Vehicle: 2013 JEEP GRAND CHEROKEE 4X4 LIMITED 4D UTV 8-5.7L-FI MAROON

ALTERNATE PARTS USAGE

Year: 2013 Body Style: 4D UTV VIN: 1C4RJFBG6EC [REDACTED] Mileage In:
Make: JEEP Engine: 8-5.7L-FI License: Mileage Out:
Model: GRAND CHEROKEE 4X4 Production Date: State: Vehicle Out:
LIMITED
Color: MAROON Int: Condition: Job #:

Alternate Part Type	Selection Method	# Of Times Notified Of Available Parts	# Of Parts Selected
Aftermarket	Manually List	0	0
Optional OEM	Manually List	0	0
Reconditioned	Manually List	0	0
Recycled	N/A	0	0



December 27, 2013

[REDACTED]
Lincoln, CA [REDACTED]

CAIR: [REDACTED]

Dear Mr. [REDACTED]

This is in regard to the inspection that was performed on your 2014 Jeep Grand Cherokee, by a representative of Engineering Analysis Associates.

I have had the opportunity to review the inspection report generated by our engineering firm and must advise you that we have been unable to determine a problem with your vehicle.

The transmission, linkage, parking pawl, and all related systems were checked very carefully. Also, a test drive, as well as a physical and electronic inspection of the unit indicates that the transmission is operating properly.

As stated in your owner's manual, Chrysler Group LLC recommends that the gear selector be placed in park with an automatic transmission and first gear with a manual transmission, the parking brake fully set, the ignition turned off, and the keys removed whenever the vehicle is left unattended. Therefore, we must respectfully decline participation with any costs associated with this incident.

Thank you for giving us the opportunity to inspect, review and advise you in this matter.

Sincerely,

M. Gentry
Special Investigations
586-274-8160

MG/ss



GRAND



























TC063













3.6L
VVT





N

0

mph

48°F

P

Press Brake
and
Push Button
to Shift
Into Gear

P
R
N
S
D

7165 mi





P
R
N
D/S





N

0 MPH

APF

R

H

P
R
N
S
D

C

F

E

7185 mi



A close-up photograph of a car's gear shifter knob. The knob is black with a silver-colored trim. On the top surface, there is a gear pattern with the letters P, R, N, and D/S. The knob is mounted on a silver-colored metal plate. To the right, a yellow and white electrical component is visible, and below it, a black panel with some buttons is partially seen.

P
R
N
D/S













































Vehicle View

View a detailed view of the vehicle and its components.

Search

171220-124
VIN: 1G1JL4JG0C

- Home
- Reports
- Monitor
- Performance
- About
- Help



171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

171220-124
VIN: 1G1JL4JG0C

DELL

MA

WORLD



START
STOP
P/S
ENGINE





1C4RJFBG6EC

Ignition or
Accessory On

7165 mi











Jeep

4x4

SUV



Jeep





GRAND CHEROKEE





P
R
N
D/S

20
28
28



N

0

MPH

48°F

R

Press Brake
and
Push Button
to Shift
Into Gear

P
R
N
S
D

H

C
L
F
E

7165 mi



P
R
N
D/S





0

MPH

46°F

R

P
R
N
S
D



7165 mi



P
R
N
D/S



N

0

MPH

46°F

Sport Mode
ON



7185 mi



D
S
N
R
P





P
R
N
D/S





0 MPH

40°F

Press Brake
and
Push Button
to Shift
Into Gear

7165 mi





P
R
N
D/S



N

48°F

0

MPH

7168 ml



57000

57000