

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup







LIMITED



LARIANO CHEVROLET











V6



002AK
986180



























Vehicle View

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

2014 WK 3.6L

VIN: 1C4RJFBG4E[REDACTED]

Battery: 12.408 volts

Legend

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



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

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

All Active Stored Pending

ECU	Code	Status	Description
There are no DTCs present			









CAUTION
Allow 12" (305mm)
minimum clearance
between vehicle and
nearest overhead
obstruction before raising
to do so liquid

























Jeep

4x4

LIMITED

Small white label on the blue lift with illegible text.



P185/60 R16

MICHELIN

GREEN X

1633





LIMITED

















⚠ WARNING

EVEN WITH ADVANCED AIRBAGS

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



⚠ MISER EN CHIFFRE

ATTENTION: LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS GRAVEMENT PAR LES AIRBAGS.

- LES AIRBAGS SONT DESTINÉS À PROTÉGER LES ADULTES ET LES ENFANTS DE PLUS DE 12 ANS.
- LES ENFANTS DE MOINS DE 12 ANS DOIVENT ÊTRE ASSIS À L'ARRIÈRE DU VÉHICULE.
- NE PAS METTRE D'ENFANT DANS UN SIÈGE AUTOMOBILE À L'AVANT D'UN VÉHICULE ÉQUIPPÉ D'UN AIRBAG.
- NE PAS METTRE D'ENFANT DANS UN SIÈGE AUTOMOBILE À L'ARRIÈRE D'UN VÉHICULE ÉQUIPPÉ D'UN AIRBAG.
- TOUJOURS PORTER SA CEINTURE DE SÉCURITÉ.
- VOIR LE MANUEL D'UTILISATION POUR PLUS D'INFORMATIONS SUR LES AIRBAGS.

2010 T1484

CHRYSLER GROUP LLC

WTR/BUILT: 1-14

GVWR:

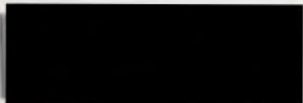
2949 KG 6500 LB

WT: 1452 KG 3200 LB WITH
18X8.0 RIMS AT

P265/60R18 109T TIRES
250 KPH (36 PSI) COLD

WT: 1679 KG 3700 LB WITH
18X8.0 RIMS AT

P265/60R18 109T TIRES
250 KPH (36 PSI) COLD



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

VIN: 1C4RJFBG4E



TYPE:

MPV

NOV: 012001 03000

VEHICLE MADE IN U.S.A.

PLANT: PKT

TRIM: ULV8



NEW JERSEY
NEW CAR DEALER

2 19

INSPECTION
No Z-0771772

MFD BY CHRYSLER GROUP LLC

DATE OF MFR(BUILT): 1-14

GWR: 2949 KG 6500 LB

GWR FRONT: 1452 KG 3200 LB WITH P265/60R18 109T TIRES
18X8.0 RIMS AT 250 KPA (36 PSI) COLD

GWR REAR: 1679 KG 3700 LB WITH P265/60R18 109T TIRES
18X8.0 RIMS AT 250 KPA (36 PSI) COLD



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

WIN: 1C4R... MPV
VEHICLE MADE IN U.S.A. TRIM: 0LX9

UP LLC

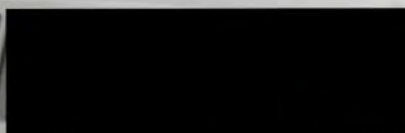
GVWR: 2949 KG 6500 LB

LB WITH P265/60R18 109T TIRES

RIMS AT 250 KPA (36 PSI) COLD

LB WITH P265/60R18 109T TIRES

RIMS AT 250 KPA (36 PSI) COLD



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

VIN: 1C4RJFBG4E

TYPE:

MPV

NDH: 012001 030AA

VEHICLE MADE IN U.S.

WT: PW7

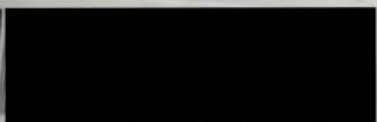
TRIN: ULX9

GROUP LLC

GWR: 2949 KG 6500 LB

3200 LB WITH P265/60R18 109T TIRES
RIMS AT 250 KPA (36 PSI) COLD

3700 LB WITH P265/60R18 109T TIRES
RIMS AT 250 KPA (36 PSI) COLD



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

VIN: 1C4RJFBG4E [REDACTED] TYPE: MPV NDH: 012001 030AA
VEHICLE MADE IN U.S.A. PAINT: PW7 TRIM: ULX9



TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL **5** FRONT **2** REAR **3**

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

TIRE	FRONT	REAR	SPARE
ORIGINAL TYRE SIZE	P265/60R18 109T	R265/60R18 109T	T175/90D18 111M
COLD TIRE INFLATION PRESSURE	250 kPa / 36 PSI	250 kPa / 36 PSI	420 kPa / 60 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION



EC395498

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

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

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

TIRE AND LOADING INFORMATION

SEATING CAPACITY - TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED 475 KG OR 1050 LB

TIRE	FRONT	REAR	SPARE
NOMINAL TIRE SIZE	P265/60R18 109T	P265/60R18 109T	T175/90D18 111M
TYRE TIRE INFLATION PRESSURE	250 kPa / 36 PSI	250 kPa / 36 PSI	420 kPa / 60 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION

EC395498

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

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

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GRAND CHEROKEE



GRAND CHEROKEE

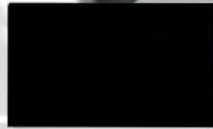
10,000 LBS.
14500 Kg.

ROTARY





Jeep



4x4

LIMITED



ABS View

Click on tabs to access various ECU operations and information for the selected ECU.

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details



Current ECU Flash Number: 66227200AD

Battery: 12.408 volts

Double-click row selection or click on appropriate button to update ECU. Click on column heading to sort table.

New Part Number	Description
NO RESULTS TO DISPLAY	

Overview

Name:
Anti Lock Brakes

Flash Part Number:
66227200AD

Bus Type:
CAN-C

Hardware Version:
13.41.00

Software Version:
#0: 13.28.01

Spare Part Number:
N/A

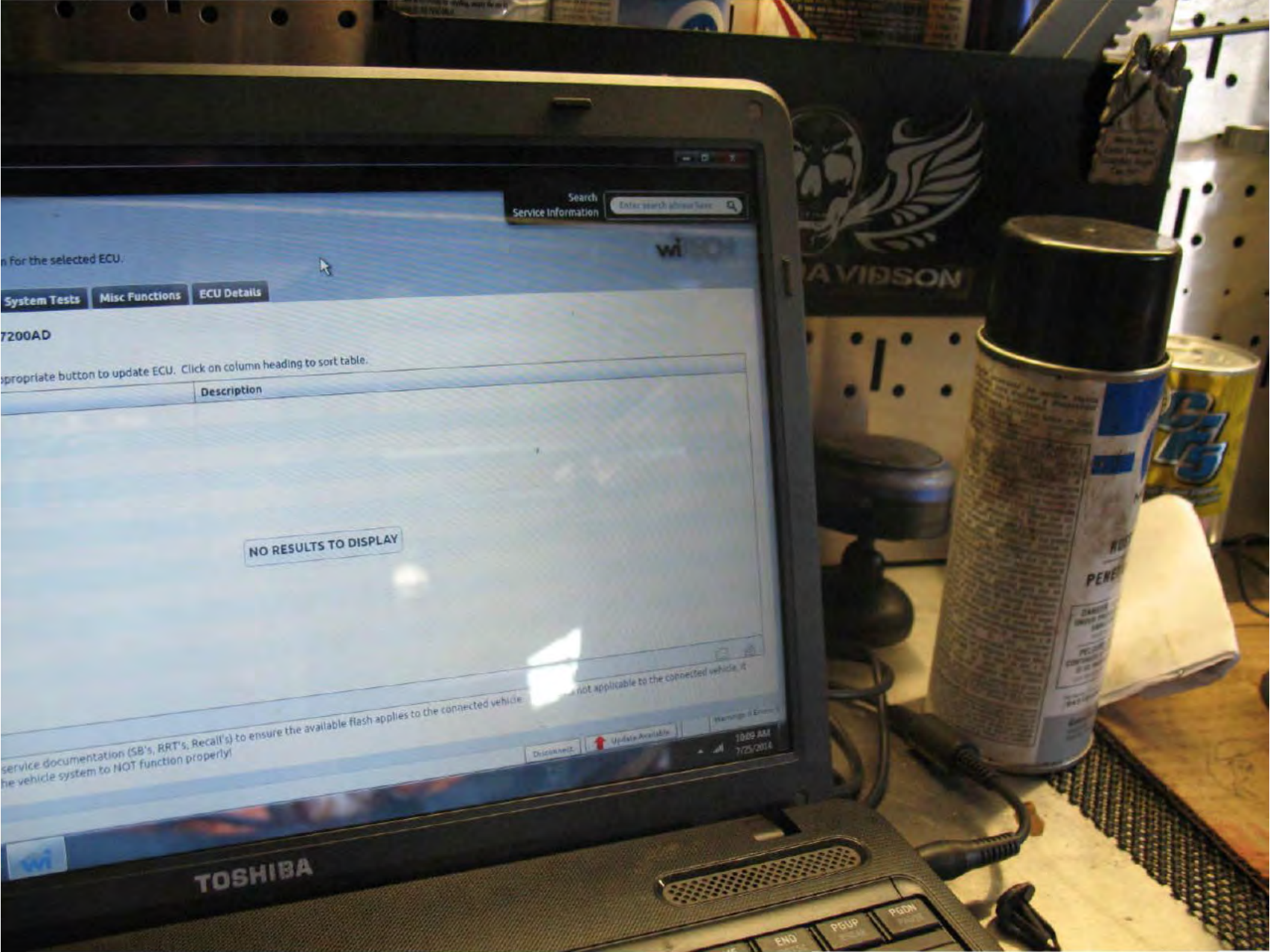
ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBCAE

Note: Please review all available service documentation (SB's, RRT's, Recall's) to ensure the available flash application is correct for the vehicle. If a flash is not applicable to the connected vehicle, it could damage the ECU or cause the vehicle system to NOT function properly!



Search Service Information

wiTECH

for the selected ECU:

System Tests Misc Functions ECU Details

7200AD

appropriate button to update ECU. Click on column heading to sort table.

Description

NO RESULTS TO DISPLAY

not applicable to the connected vehicle, it
service documentation (SB's, RRT's, Recall's) to ensure the available flash applies to the connected vehicle.
the vehicle system to NOT function properly!

Disconnect

Update Available

Warnings: 0 Errors

10:09 AM
7/25/2014

TOSHIBA

END

PGUP

PGDN



ABS View

Click on tabs to access various ECU operations and information for the selected ECU.

Search Service Information

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions
- ECU Details

Current ECU Flash Number: 68227200AD

Battery: 12.408 volts

Double-click row selection or click on appropriate button to update ECU. Click on column heading to sort table.

New Part Number	Description
NO RESULTS TO DISPLAY	

Note: Please review all available service documentation (SB's, RRT's, Recall's) to ensure the available flash applies to the vehicle. If a flash is not applicable to the connected vehicle, it could damage the ECU or cause the vehicle system to NOT function properly!

Overview

Name: ABS Lock Brakes

Flash Part Number: 68227200AD

Bus Type: CAN-C

Hardware Version: 13.41.00

Software Version: #0: 13.28.01

Spare Part Number: N/A

ISO Code:

Software Number: N/A

Hardware Number: N/A

Original VIN: 1C4R1F8G4E [REDACTED]

TOSHIBA



ABS View

Click on tabs to access various ECU operations and information for the selected ECU.



Flash Data DTCs Actuators System Tests Misc Functions

Current ECU Flash Number: 68227200AD

Battery: 12.408 volts

Double-click row selection or click on appropriate button to update ECU. C

New Part Number

Overview

Name:
Anti Lock Brakes

Flash Part Number:
68227200AD

Bus Type:
CAN-C

Hardware Version:
13.41.00

Software Version:
#: 13.28.01

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN
1C4RJFBC4E [REDACTED]

Note: Please review all available service documentation before performing any recall(s) as incorrect use of the software could damage the ECU or cause the vehicle system to malfunction properly!



NEW JERSEY CAR DEALER

19















7
BRAKE +



Press Brake
and
Push Button
to Start

6902 mi

H
P
R
N
D
S



PM
000



72°F

Instrument cluster icons including cruise control, parking brake, and a red car icon.



NW

P
R
N
D
S







PUSH TO
RELEASE

GRANDIENERGY





PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 17 14:47:52 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2014 Grand Cherokee

Comments:

Great vehicle potential, terrible vehicle results. I have 25K miles on the car and my wife refuses to drive it because of this problem. If I was not a retiree there is no way we would get another Grand Cherokee. The shifting concept on this vehicle is worse than any auto transmission car I have ever owned. Do not know what gear the car is in, car will run until it is out of gas if vacated with keys while running, you think the car is in park when it is not, on highway shifting can accidently be done, etc

Most of the time after driving a car for a while you get a feel for shifting - with this car no feel, you must visually check gear position. What makes it worse, in the sun you can not see the lighted indicator on the gear shift. You have totally spoiled a great car with this horrible design feature. I have had 50 or more jeeps - this condition moves this car from the best I have ever had to the worst.

Please contact me on
this issue.

Sender Information:

Title:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jul 24 04:09:12 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the problems you have encountered and have opened a file regarding this issue.

We appreciate the time and effort you took to tell us of your dissatisfaction with our product. Thank you for bringing this to our attention.

We have documented your concerns and have made them available to our product development team.

Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products.

We would be happy to look further into the matter for you; however to do so we do require the last 8 characters of your VIN.

Please reply using the link below so we can further address your concerns.

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

Sincerely,

Shae-Lyn

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8702803V89352L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Grand Cherokee

Comments:

Great vehicle potential, terrible vehicle results. I have 25K miles on the car and my wife refuses to drive it because of this problem. If I was not a retiree there is no way we would get another Grand Cherokee. The shifting concept on this vehicle is worse than any auto transmission car I have ever owned. Do not know what gear the car is in, car will run until

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VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]
[REDACTED]

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

Address 2:

City:

Caledonia

State:

MI

Zip:

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 24 11:18:22 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8702803V89352L0KM)
Good Morning

2014 JEEP GRAND CHEROKEE

The shift design concept is a major problem on this vehicle. It moves an otherwise terrific "best in class" vehicle into the "do not buy" category. I have written letters and called customer care a number of times on this. Here are some issues:

The key-less ignition is a disaster - if you leave your vehicle to go out for dinner, park your car in a motel parking lot or in your driveway or park in your driveway; and fail to fully depress the key button fully, the car will run until it is out of gas. I have done this twice (did not run out of gas, but returning in a couple hours found the car running), and I have only talked to two other owners, both complained about the same thing. Other manufacturers warn a driver with a beep if they are walking away while the car is running. Very simple solution ----- same as remote start, just shut the car off if it runs for 10 min in park with no key present. A HORRIBLE DESIGN!

Jeeps are tactile vehicles, similar to sports cars. Once you get used to the vehicle you shift by feel. You know what gear the car is in by feel. THIS car (the only care I have ever owned with this condition) requires that you look either at the shifter or dash to know what gear it is in. It is not drive by feel it is drive by sight. When parking your do not know if you are in park or if the car is off without look. Further more the light on the shifter can not be seen on a sunny day. A HORRIBLE DESIGN!

I have had perhaps 40 or more Jeeps and this design feature makes the 2014 Grand Cherokee the worst. What is really disappointing is that with a shifting arrangement from the last model year this would unquestionably be the best vehicle of the 40. My wife has driven Wrangler manual transmission vehicles exclusively for more than 25 years -- she refuses to drive this car. If I was not a retiree, what chance is there that we would elect to stick with Jeep for our next car?

Hey, while these are complaints, PLEASE consider them recommendations.

Change these very correctable issues and this will be a wonderful car.

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

From: customerassist

Sent: Thursday, July 24, 2014 4:09 AM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8702803V89352L0KM)

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

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

Sincerely,

Shae-Lyn

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

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Brief Description:

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Comments:

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Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]
[REDACTED]

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

Address 2:

City:

Caledonia

State:

MI

Zip:

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

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EMAIL CASE NUMBER: 3 [REDACTED]

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Title:

First Name:

[REDACTED]
[REDACTED]

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

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City:

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State:

MI

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[REDACTED]
[REDACTED]
[REDACTED]

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Shae-Lyn

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Jeep Customer Assistance Center

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EMAIL CASE NUMBER: [REDACTED]

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VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]
[REDACTED]

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

Address 2:

City:

Caledonia

State:

MI

Zip:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Jul 24 04:09:12 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the problems you have encountered and have opened a file regarding this issue.

We appreciate the time and effort you took to tell us of your dissatisfaction with our product. Thank you for bringing this to our attention.

We have documented your concerns and have made them available to our product development team.

Please know that your feedback and opinion are both, very important to us. We hope this experience will not cause our customers to misjudge our products.

We would be happy to look further into the matter for you; however to do so we do require the last 8 characters of your VIN.

Please reply using the link below so we can further address your concerns.

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

Sincerely,

Shae-Lyn

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8702803V89352L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Grand Cherokee

Comments:

Great vehicle potential, terrible vehicle results. I have 25K miles on the car and my wife refuses to drive it because of this problem. If I was not a retiree there is no way we would get another Grand Cherokee. The shifting concept on this vehicle is worse than any auto transmission car I have ever owned. Do not know what gear the car is in, car will run until

it is out of gas if vacated with keys while running, you think the car is in park when it is not, on highway shifting can accidently be done, etc Most of the time after driving a car for a while you get a feel for shifting - with this car no feel, you must visually check gear position. What makes it worse, in the sun you can not see the lighted indicator on the gear shift. You have totally spoiled a great car with this horrible design feature. I have had 50 or more jeeps - this condition moves this car from the best I have ever had to the worst. Please contact me on this issue.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]
[REDACTED]

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

Address 2:

City:

Caledonia

State:

MI

Zip:

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 24 11:18:22 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8702803V89352L0KM)
Good Morning

2014 JEEP GRAND CHEROKEE

The shift design concept is a major problem on this vehicle. It moves an otherwise terrific "best in class" vehicle into the "do not buy" category. I have written letters and called customer care a number of times on this. Here are some issues:

The key-less ignition is a disaster - if you leave your vehicle to go out for dinner, park your car in a motel parking lot or in your driveway or park in your driveway; and fail to fully depress the key button fully, the car will run until it is out of gas. I have done this twice (did not run out of gas, but returning in a couple hours found the car running), and I have only talked to two other owners, both complained about the same thing. Other manufacturers warn a driver with a beep if they are walking away while the car is running. Very simple solution ----- same as remote start, just shut the car off if it runs for 10 min in park with no key present. A HORRIBLE DESIGN!

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Hey, while these are complaints, PLEASE consider them recommendations.

Change these very correctable issues and this will be a wonderful car.

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

From: customerassist

Sent: Thursday, July 24, 2014 4:09 AM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8702803V89352L0KM)

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

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Sincerely,

Shae-Lyn

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8702803V89352L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Grand Cherokee

Comments:

Great vehicle potential, terrible vehicle results. I have 25K miles on the

car and my wife refuses to drive it because of this problem. If I was not

a retiree there is no way we would get another Grand Cherokee. The shifting concept on this vehicle is worse than any auto transmission car I

have ever owned. Do not know what gear the car is in, car will run until

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EMAIL CASE NUMBER: [REDACTED]

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Brief Description:

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First Name:

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[REDACTED]

[REDACTED]
[REDACTED]
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[REDACTED]

Address 2:

City:

Caledonia

State:

MI

Zip:

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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Jul 24 11:18:22 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8702803V89352L0KM)
Good Morning

2014 JEEP GRAND CHEROKEE

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Hey, while these are complaints, PLEASE consider them recommendations.

Change these very correctable issues and this will be a wonderful car.

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

From: customerassist

Sent: Thursday, July 24, 2014 4:09 AM

To: heron10@charter.net

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8702803V89352L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of the problems you have encountered and have opened a file regarding this issue.

We appreciate the time and effort you took to tell us of your dissatisfaction with our product. Thank you for bringing this to our attention.

We have documented your concerns and have made them available to our product development team.

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Please reply using the link below so we can further address your concerns.

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

Sincerely,

Shae-Lyn

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8702803V89352L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Grand Cherokee

Comments:

Great vehicle potential, terrible vehicle results. I have 25K miles on the car and my wife refuses to drive it because of this problem. If I was not a retiree there is no way we would get another Grand Cherokee. The shifting concept on this vehicle is worse than any auto transmission car I have ever owned. Do not know what gear the car is in, car will run until it is out of gas if vacated with keys while running, you think the car is in park when it is not, on highway shifting can accidentally be done, etc Most of the time after driving a car for a while you get a feel for shifting - with this car no feel, you must visually check gear position. What makes it worse, in the sun you can not see the lighted indicator on the gear shift. You have totally spoiled a great car with this horrible design feature. I have had 50 or more jeeps - this condition moves this car from the best I have ever had to the worst. Please contact me on

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VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Caledonia

State:

MI

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jul 25 05:32:06 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8702803V89352L0KM)

Dear [REDACTED]:

Thank you for contacting the Jeep Customer Assistance Center.

We have received your recent email response and sincerely appreciate the time and effort you took to bring this matter to our attention.

We have documented your complaints and concerns in our corporate records and your feedback has been forwarded to our product development team for their attention and review.

In addition, we would like to offer you a Service Contract for 3 years/6 oil changes due to the inconvenience these concerns have caused you. If this is something you would be interested in, please reply using the link below to advise.

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

Sincerely,

Shae-Lyn

Customer Service Representative

Jeep Customer Assistance Center

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REFERENCE NUMBER:

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8704855V80726L0KM&

Original Message Follows:

Good Morning

2014 JEEP GRAND CHEROKEE

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Hey, while these are complaints, PLEASE consider them recommendations. Change these very correctable issues and this will be a wonderful car.

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

From: customerassist

Sent: Thursday, July 24, 2014 4:09 AM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8702803V89352L0KM)

Dear [REDACTED]:

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Sincerely,
Shae-Lyn

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8702803V89352L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Grand Cherokee

Comments:

Great vehicle potential, terrible vehicle results. I have 25K miles on the car and my wife refuses to drive it because of this problem. If I was not a retiree there is no way we would get another Grand Cherokee. The shifting concept on this vehicle is worse than any auto transmission car I have ever owned. Do not know what gear the car is in, car will run until it is out of gas if vacated with keys while running, you think the car is in park when it is not, on highway shifting can accidently be done, etc Most of the time after driving a car for a while you get a feel for shifting - with this car no feel, you must visually check gear position. What makes it worse, in the sun you can not see the lighted indicator on the gear shift. You have totally spoiled a great car with this horrible design feature. I have had 50 or more jeeps - this condition moves this car from the best I have ever had to the worst. Please contact me on this issue.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Caledonia

State:

MI

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



CAIR # : [REDACTED]

7/18/14

Jennifer Phillips

From: Kathleen Tierney <kathleen.tierney@ignitesocialmedia.com>
Sent: Thursday, July 17, 2014 2:26 PM
To: Chrysler Top Care Team Group
Cc: Kimberly Goodman
Subject: Customer Escalation - [REDACTED]
Attachments: Customer Escalation- [REDACTED].docx

Hi all,

This customer posted on the Jeep Facebook page regarding transmission issues with his 2014 Jeep Cherokee. Details are attached.

Thanks,
Kathleen

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

Customer Escalation 7/17/14

Summary: This customer posted on the Jeep Facebook page regarding transmission issues with his 2014 Jeep Cherokee.

Contact Information:

Name- [REDACTED]

VIN- 1C4RJFBT3EC2 [REDACTED]

Email- [REDACTED]

Phone [REDACTED]

Details:



this happened to my jeep please connect with me to discuss

<http://blog.caranddriver.com/short-shift-jeep-cherokee-9-speed-automatic-gets-second-update-for-rough-shifting/>



Short Shift: Jeep Cherokee 9-speed Automatic Gets Second Update for Rough Shifting

We're not the only ones finding problems with Jeep's nine-speed automatic...

BLOG CARANDDRIVER.COM



1C4RJFBT3EC [REDACTED]

thanks!

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-08-05 16:29:06.288420

Files Not Recieved: 0

AHA: Cardenia

From:

[Redacted address block]

Grand Cherokee Vin#

KNDJT2A52C [Redacted]

New Vehicle / Wrangler Vin#

1C4BJWCG5EL [Redacted]

SLUHAN CHRYSLER DODGE JEEP RAM

1111 SOUTH COMMERCIAL POB 125 - P.O. Box 125
WALKERS LAKE, NE 68280
(248) 669-2010 • (248) 669-2850
www.sluhan.com

View us 24 Hours a Day at www.sluhan.com

PLEASE PRINT OR TYPE (BY CHRYSLER FINANCIAL GROUP)

Model Year: 2013
Make: JEEP
Model: WRANGLER
Description: 4WD LIMITED
MSRP: \$36,671.75

AS PER FACTORY LABEL
ROAD HAZARD TIRE/WHEEL PROTECTION, OWNERSHIELD
2012 KIA TRADE EQUITY PLAN
CASH SALE
FRIENDS \$30142

Total Accessories: 608.00

Doc Fee: 75.00

CASH PRICE: 37,354.75

TAX: 2,243.73

REGISTRATION: 47.00

1. TOTAL CASH PRICE DELIVERED: 39,644.48

2. CASH DEPOSIT ON ORDER: 1,000.00

3. TRADE-IN: 10,000.00

4. TOTAL DOWN PAYMENT (2 + 3): 20,644.48

5. UNPAID BALANCE OF CASH PRICE (1 - 4): 16,644.48

6. OTHER CHARGES: N/A

ANNUAL PERCENTAGE RATE: N/A

FINANCE CHARGE: N/A

AMOUNT FINANCED: N/A

TOTAL OF PAYMENTS: N/A

TOTAL SALE PRICE: N/A

THE TOTAL COST OF YOUR PURCHASE ON CREDIT, INCLUDING YOUR DOWN PAYMENT OF \$

THE TERMS AND PROVISIONS ON THE FRONT AND BACK OF THIS ORDER COMPRISE THE ENTIRE AGREEMENT AFFECTING THIS ORDER AND SUPERSEDES ALL OTHER AGREEMENTS, WRITTEN OR ORAL, BETWEEN THE PARTIES AS TO THE SUBJECT MATTER HEREOF. THIS ORDER IS NOT BINDING UPON EITHER THE BUYER OR DEALER UNTIL SIGNED BY BOTH PARTIES. IF THIS IS A CREDIT SALE, THIS ORDER SHALL NOT BE BINDING UPON DEALER OR BUYER UNTIL CASH TERMS ARE APPROVED AND ACCEPTED BY DEALER, BUYER AND THE FINANCIAL INSTITUTION. IF CREDIT TERMS ARE NOT ACCEPTED, BUYER'S FULL DEPOSIT SHALL BE RETURNED TO BUYER. DEPOSITS SUBMITTED WITH ORDER ARE NON-REFUNDABLE UNLESS OTHERWISE SPECIFIED.

I HEREBY CERTIFY THAT NO CREDIT HAS BEEN EXTENDED TO ME FOR THE PURCHASE OF THIS MOTOR VEHICLE EXCEPT AS APPEARS IN WRITING ON THE BACK OF THIS ORDER. I HAVE READ THE MATERIAL PRINTED ON THE FRONT AND BACK OF THIS ORDER, INCLUDING THE ARBITRATION PROVISION WHICH WAIVES MY RIGHT TO FILE A LAWSUIT AGAINST DEALER AND HAVE THE MATTER HEARD BEFORE A JUDGE BEFORE ME, AND THE VENDOR'S DISCOUNT, AND I HEREBY AGREE TO ALL THE PROVISIONS OF THIS ORDER AND AGREE TO ALL THE PROVISIONS OF THIS ORDER AND AGREE TO ALL THE PROVISIONS OF THIS ORDER AND AGREE TO ALL THE PROVISIONS OF THIS ORDER.

BUYER SIGNATURE: [Redacted] Date: 03/29/2013

DEALER OR ITS AUTHORIZED REPRESENTATIVE (Not Valid Until Signed)

