

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup





to Start

32981 mi









TC074















Jeep





A close-up photograph of a metallic logo, possibly a brand emblem, set against a black perforated background. The logo is a stylized, rounded letter 'L' with a rectangular cutout in the upper portion. The metal has a brushed or polished finish and shows some signs of wear and discoloration. The background is a dark material with a regular grid of small circular holes.

TC075



P/N 2459788

P/N 1VL12DX9AB









P
R
N
D
S



A close-up photograph of a car's gear shift knob. The knob is black with a chrome trim. The letters 'P', 'R', and 'N' are illuminated in white on the knob's face. The background is blurred, showing parts of the car's interior.

P
R
N





120

140

P
R
N
D
S

HI

C

F

F

P

R

N

D/S

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

ve | Stored | Pending

ECU	Code	Status
PTS	B1296-11	stored
PTS	B1297-11	stored
PTS	B1298-11	stored
PTS	B1295-11	stored
BCM	B1642-15	stored
BCM	B16AF-15	stored

A

Description

PTS Sensor 9-Circuit Short to Ground

PTS Sensor 10-Circuit Short to Ground

PTS Sensor 11-Circuit Short to Ground

PTS Sensor 8-Circuit Short to Ground

Rear Left Turn Lamp Control-Circuit Short to Battery or Open

Left Stop Lamp Control-Circuit Short to Battery or Open



USE ONLY CHRYSLER 8-SPEED-TRANS FLUID 52854283AA
PER SERVICE MANUAL. USE DIAGNOSTIC TOOL TO DETERMINE
TRANS FLUID TEMPERATURE
ONLY CHECK FILL LEVEL AT FLUID TEMP 86-122°F/30-50 °C
OTHERWISE DO NOT OPEN!



130030
036 422

130030
036 422

130030



















MAGNA POWERTRAIN
MODEL

ASS'Y NO.
SERIAL NO.

RATIO

RAMOS, MX







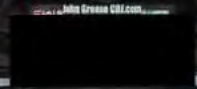




Jeep

4x4

LIMITED





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

VIN: 1C4RJFBT7EC [REDACTED] TYPE: MPV MDH
VEHICLE MADE IN U.S.A. PAINT: PGZ TRIM: DLX9



Jeep

John Green CJ.com

LIMITED

WATER
PROOF



















P
R
N
D
S

20

40

HI

P
R
N
D/S



N
R
D
S

E

R

N

D/S

R

N

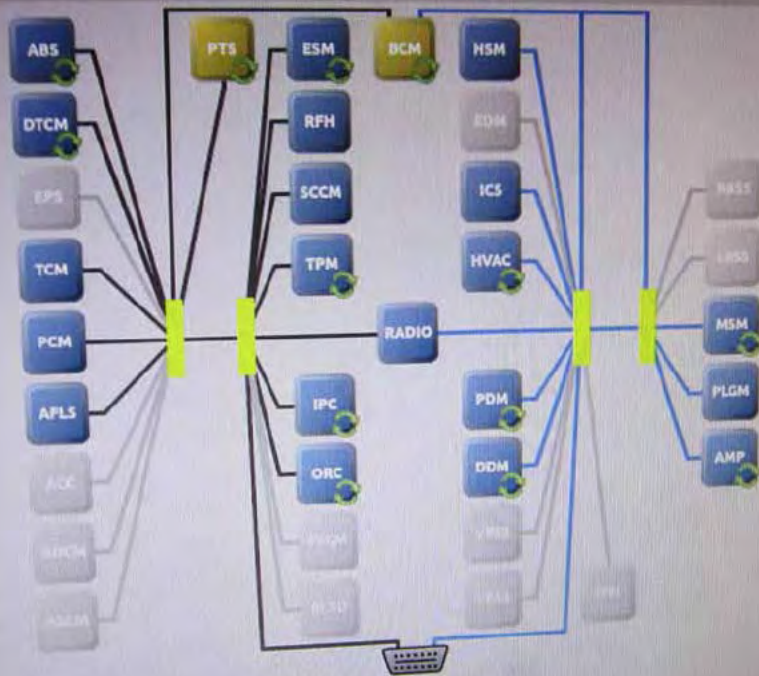
D/S



D S N R D

E

C



15.01.15

Utilities Reports Monitors Preferences About Help



Vehicle View

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

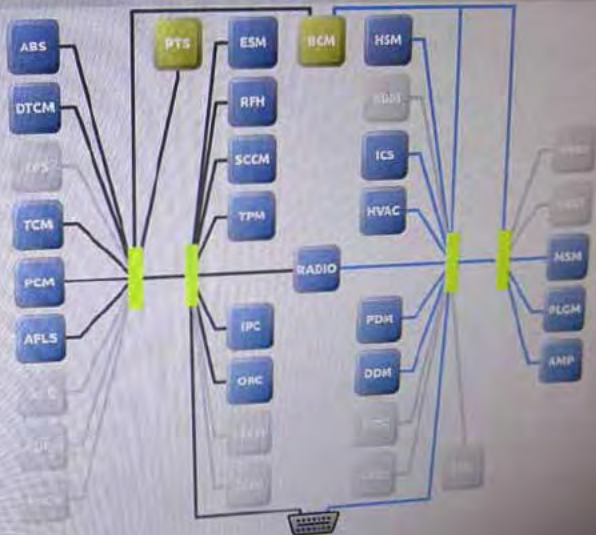
2014 WK 5.7L

VIN: 1C4RJFB7E0

Battery: 12.527 volts

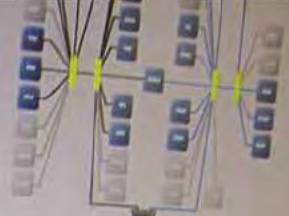
Legend

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





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



DTCs **Diagnostic Procedures** Customer Preferences Vehicle Preparations

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

Active | Stored | Pending

ECU	Code	Status	Description
PTS	B1296-11	stored	PTS Sensor 9-Circuit Short to Ground
PTS	B1297-11	stored	PTS Sensor 10-Circuit Short to Ground
PTS	B1298-11	stored	PTS Sensor 11-Circuit Short to Ground
PTS	B1295-11	stored	PTS Sensor 8-Circuit Short to Ground
BCM	B1642-15	stored	Rear Left Turn Lamp Control Circuit Short to Battery
BCM	B16AF-15	stored	Left Stop Lamp Control Circuit Short to Battery or Open

A A

Knowledge Base Articles | Online

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Double-click on a graph data element, or click multiple elements and press "Show Graph". Click on column heading to sort table. Drag into drop zone to include/exclude columns.

Graph	Name	Value	Units	Type
<input type="checkbox"/>	Charging - Filling Pressure	0	PSI	Pressure
<input type="checkbox"/>	Charging - Filling Counter	45	Count	Counter
<input type="checkbox"/>	Charging - Filling Time	-1	Min	Time
<input type="checkbox"/>	Charging - Filling Pressure	1	PSI	Pressure
<input type="checkbox"/>	Charging - Filling Counter	1	Count	Counter
<input type="checkbox"/>	Charging - Filling Time	13	Min	Time
<input type="checkbox"/>	Charging - Post Filling Counter	31	Count	Counter
<input type="checkbox"/>	Charging - Post Filling Time	2	Min	Time
<input type="checkbox"/>	Charging - Post Filling Pressure	31	PSI	Pressure
<input type="checkbox"/>	Charging - Post Filling Counter	1000	Count	Counter
<input type="checkbox"/>	Charging - Post Filling Time	200	Min	Time
<input type="checkbox"/>	Charging - Post Filling Pressure	0	PSI	Pressure
<input type="checkbox"/>	Charging - Post Filling Counter	1370	Count	Counter
<input type="checkbox"/>	Charging - Post Filling Time	61233	Min	Time
<input type="checkbox"/>	Charging - Post Filling Pressure	Switches Not Active	PSI	Pressure
<input type="checkbox"/>	Charging - Post Filling Counter	Switches Not Active	Count	Counter
<input type="checkbox"/>	Charging - Post Filling Time	Pressure	Min	Time

Click on the selection to graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort data. Drag table down side to multiple rows.

	Name	Value	Unit	Type
<input type="checkbox"/>	Drive Mode Request	Switches Not Active		Boolean
<input type="checkbox"/>	Vehicle Config Status Signal	4 Pos Autopark		Boolean
<input type="checkbox"/>	Actual Crankshaft Torque	-0.92	ft-lbs	Continuous
<input type="checkbox"/>	Static Engine Torque - Trans Torque Request	-0.92	ft-lbs	Continuous
<input type="checkbox"/>	Torque Converter Slip		rpm	Continuous
<input type="checkbox"/>	Allow TRAWL Torque Request	True		Boolean
<input type="checkbox"/>	Cruise System Is Controlling Speed	False		Boolean
<input type="checkbox"/>	Brake Pedal State	Pedal Up/Stopped		Boolean
<input type="checkbox"/>	Brake Interference by ESP Active	False		Boolean
<input type="checkbox"/>	Brake Interference by assistance system active	False		Boolean
<input type="checkbox"/>	Master Cylinder Pressure	0	psi	Continuous
<input type="checkbox"/>	wheel RPM Front Left	0.0	rpm	Continuous
<input type="checkbox"/>	wheel RPM Front Right	0.0	rpm	Continuous
<input type="checkbox"/>	wheel RPM Rear Left	0.0	rpm	Continuous
<input type="checkbox"/>	wheel RPM Rear Right	0.0	rpm	Continuous
<input type="checkbox"/>	Transmission Torque	Shift In Progress		Boolean

Click on graph data element, or check multiple elements and press "Show Graph". Click on column heading to sort table. Drag and drop rows.

Name	Value	Unit
Brake Intervention by ESP Action	False	
Brake Intervention by stability system active	False	
Master cylinder pressure	9	psi
Wheel RPM Front Left	0.0	rpm
Wheel RPM Front Right	0.0	rpm
Wheel RPM Rear Left	0.0	rpm
Wheel RPM Rear Right	0.0	rpm
Transfer Case Status	Shift Progress	
Oil Temperature	110	°F
Current Gear	Current Gear	
Transmission A/C Converter Clutch Slipping	False	
PND Status	Lever in position "P"	
Paddle Shift	Switches Not Active	
Transmission A/C Converter Clutch Slip Request	No	
Trans in Limp Home Mode	False	
Transmission Output Shaft Speed	0.00	rpm

Overview

Name:

Transmission Control Module

Flash Part Number:

68225631AD

Bus Type:

CAN

Hardware Version:

0A.3.1F

Software Version:

#0: 13.32.00 #1: 13.32.00

Spare Part Number:

N/A

ISC Code:

Software Number:

N/A

Hardware Numbers:

N/A

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 DRIVER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



05108 114AA

MISE EN GARDE

MÊME AVEC DES SACS GONFLABLES PERFECTIONNÉS

- LES ENFANTS PEUVENT ÊTRE TUÉS OU GRAVEMENT BLESSÉS PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLACE LA PLUS SÉCURITAIRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT ORIENTÉ VERS L'AVANT À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÉCURITÉ ET LES SYSTÈMES DE SÉCURITÉ POUR ENFANT.
- CONSULTER LE GUIDE DE CONDUCTEUR POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.





70° 10:04 7 9:57 44% 100 mi

SAT 10/10/2024

Cherise M. J. Perry


#	Track	Album
6	10s on 6	Pop
7	10s on 7	Pop
8	10s on 8	Pop
9	10s on 9	Pop
10	10s on 10	Pop

Radio 2

10 PlayX Pop
127 songs 4 hr

Media Apple CarPlay Amazon Music Spotify Pandora





P R N D

84°F

NE



7

RPM
1000

P R N D



P R N D




NE

H

N

BRAKE

E



A close-up photograph of a car's gear selector panel. The panel is dark grey or black with a chrome trim. The letters 'P R N D' are printed vertically in white. A small orange indicator light is illuminated next to the 'P' (Park) position. To the right of the gear selector is a circular, textured knob. Above the gear selector is a cup holder containing a white cup. The surrounding area is a light-colored, possibly leather or wood-grain, dashboard or center console.

P R N D











[Redacted License Plate]

LIMITED

































































CELL:

SERVICE ADVISOR: 4667 STEADMAN, EVERAPT D

MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
DODGE DURANGO	1C4RDHDG1EC [REDACTED]	[REDACTED]	3703/	7265

DATE	WARR. EXP.	PROMISED	FD NO.	RATE	PAYMENT	IN/DATE
		18:15 23SEP14		0.00	CASH	

READY	OPTIONS	SOLD-STR	DLR:43864
	ENG:ERB 3.6L V6 24V VVT ENGINE		
	TRN:DPL 8-SPD AUTO 845RE TRANS (XACT)		

ECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
	WARR	99 General Concern 1 Customer states Veh rolled backwards while in park and hit another car

also it feels like trans is spinning while driving

WARR RENTAL Rental Vehicle

IADV #023 Multipoint inspection



7266

7266

POLICE

1C4RDHDG1EC



SPK 1551

4865 III



III









11990

>sr9<

A866 RH



MF 11



4884 RH

APP













LIMITED











0774A27941100



0744A102103063



MPD BY CHRYSLER GROUP LLC

DATE OF MFR BUIL: 3-14

GALE FRONT: 1452 CS 3298 LB

1818.2

W/TW

GALE REAR: 1778 CS 3944 LB

1813.4

W/TW

GALE:

2963 CS 6588 LB

755/5281.8 110H 170CS

252 CW 35 7810 CW1

255/5281.8 110H 170CS

252 CW 35 7810 CW1



THIS IDENTIFICATION LABEL IS THE PROPERTY OF CHRYSLER GROUP LLC. IT IS TO REMAIN ON THE VEHICLE THROUGHOUT ITS LIFE. IT IS TO BE KEPT FOR RECORDS AND FOR IDENTIFICATION PURPOSES.

STAMPED BY: [REDACTED] MFG. DATE: [REDACTED]

MPD BY: [REDACTED]



10

MPD

1700 0201

1700 0201



84°F

NE



3115 mi

316 mi
Range
Hold OK to Reset

Current
18.6
MPG

Average
18.6
MPG

P



50 60 70 80 90

40

100

30

10

30

110

20

0

20

MPG

120

10

316 mi
Range

Current

18.6

130

Average

Hold OK to Reset

3115 mi

140

Microsoft Office
[Redacted]

The diagram illustrates a network topology. A central server rack, represented by a vertical line with several server icons, is connected to four groups of client computers. Each group consists of four desktop computers arranged in a vertical line. Blue lines represent network connections between the server rack and each group of clients. The background of the slide is a photograph of a white swan swimming in a body of water.

Microsoft Office
[Redacted]

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TOSHIBA

arations

sort table.

Status	Description
--------	-------------

There are no DTCs present

TOSHIBA

Overview

Name:

Transmission Control Module

Flash Part Number:

68225631AD

Bus Type:

CAN C

Hardware Version:

0A.3.1F

Software Version:

#0: 13.32.00 #1: 13.32.00

Spare Part Number:

N/A

ISO Code:

Software Number:

N/A

Hardware Number:

N/A

Original Mfr:

133200

133200

133200



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

1200 : Stowed : Pending

View Freeze Frame

View

ECU	Code	Status	Description
-----	------	--------	-------------

There are no DTCs present

Name	Value
Park Sense Solenoid	On
Parking Pawl Solenoid	Off
Park Solenoid Current	0.0
Transmission Turbine Speed	623.00
Vehicle Speed Calculated By Output Shaft Speed	0.00
Park Sensor Input 1	Active
Park Sensor Input 2	Not Active
State of Kickdown Switch	No Kick down
Clutch A - Filling Pressure	-4
Clutch A - Filling Counter	15
Clutch A - Filling Time	8
Clutch A - Fast Filling Counter	9
Clutch B - Filling Pressure	-2
Clutch B - Filling Counter	11
Clutch B - Filling Time	-10
Clutch B - Fast Filling Counter	12





DODGE

DURANGO

LIMITED















































PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Sep 29 10:55:07 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Electronic shifter suggestion

Comments:

I have a 2014 Jeep Grand Cherokee Overland 4x4. I bought in January and love the vehicle. However I would like to make a suggestion to the electronic shifter as I do not like it. This has happened three times now and the first one nothing was around. The second I thought it was in park and I hit the shutoff button and open the door only for it to be in reverse almost hitting the gas pump. On 9/27 I pulled the vehicle halfway out of the garage and thought I put it in park as I get out it starts going backwards. I was able to get back in but not soon enough that the door hit the golf cart and bent the door around. My suggesting is simple very simple. When the door opens and the car is not in park make some noise so we can notice it did not go into park. Very simple solution as I am sure that I am not the only one this has happened too.

Sender Information:

Title:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Oct 05 11:04:38 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry to learn of the issue Randy that you are having with the electronic shifter. Your concerns,

particularly in view of the issues that you have had, are understandable and I appreciate the time and effort you took to bring this matter to my attention.

Have you taken the vehicle in to JT's Chrysler Dodge Jeep to have this concern addressed? We recommend

contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and

correct problems with our vehicles.

What I can do is contact JT's Chrysler Dodge Jeep on your behalf and get some information from them r

egarding this issue. I will be contacting you once the Dealer has been contacted to provide you an update.

This will ensure that your issue is being reviewed as quickly as possible.

I appreciate your patience as I further research into this matter with you.

Thank you again for your email. Should you require additional assistance, or have any new information to provide,

please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jody

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED] 5

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8823501V21478L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Electronic shifter suggestion

Comments:

I have a 2014 Jeep Grand Cherokee Overland 4x4. I bought in January and love

the vehicle. However I would like to make a suggestion to the electronic shifter as I do not like it. This has happened three times now and the first one nothing was around. The second I thought it was in park and I hit the shutoff button and open the door only for it to be in reverse almost hitting the gas pump. On 9/27 I pulled the vehicle halfway out of the garage and thought I put it in park as I get out it starts going backwards. I was able to get back in but not soon enough that the door hit the golf cart and bent the door around. My suggesting is simple very simple. When the door opens and the car is not in part make some noise so we can notice it did not go into park. Very simple solution as I am sure that I am not the only one this has happened too.

VIN:

EC [REDACTED]

Mileage:

8000

Servicing Dealer:

JTS

Title:

First Name:

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

Address 2:

City:

Santee

State:

SC

Zip:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Oct 06 14:41:43 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for your patience [REDACTED] while I was looking into your case.

I regret the problem your vehicle has experienced with the electronic shifter and appreciate the time and effort

you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems

that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's issue with the

electronic shifter. We recommend contacting your authorized dealership to arrange an appointment for them to

look at the vehicle and make sure everything is fine with the electronic shifter.

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

Our dealerships have the factory training, equipment and information available to them to diagnose and

correct problems with our vehicles.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn

that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank you again for your email. Should you require additional assistance, or have any new information to provide,

please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jody

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=KMM8824981V20903L0KM&

Previous Reply Follows:

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

I am sorry to learn of the issue [REDACTED] that you are having with the electronic shifter. Your concerns, particularly in view of the issues that you have had, are understandable and I appreciate the time and effort you took to bring this matter to my attention. Have you taken the vehicle in to JT's Chrysler Dodge Jeep to have this concern addressed? We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. What I can do is contact JT's Chrysler Dodge Jeep on your behalf and get some information from them regarding this issue. I will be contacting you once the Dealer has been contacted to provide you an update. This will ensure that your issue is being reviewed as quickly as possible. I appreciate your patience as I further research into this matter with you. Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jody

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8823501V21478L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Electronic shifter suggestion

Comments:

I have a 2014 Jeep Grand Cherokee Overland 4x4. I bought in January and love the vehicle. However I would like to make a suggestion to the electronic shifter as I do not like it. This has happened three times now and the first one nothing was around. The second I thought it was in park and I hit the shutoff button and open the door only for it to be in reverse almost hitting the gas pump. On 9/27 I pulled the vehicle halfway out of the garage and thought I put it in park as I get out it starts going backwards.

I was able to get back in but not soon enough that the door hit the golf cart and bent the door around. My suggesting is simple very simple. When the door opens and the car is not in part make some noise so we can notice it did not go into park. Very simple solution as I am sure that I am not the only one this has happened too.

VIN:

EC [REDACTED]

Mileage:

8000

Servicing Dealer:

JTS

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

Address 2:

City:

Santee

State:

SC

Zip:

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

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Sep 29 12:19:24 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Transmission problem.

Comments:

RE: VIN 1C4RJFCM7EC [REDACTED]

Vehicle slips out of gear occasionally when driving. Also moves from Reverse to Drive when backing up. Both problems happen infrequently but on multiple times.

Sender Information:

Title:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Oct 05 16:48:42 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

I regret the problem your 2014 Jeep Grand Cherokee is experiencing and appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle's problem via email.

We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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

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

Sincerely,

Belinda

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8823724V42122L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Transmission problem.

Comments:

RE: VIN 1C4RJFCM7EC [REDACTED] Vehicle slips out of gear occasionally when driving. Also moves from Reverse to Drive when backing up. Both problems happen infrequently but on multiple times.

VIN:

EC [REDACTED]

Mileage:

5900

Servicing Dealer:

Adams Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

P.O. Box 449

City:

Edgewater

State:

MD

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Sep 09 09:44:30 EDT 2015
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8823724V42122L0KM)
RE: VIN 1C4RJFCM7E [REDACTED]

My wife and I continue to have intermittent shift problems. Our 2014 Jeep Grand Cherokee goes into Reverse from Park without anyone touching the shift lever. Vehicle also changes gears occasionally when driving, e.g., shifts from Reverse to Drive when backing up, or Reverse to Neutral. These problems happen infrequently but have occurred multiple times!

I reported this problem via telephone to the dealer's service department shortly after purchasing the vehicle. They claimed no knowledge of this problem and referred me to Chrysler.

I then reported this problem directly to Chrysler online at your website on 9/29/14 and received the response shown below. I took the vehicle to the dealer as you recommended. Neither Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD nor I could not repeat the problem while sitting in the parking lot; Matt claimed that someone must have accidentally & unknowingly touched the shift lever, and took no further action. **NO ONE TOUCHED THE SHIFT LEVER - THAT WAS NOT THE CASE & THE PROBLEM HAD HAPPENED MULTIPLE TIMES BEFORE AND CONTINUES TO BE A PROBLEM.**

We are now extra vigilant when shifting gears and before initial acceleration after changing gears. One moving, the Jeep seems to stay in the gear selected, e.g., hasn't shifted out of Drive while driving down the road. The one constant is that the shift pattern for this problem is a progression downward, i.e., Park to Reverse, Reverse to Neutral, Reverse to Drive.

Unfortunately my wife had another and potentially serious incident this weekend when she parked the car, placed the shift lever in Park, left the engine running, and got out of the Jeep (briefly to check on something), after which the vehicle shifted itself into Reverse and started backwards. My wife had to run and jump into the moving car to stop it. On this occasion, she wasn't even in the Jeep and there were no passengers, so no one touched the shift lever. There was a significant pause (i.e., time to get out of the Jeep and clear of the door and start to walk away) before the Jeep changed gears. On other occasions, when the Jeep shifts from Reverse to Drive we have been very fortunate that no person or object was close to the front of the Jeep and the driver was alert and able to stop within the first few feet; we will not always be so lucky. **THIS IS DANGEROUS AND A PROBLEM THAT NEEDS TO BE FIXED.**

Other manifestations of this shifting problem is when shifted to Reverse, we watch the indicator say Reverse then, after a noticeable pause with no one touching the gear lever, the Jeep will shift into Neutral or continue into Drive. Knowing that this is a problem, we watch the shift sequence closely and catch this "slipping out of gear selected" problem to avoid an accident. If this is a drive-by-wire shift control, could electrical interference cause the shifting problem?

Before sending this inquiry, I checked once again with Matt Butler at Adams Automotive and once again Mr. Butler claims never to have heard of this problem, which I find strange since this problem has been reported on the nightly news as having been reported to the National Highway Traffic Safety Administration and in automotive publications (see Car & Driver article at <http://blog.caranddriver.com/short-shift-jeep-cherokee-9-speed-automatic-get-s-second-update-for-rough-shifting/>). Since we can't repeat the problem upon demand, I understand the dealership's difficulty in solving the problem. Sounds like a problem for your engineers to address, not the local dealership's service technician.

Technical Operations Resource Group (STAR) or contact their regional Business Center.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Belinda

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=KMM8823724V42122L0KM&>

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8823724V42122L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Transmission problem.

Comments:

RE: VIN 1C4RJFCM7EC [REDACTED] Vehicle slips out of gear occasionally when driving. Also moves from Reverse to Drive when backing up. Both problems happen infrequently but on multiple times.

VIN:

EC5 [REDACTED]

Mileage:

5900

Servicing Dealer:

Adams Jeep

Title:

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

P.O. Box 449

City:

Edgewater

State:

MD

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

Home Phone:



From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Sep 09 20:36:53 EDT 2015

Subject: RE: Chrysler Group LLC Customer Assistance (KMM8823724V42122L0KM)

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

Again, should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR).

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,

Belinda

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=KMM9337657V45413L0KM&

Original Message Follows:

RE: VIN 1C4RJFCM7E0 [REDACTED]

My wife and I continue to have intermittent shift problems. Our 2014 Jeep Grand Cherokee goes into Reverse from Park without anyone touching the shift lever. Vehicle also changes gears occasionally when driving, e.g., shifts from Reverse to Drive when backing up, or Reverse to Neutral. These problems happen infrequently but have occurred multiple times!

I reported this problem via telephone to the dealer's service department shortly after purchasing the vehicle. They claimed no knowledge of this problem and referred me to Chrysler.

I then reported this problem directly to Chrysler online at your website on 9/29/14 and received the response shown below. I took the vehicle to the dealer as you recommended. Neither Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD nor I could not repeat the problem while sitting in the parking lot; Matt claimed that someone must have accidentally & unknowingly touched the shift lever, and took no further action. NO ONE TOUCHED THE SHIFT

LEVER - THAT WAS NOT THE CASE & THE PROBLEM HAD HAPPENED MULTIPLE TIMES BEFORE AND CONTINUES TO BE A PROBLEM.

We are now extra vigilant when shifting gears and before initial acceleration after changing gears. One moving, the Jeep seems to stay in the gear selected, e.g., hasn't shifted out of Drive while driving down the road. The one constant is that the shift pattern for this problem is a progression downward, i.e., Park to Reverse, Reverse to Neutral, Reverse to Drive.

Unfortunately my wife had another and potentially serious incident this weekend when she parked the car, placed the shift lever in Park, left the engine running, and got out of the Jeep (briefly to check on something), after which the vehicle shifted itself into Reverse and started backwards. My wife had to run and jump into the moving car to stop it. On this occasion, she wasn't even in the Jeep and there were no passengers, so no one touched the shift lever. There was a significant pause (i.e., time to get out of the Jeep and clear of the door and start to walk away) before the Jeep changed gears. On other occasions, when the Jeep shifts from Reverse to Drive we have been very fortunate that no person or object was close to the front of the Jeep and the driver was alert and able to stop within the first few feet; we will not always be so lucky. THIS IS DANGEROUS AND A PROBLEM THAT NEEDS TO BE FIXED.

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Before sending this inquiry, I checked once again with Matt Butler at Adams Automotive and once again Mr. Butler claims never to have heard of this problem, which I find strange since this problem has been reported on the nightly news as having been reported to the National Highway Traffic Safety Administration and in automotive publications (see Car & Driver article at <http://blog.caranddriver.com/short-shift-jeep-cherokee-9-speed-automatic-gets-second-update-for-rough-shifting/>). Since we can't repeat the problem upon demand, I understand the dealership's difficulty in solving the problem. Sounds like a problem for your engineers to address, not the local dealership's service technician.

[REDACTED]
[REDACTED]

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

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

Sent: Sunday, October 5, 2014 4:49 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM8823724V42122L0KM)

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

I regret the problem your 2014 Jeep Grand Cherokee is experiencing and appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle's problem via email.

We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

Should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR) or contact their regional Business Center.

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

Sincerely,

Belinda

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=KMM8823724V42122L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Transmission problem.

Comments:

RE: VIN 1C4RJFCM7EC [REDACTED] Vehicle slips out of gear occasionally when driving. Also moves from Reverse to Drive when backing up. Both problems happen infrequently but on multiple times.

VIN:

EC [REDACTED]

Mileage:

5900

Servicing Dealer:

Adams Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

[REDACTED]

City:

Edgewater

State:

MD

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

To: customerassist@chrysler.com

Date: Fri Sep 11 09:13:25 EDT 2015

Subject: RE: Chrysler Group LLC Customer Assistance (KMM9337657V45413L0KM)

Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD was not able to observe or identify the problem. I have escalated this problem from Mr. Butler to Bobby Adams the President of Adams Automotive. Due to the intermittent nature of the problem and no error code, Mr. Adams said that he "doesn't know how to proceed" or even request assistance from Chrysler without an error code. I have attached a copies of my recent email correspondence with Mr. Adams.

My Jeep has spend considerable time (e.g. > 2 weeks this summer) at the dealership for unrelated problems, and the "shifting" problem has never occurred, nor an error code found that relates to the shifting problem.

For over one year, your dealership has been unable to resolve this problem and refers me to Chrysler, while Chrysler in turn has now twice referred me back to the dealership and refused to take action. Even your dealer does not know how to obtain assistance from Chrysler. I am filing a report with the Office of Defects Investigation (ODI), National Highway Traffic Safety Administration (NHTSA), U.S. Department of Transportation (DOT).

I appreciate the difficulty in diagnosing intermittent problems, but the fact that Chrysler is unwilling to even address and attempt to solve this problem is disturbing. I believe that I have useful feedback that may help point Chrysler's engineers in the right direction, and would appreciate the opportunity to do so. Several areas of investigation: [1] electrical interference or bad contacts that trip a signal for a gear shift when none requested; [2] sensor spacing between gear selection is too close together causing overlapping contacts; and/or [3] shift lever does not have adequate "stop" indents on gear selector permitting intermittent contact with adjoining gear selection sensors.

If this matter cannot be resolved, I will a file a complaint with the Maryland Attorney General's office and report on this experience to Consumers Report.

[REDACTED]

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

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

Sent: Wednesday, September 9, 2015 8:38 PM

To: [REDACTED]

Subject: RE: Chrysler Group LLC Customer Assistance (KMM9337657V45413L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

Again, should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR).

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,

Belinda

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=KMM9337657V45413L0KM&

Original Message Follows:

RE: VIN 1C4RJFCM7EC [REDACTED]

My wife and I continue to have intermittent shift problems. Our 2014 Jeep Grand Cherokee goes into Reverse from Park without anyone touching the shift lever. Vehicle also changes gears occasionally when driving, e.g., shifts from Reverse to Drive when backing up, or Reverse to Neutral. These problems happen infrequently but have occurred multiple times!

I reported this problem via telephone to the dealer's service department shortly after purchasing the vehicle. They claimed no knowledge of this problem and referred me to Chrysler.

I then reported this problem directly to Chrysler online at your website on 9/29/14 and received the response shown below. I took the vehicle to the dealer as you recommended. Neither Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD nor I could not repeat the problem while sitting in the parking lot; Matt claimed that someone must have accidentally & unknowingly touched the shift lever, and took no further action. **NO ONE TOUCHED THE SHIFT LEVER - THAT WAS NOT THE CASE & THE PROBLEM HAD HAPPENED MULTIPLE TIMES BEFORE AND CONTINUES TO BE A PROBLEM.**

We are now extra vigilant when shifting gears and before initial acceleration after changing gears. One moving, the Jeep seems to stay in the gear selected, e.g., hasn't shifted out of Drive while driving down the road. The one constant is that the shift pattern for this problem is a progression downward, i.e., Park to Reverse, Reverse to Neutral, Reverse to Drive.

Unfortunately my wife had another and potentially serious incident this weekend when she parked the car, placed the shift lever in Park, left the engine running, and got out of the Jeep (briefly to check on something), after which the vehicle shifted itself into Reverse and started backwards. My wife had to run and jump into the moving car to stop it. On this occasion, she wasn't even in the Jeep and there were

no passengers, so no one touched the shift lever. There was a significant pause (i.e., time to get out of the Jeep and clear of the door and start to walk away) before the Jeep changed gears. On other occasions, when the Jeep shifts from Reverse to Drive we have been very fortunate that no person or object was close to the front of the Jeep and the driver was alert and able to stop within the first few feet; we will not always be so lucky. THIS IS DANGEROUS AND A PROBLEM THAT NEEDS TO BE FIXED.

Other manifestations of this shifting problem is when shifted to Reverse, we watch the indicator say Reverse then, after a noticeable pause with no one touching the gear lever, the Jeep will shift into Neutral or continue into Drive. Knowing that this is a problem, we watch the shift sequence closely and catch this "slipping out of gear selected" problem to avoid an accident. If this is a drive-by-wire shift control, could electrical interference cause the shifting problem?

Before sending this inquiry, I checked once again with Matt Butler at Adams Automotive and once again Mr. Butler claims never to have heard of this problem, which I find strange since this problem has been reported on the nightly news as having been reported to the National Highway Traffic Safety Administration and in automotive publications (see Car & Driver article at <http://blog.caranddriver.com/short-shift-jeep-cherokee-9-speed-automatic-get-s-second-update-for-rough-shifting/>).

Since we can't repeat the problem upon demand, I understand the dealership's difficulty in solving the problem. Sounds like a problem for your engineers to address, not the local dealership's service technician.

[REDACTED]
[REDACTED]

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

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

Sent: Sunday, October 5, 2014 4:49 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8823724V42122L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I regret the problem your 2014 Jeep Grand Cherokee is experiencing and appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle's problem via email.

We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Belinda

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=KMM8823724V42122L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Transmission problem.

Comments:

RE: VIN 1C4RJFCM7EC[REDACTED] Vehicle slips out of gear occasionally when driving. Also moves from Reverse to Drive when backing up. Both problems happen infrequently but on multiple times.

VIN:

EC[REDACTED]

Mileage:

5900

Servicing Dealer:

Adams Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

Address 2:

[REDACTED]

City:

Edgewater

State:

MD

Zip:

[REDACTED]

Email:

[REDACTED]
[REDACTED]
[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Sun Sep 13 15:42:38 EDT 2015

Subject: RE: Chrysler Group LLC Customer Assistance (KMM9337657V45413L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Again I do apologize that I am unable to assist. I do see in our records that the dealership has been in contact with our Technical Operations Resource Group (STAR). Unfortunately without codes or the dealership being able to produce the same symptoms, STAR is unable to provide technical assistance.

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

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

Sincerely,

Belinda

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=KMM9342789V73358L0KM&

Original Message Follows:

Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD was not able to observe or identify the problem. I have escalated this problem from Mr. Butler to Bobby Adams the President of Adams Automotive. Due to the intermittent nature of the problem and no error code, Mr. Adams said that he "doesn't know how to proceed" or even request assistance from Chrysler without an error code. I have attached a copies of my recent email correspondence with Mr. Adams.

My Jeep has spend considerable time (e.g. > 2 weeks this summer) at the dealership for unrelated problems, and the "shifting" problem has never occurred, nor an error code found that relates to the shifting problem.

For over one year, your dealership has been unable to resolve this problem and refers me to Chrysler, while Chrysler in turn has now twice referred me back to the dealership and refused to take action. Even your dealer does not know how to obtain assistance from Chrysler. I am filing a report with

Again, should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR).

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,

Belinda

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=KMM9337657V45413L0KM&

Original Message Follows:

RE: VIN 1C4RJFCM7EC [REDACTED]

My wife and I continue to have intermittent shift problems. Our 2014 Jeep Grand Cherokee goes into Reverse from Park without anyone touching the shift lever. Vehicle also changes gears occasionally when driving, e.g., shifts from Reverse to Drive when backing up, or Reverse to Neutral. These problems happen infrequently but have occurred multiple times!

I reported this problem via telephone to the dealer's service department shortly after purchasing the vehicle. They claimed no knowledge of this problem and referred me to Chrysler.

I then reported this problem directly to Chrysler online at your website on 9/29/14 and received the response shown below. I took the vehicle to

the dealer as you recommended. Neither Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD nor I could not repeat the problem while sitting in the parking lot; Matt claimed that someone must have accidentally & unknowingly touched the shift lever, and took no further action. **NO ONE TOUCHED THE SHIFT LEVER - THAT WAS NOT THE CASE & THE PROBLEM HAD HAPPENED MULTIPLE TIMES BEFORE AND CONTINUES TO BE A PROBLEM.**

We are now extra vigilant when shifting gears and before initial acceleration after changing gears. One moving, the Jeep seems to stay in the gear selected, e.g., hasn't shifted out of Drive while driving down the road. The one constant is that the shift pattern for this problem is a progression downward, i.e., Park to Reverse, Reverse to Neutral, Reverse to Drive.

Unfortunately my wife had another and potentially serious incident this weekend when she parked the car, placed the shift lever in Park, left the engine running, and got out of the Jeep (briefly to check on something), after which the vehicle shifted itself into Reverse and started backwards. My wife had to run and jump into the moving car to stop it. On this occasion, she wasn't even in the Jeep and there were no passengers, so no one touched the shift lever. There was a significant pause (i.e., time to get out of the Jeep and clear of the door and start to walk away) before the Jeep changed gears. On other occasions, when the Jeep shifts from Reverse to Drive we have been very fortunate that no person or object was close to the front of the Jeep and the driver was alert and able to stop within the first few feet; we will not always be so lucky. **THIS IS DANGEROUS AND A PROBLEM THAT NEEDS TO BE FIXED.**

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Since we can't repeat the problem upon demand, I understand the dealership's difficulty in solving the problem. Sounds like a problem for your engineers to address, not the local dealership's service technician.

[REDACTED]
[REDACTED]

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

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

Sent: Sunday, October 5, 2014 4:49 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8823724V42122L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I regret the problem your 2014 Jeep Grand Cherokee is experiencing and appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle's problem via email.

We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Belinda

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=KMM8823724V42122L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Transmission problem.

Comments:

RE: VIN 1C4RJFCM7EC [REDACTED] Vehicle slips out of gear occasionally when driving. Also moves from Reverse to Drive when backing up. Both problems happen infrequently but on multiple times.

VIN:

EC [REDACTED]

Mileage:

5900

Servicing Dealer:

Adams Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

City:

Edgewater

State:

MD

Zip:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Attachment 1 Type: application/pdf Name: Email correspondence with Adams Jeep thru 9-9-15.pdf]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Oct 07 18:19:02 EDT 2015
Subject: RE: Chrysler Group LLC Customer Assistance (KMM9342789V73358L0KM)
I continue to have problems with my Jeep. I have copied below my email to Sue Sheppard, the Service Manager at Adams Jeep in Annapolis, MD describing the latest error message.

From: [REDACTED]
Sent: Wednesday, October 7, 2015 6:13 PM
To: 'Sue Sheppard'
Subject: RE: 2014 Jeep Grand Cherokee

RE: Service 2014 Jeep Grand Cherokee, VIN 1C4RJFCM7EC [REDACTED]

My Jeep was in two weeks ago for service at 17,683 miles with yet another check engine light warning. Now at 17,849 miles, I get the following message: "Exhaust Filter Full Safely Drive at Highway Speeds to Remedy."

I have not had this message before. Why am I getting this message, e.g., is the "Exhaust Filter" (whatever that is) working properly? Why would the exhaust filter be full? Is this another sensor error or a real problem? Is this message related to the repeated check engine light warnings indicating "catalyst failure" and/or sensor errors?

I will drive the Jeep at highway speeds tomorrow to see if the message goes away, but thought that you should be aware of this new development.

Thanks,

[REDACTED]
[REDACTED]
[REDACTED]

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

From: customerassist [mailto:customerassist@chrysler.com]
Sent: Sunday, September 13, 2015 3:43 PM
To: [REDACTED]
Subject: RE: Chrysler Group LLC Customer Assistance (KMM9342789V73358L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Again I do apologize that I am unable to assist. I do see in our records that the dealership has been in contact with our Technical Operations Resource Group (STAR). Unfortunately without codes or the dealership being able to produce the same symptoms, STAR is unable to provide technical assistance.

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

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

Sincerely,

Belinda

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=KMM9342789V73358L0KM&

Original Message Follows:

Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis,

MD

was not able to observe or identify the problem. I have escalated this problem from Mr. Butler to Bobby Adams the President of Adams Automotive.

Due to the intermittent nature of the problem and no error code, Mr. Adams

said that he "doesn't know how to proceed" or even request assistance from

Chrysler without an error code. I have attached a copies of my recent email

correspondence with Mr. Adams.

My Jeep has spend considerable time (e.g. > 2 weeks this summer) at the dealership for unrelated problems, and the "shifting" problem has never occurred, nor an error code found that relates to the shifting problem.

For over one year, your dealership has been unable to resolve this problem

and refers me to Chrysler, while Chrysler in turn has now twice referred me

back to the dealership and refused to take action. Even your dealer does

not know how to obtain assistance from Chrysler. I am filing a report with

the Office of Defects Investigation (ODI), National Highway Traffic Safety

Administration (NHTSA), U.S. Department of Transportation (DOT).

I appreciate the difficulty in diagnosing intermittent problems, but the fact that Chrysler is unwilling to even address and attempt to solve this

problem is disturbing. I believe that I have useful feedback that may help

point Chrysler's engineers in the right direction, and would appreciate the

opportunity to do so. Several areas of investigation: [1] electrical interference or bad contacts that trip a signal for a gear shift when none

requested; [2] sensor spacing between gear selection is too close together

causing overlapping contacts; and/or [3] shift lever does not have

adequate

"stop" indents on gear selector permitting intermittent contact with adjoining gear selection sensors.

If this matter cannot be resolved, I will file a complaint with the Maryland Attorney General's office and report on this experience to Consumers Report.

[REDACTED]

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

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

Sent: Wednesday, September 9, 2015 8:38 PM

To: [REDACTED]

Subject: RE: Chrysler Group LLC Customer Assistance
(KMM9337657V45413L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate.

This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

Again, should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR).

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,

Belinda

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=KMM9337657V45413L0KM&

Original Message Follows:

RE: VIN 1C4RJFCM7EC [REDACTED]

My wife and I continue to have intermittent shift problems. Our 2014 Jeep Grand Cherokee goes into Reverse from Park without anyone touching the shift lever. Vehicle also changes gears occasionally when driving, e.g., shifts from Reverse to Drive when backing up, or Reverse to Neutral. These problems happen infrequently but have occurred multiple times!

I reported this problem via telephone to the dealer's service department shortly after purchasing the vehicle. They claimed no knowledge of this problem and referred me to Chrysler.

I then reported this problem directly to Chrysler online at your website on 9/29/14 and received the response shown below. I took the vehicle to the dealer as you recommended. Neither Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD nor I could not repeat the problem while sitting in the parking lot; Matt claimed that someone must have accidentally & unknowingly touched the shift lever, and took no

further action. NO ONE TOUCHED THE SHIFT LEVER - THAT WAS NOT THE CASE & THE PROBLEM HAD HAPPENED MULTIPLE TIMES BEFORE AND CONTINUES TO BE A PROBLEM.

We are now extra vigilant when shifting gears and before initial acceleration after changing gears. One moving, the Jeep seems to stay in the gear selected, e.g., hasn't shifted out of Drive while driving down the road. The one constant is that the shift pattern for this problem is a progression downward, i.e., Park to Reverse, Reverse to Neutral, Reverse to Drive.

Unfortunately my wife had another and potentially serious incident this weekend when she parked the car, placed the shift lever in Park, left the engine running, and got out of the Jeep (briefly to check on something), after which the vehicle shifted itself into Reverse and started backwards. My wife had to run and jump into the moving car to stop it. On this occasion, she wasn't even in the Jeep and there were no passengers, so no one touched the shift lever. There was a significant pause (i.e., time to get out of the Jeep and clear of the door and start to walk away) before the Jeep changed gears. On other occasions, when the Jeep shifts from Reverse to Drive we have been very fortunate that no person or object was close to the front of the Jeep and the driver was alert and able to stop within the first few feet; we will not always be so lucky. THIS IS DANGEROUS AND A PROBLEM THAT NEEDS TO BE FIXED.

Other manifestations of this shifting problem is when shifted to Reverse, we watch the indicator say Reverse then, after a noticeable pause with no one touching the gear lever, the Jeep will shift into Neutral or continue into Drive. Knowing that this is a problem, we watch the shift sequence closely and catch this "slipping out of gear selected" problem to avoid an accident. If this is a drive-by-wire shift control, could electrical interference cause the shifting problem?

Before sending this inquiry, I checked once again with Matt Butler at Adams Automotive and once again Mr. Butler claims never to have heard of this problem, which I find strange since this problem has been reported on the nightly news as having been reported to the National Highway Traffic Safety Administration and in automotive publications (see Car & Driver article at

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

Since we can't repeat the problem upon demand, I understand the dealership's difficulty in solving the problem. Sounds like a problem for your engineers to address, not the local dealership's service technician.

[REDACTED]
[REDACTED]

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

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

Sent: Sunday, October 5, 2014 4:49 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8823724V42122L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I regret the problem your 2014 Jeep Grand Cherokee is experiencing and appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle's problem via email.

We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Belinda

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=KMM8823724V42122L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Transmission problem.

Comments:

RE: VIN 1C4RJFCM7E0 [REDACTED] Vehicle slips out of gear occasionally when driving. Also moves from Reverse to Drive when backing up. Both problems happen infrequently but on multiple times.

VIN:

EC [REDACTED]

Mileage:

5900

Servicing Dealer:

Adams Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

City:

Edgewater

State:

MD

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Attachment 1 Type: application/pdf Name: Email correspondence with
Adams Jeep thru 9-9-15.pdf]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Oct 07 20:21:53 EDT 2015

Subject: RE: Chrysler Group LLC Customer Assistance (KMM9342789V73358L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I have updated your file to reflect the latest information you provided in the email message. We advise that you continue working with the dealership for resolution.

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,

Belinda

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=KMM9381785V63713L0KM&

Original Message Follows:

I continue to have problems with my Jeep. I have copied below my email to Sue Sheppard, the Service Manager at Adams Jeep in Annapolis, MD describing the latest error message.

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Wednesday, October 7, 2015 6:13 PM

To: 'Sue Sheppard'

Subject: RE: 2014 Jeep Grand Cherokee

RE: Service 2014 Jeep Grand Cherokee, VIN 1C4RJFCM7EC [REDACTED]

My Jeep was in two weeks ago for service at 17,683 miles with yet another check engine light warning. Now at 17,849 miles, I get the following message: "Exhaust Filter Full Safely Drive at Highway Speeds to Remedy."

I have not had this message before. Why am I getting this message, e.g., is the "Exhaust Filter" (whatever that is) working properly? Why would the exhaust filter be full? Is this another sensor error or a real problem? Is this message related to the repeated check engine light warnings indicating "catalyst failure" and/or sensor errors?

I will drive the Jeep at highway speeds tomorrow to see if the message goes away, but thought that you should be aware of this new development.

Thanks,

[REDACTED]
[REDACTED]
[REDACTED]

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

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

Sent: Sunday, September 13, 2015 3:43 PM

To: [REDACTED]

Subject: RE: Chrysler Group LLC Customer Assistance (KMM9342789V73358L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Again I do apologize that I am unable to assist. I do see in our records that the dealership has been in contact with our Technical Operations Resource Group (STAR). Unfortunately without codes or the dealership being able to produce the same symptoms, STAR is unable to provide technical assistance.

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

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

Sincerely,

Belinda

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=KMM9342789V73358L0KM&

Original Message Follows:

Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD

was not able to observe or identify the problem. I have escalated this problem from Mr. Butler to Bobby Adams the President of Adams Automotive.

Due to the intermittent nature of the problem and no error code, Mr. Adams

said that he "doesn't know how to proceed" or even request assistance from

Chrysler without an error code. I have attached a copies of my recent email

correspondence with Mr. Adams.

My Jeep has spend considerable time (e.g. > 2 weeks this summer) at the dealership for unrelated problems, and the "shifting" problem has never occurred, nor an error code found that relates to the shifting problem.

For over one year, your dealership has been unable to resolve this problem

and refers me to Chrysler, while Chrysler in turn has now twice referred me

back to the dealership and refused to take action. Even your dealer does

not know how to obtain assistance from Chrysler. I am filing a report

with
the Office of Defects Investigation (ODI), National Highway Traffic
Safety
Administration (NHTSA), U.S. Department of Transportation (DOT).

I appreciate the difficulty in diagnosing intermittent problems, but the
fact that Chrysler is unwilling to even address and attempt to solve
this
problem is disturbing. I believe that I have useful feedback that may
help
point Chrysler's engineers in the right direction, and would appreciate
the
opportunity to do so. Several areas of investigation: [1] electrical
interference or bad contacts that trip a signal for a gear shift when
none
requested; [2] sensor spacing between gear selection is too close
together
causing overlapping contacts; and/or [3] shift lever does not have
adequate
"stop" indents on gear selector permitting intermittent contact with
adjoining gear selection sensors.

If this matter cannot be resolved, I will file a complaint with the
Maryland Attorney General's office and report on this experience to
Consumers Report.

██████████

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

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

Sent: Wednesday, September 9, 2015 8:38 PM

To: ██████████

Subject: RE: Chrysler Group LLC Customer Assistance
(KMM9337657V45413L0KM)

Dear ██████████,

Thank you for contacting the Jeep Customer Assistance Center.

We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate.

This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

Again, should your dealer require technical assistance they may contact our Technical Operations Resource Group (STAR).

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,

Belinda

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=KMM9337657V45413L0KM&

Original Message Follows:

RE: VIN 1C4RJFCM7EC [REDACTED]

My wife and I continue to have intermittent shift problems. Our 2014 Jeep Grand Cherokee goes into Reverse from Park without anyone touching the shift lever. Vehicle also changes gears occasionally when driving, e.g., shifts from Reverse to Drive when backing up, or Reverse to Neutral. These problems happen infrequently but have occurred multiple times!

I reported this problem via telephone to the dealer's service department shortly after purchasing the vehicle. They claimed no knowledge of this problem and referred me to Chrysler.

I then reported this problem directly to Chrysler online at your website on 9/29/14 and received the response shown below. I took the vehicle to the dealer as you recommended. Neither Matt Butler, the Asst Service Manager at Adams Automotive in Annapolis, MD nor I could not repeat the problem while sitting in the parking lot; Matt claimed that someone must have accidentally & unknowingly touched the shift lever, and took no further action. **NO ONE TOUCHED THE SHIFT LEVER - THAT WAS NOT THE CASE & THE PROBLEM HAD HAPPENED MULTIPLE TIMES BEFORE AND CONTINUES TO BE A PROBLEM.**

We are now extra vigilant when shifting gears and before initial acceleration after changing gears. One moving, the Jeep seems to stay in the gear selected, e.g., hasn't shifted out of Drive while driving down the road. The one constant is that the shift pattern for this problem is a progression downward, i.e., Park to Reverse, Reverse to Neutral, Reverse to Drive.

Unfortunately my wife had another and potentially serious incident this weekend when she parked the car, placed the shift lever in Park, left the engine running, and got out of the Jeep (briefly to check on something), after which the vehicle shifted itself into Reverse and started backwards. My wife had to run and jump into the moving car to stop it. On this occasion, she wasn't even in the Jeep and there were no passengers, so no one touched the shift lever. There was a significant pause (i.e., time to get out of the Jeep and clear of the door and start to walk away) before the Jeep changed gears. On other occasions, when the Jeep shifts from Reverse to Drive we have been very fortunate that no person or object was close to the front of the Jeep and the driver was alert and able to stop within the first few feet; we

will not always be so lucky. THIS IS DANGEROUS AND A PROBLEM THAT NEEDS TO BE FIXED.

Other manifestations of this shifting problem is when shifted to Reverse, we watch the indicator say Reverse then, after a noticeable pause with no one touching the gear lever, the Jeep will shift into Neutral or continue into Drive. Knowing that this is a problem, we watch the shift sequence closely and catch this "slipping out of gear selected" problem to avoid an accident. If this is a drive-by-wire shift control, could electrical interference cause the shifting problem?

Before sending this inquiry, I checked once again with Matt Butler at Adams Automotive and once again Mr. Butler claims never to have heard of this problem, which I find strange since this problem has been reported on the nightly news as having been reported to the National Highway Traffic Safety Administration and in automotive publications (see Car & Driver article at <http://blog.caranddriver.com/short-shift-jeep-cherokee-9-speed-automatic-get-s-second-update-for-rough-shifting/>).

Since we can't repeat the problem upon demand, I understand the dealership's difficulty in solving the problem. Sounds like a problem for your engineers to address, not the local dealership's service technician.

[REDACTED]
[REDACTED]

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

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

Sent: Sunday, October 5, 2014 4:49 PM

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM8823724V42122L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

I regret the problem your 2014 Jeep Grand Cherokee is experiencing and

appreciate the time and effort you took to bring this matter to our attention.

Unfortunately, we are unable to diagnose your vehicle's problem via email.

We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair.

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

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Belinda

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=KMM8823724V42122L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Transmission problem.

Comments:

RE: VIN 1C4RJFCM7EC [REDACTED] Vehicle slips out of gear occasionally when driving. Also moves from Reverse to Drive when backing up. Both problems happen infrequently but on multiple times.

VIN:

EC [REDACTED]

Mileage:

5900

Servicing Dealer:

Adams Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

City:

Edgewater

State:

MD

Zip:

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]

[Attachment 1 Type: application/pdf Name: Email correspondence with Adams Jeep thru 9-9-15.pdf]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Sep 30 18:49:01 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2014 Grand Cherokee Altitude 4x4

Comments:

September 30, 2014

RE: VIN 1C4RJFAG1EC [REDACTED]

To Whom It May Concern:

I
am writing to report a series of problems I am having with my 2014 Jeep Grand Cherokee Altitude 4x4 edition and seeking recommendations. =20

I took
ownership of this car on May 31, 2014. Within a week I experienced my first issue with this car. The USB port would not charge or recognize my phone or any other USB device. Additionally, for no discernable reason the car would not start one day. A few hours later it started with no trouble. In order to address the above problems I took the car back to the dealer where it was purchased - Autoland in Springfield, New Jersey. They replaced the USB port but said they could not explain why the car had failed to start. I left the dealer totally content that the USB was fixed and I understand there are always little issues that happen when one purchases a new car. Less than a week later the USB port stopped working again. I returned to Autoland and sat in the waiting room for hours while they tried to fix the USB port. They were pleasant and accommodating but in the end came out and informed me that they could not replicate the problem. Unexpectedly, they noticed my AUX port did not work. This was something I didn=E2=80=99t know about because I didn=E2=80=99t use it that =
port.

Nonetheless, they informed me that they fixed the AUX issue but not the USB

issue. Frankly, I don't use the AUX cord. I am more interested in being able to charge my iPhone when it is connected. To be certain that it was not just my phone, I connected other phones to the port. Not one of them worked either or they would work for a few minutes then fail.

I eventually gave up on repairing the USB port. I was not happy but seemingly Jeep was unable or unwilling to fix the problem. More critically, my car did fail to start two or three more times. Fortunately, the car was at home when this occurred. Autoland again told me that they can't replicate the problem much like the USB. For the first two months that I owned the car I only put 300 miles on the car because I was concerned about getting stuck away from home. I did not and do not trust the car.

20

In August the Jeep was driven to Florida, where it presently resides until December with my son who is away at school. Within two weeks of arriving in Florida, the Service Shifter light came on a picture is attached. The problem is intermittent but my son has video evidence of the problem. As well, the check engine light now goes on and off at random times. This Saturday my son obtained video evidence of a new issue with the radio. The volume will occasionally just not work - it will be stuck at the same spot and cannot be increased or decreased regardless of whether it is on FM, AM, or SXM. 20

Yesterday, a new problem developed with this remarkably unreliable automobile the transmission would not engage in CP. The transmission would go to R N and D and DS but not park and the car could not be turned off, even in CN. After about 5 minutes of fidgeting with the shifter the car finally went into park. I am completely unwilling to use this car. I consider it unsafe at any speed. More importantly, Jeep and the dealers have done nothing to help.

From my perspective, there is a major problem with this transmission independent of the inability to put the car in Eco-Mode. I often try to accelerate and even when the Jeep is not in Eco-Mode it barely accelerates. It takes a couple seconds for the transmission to jump into gear and this lag is truly dangerous. I have been in other 2014 Grand Cherokee V6 models and they do not behave this way.

One additional problem should be noted although this did occur only once. The gas gauge remained pegged at full tank even though I had driven for 100s of miles. Suddenly, the gauge dropped to empty and the low fuel warning came on.

I purchased/leased this car so that my teenager would have a new and safe automobile while away at school. Clearly, this vehicle has been problematic. I am very patient but I have received little assistance from Jeep. The local dealer (in Florida) will be looking at the car shortly. Nonetheless, I believe that these problems are unacceptable, potentially unsafe, and should not be occurring in a BRAND NEW CAR.

Please feel free to reach out to my son- [REDACTED] (the primary driver) at [REDACTED]. He can further explain the problems. I fully expect to hear from Jeep promptly. I have also sent a copy of this to my attorney to inquire what rights exist under the Lemon Law regulations in New Jersey.
Sincerely,

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

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]

Middle Initial: =20

Last Name: ██████████

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Oct 08 17:18:32 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center (as per your dad's email).

I am sorry to learn of the many issues that your Jeep Grand Cherokee is having. Your concerns, particularly in view

of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring

this matter to my attention.

We would be happy to further look into this situation and review your request. To do so, we will first require a diagnosis

be performed by any authorized Dealership to review the situation and a determination on the repair procedure be

put in place.

This will best allow us to review your request going forward. It is important to note we are not requesting you fully

undergo the repairs at this time, we are only requesting a diagnosis be performed so we may better gather information related to your vehicles condition in order to better review your request, and have the vehicle located at an authorized Dealership for additional review.

Please reply back with name of dealer and phone number if diagnosis has occurred.

Thank you again for your email. Should you require additional assistance, or have any new information to provide,

please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jody

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8829667V3112L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

2014 Grand Cherokee Altitude 4x4

Comments:

September 30, 2014 RE: VIN 1C4RJFAG1EC [REDACTED] To Whom It May Concern: I

am writing to report a series of problems I am having with my 2014 Jeep Grand Cherokee Altitude 4x4 edition and seeking recommendations. I took ownership of this car on May 31, 2014. Within a week I experienced my first issue with this car. The USB port would not charge or recognize my phone or any other USB device. Additionally, for no discernable reason the car would not start one day. A few hours later it started with no trouble. In order to address the above problems I took the car back to the dealer where it was purchased - Autoland in Springfield, New Jersey. They replaced the USB port but said they could not explain why the car had failed to start. I left the dealer totally content that the USB was fixed and I understand there are always little issues that happen when one purchases a new car. Less than a week later the USB port stopped working again. I returned to Autoland and sat in the waiting room for hours while they tried to fix the USB port. They were pleasant and accommodating but in the end came out and informed me that they could not replicate the problem. Unexpectedly, they noticed my AUX port did not work. This was something I didn't know about because I didn't use it that port. Nonetheless, they informed me that they fixed the AUX issue but not the USB issue. Frankly, I don't use the AUX cord. I am more interested in being able to charge my iPhone when it is connected. To be certain that it was not just my phone, I connected other phones to the port. Not one of them worked either or they would work for a few minutes then fail. I eventually gave up on repairing the USB port. I was not happy but seemingly Jeep was unable or unwilling to fix the problem. More critically, my car did fail to start two or three more times. Fortunately, the car was at home when this occurred. Autoland again told me that they can't replicate the problem much like the USB. For the first two months that I owned the car I only put 300 miles on the car because I was concerned about getting stuck away from home. I did not and do not trust the car. In August the Jeep was driven to Florida, where it presently resides until December with my son who is away at school. Within two weeks of arriving in Florida, the Service Shifter light came on - a picture is attached. The problem is intermittent but my son has video evidence of the problem. As well, the check engine light now goes on and off at random times. This Saturday my son obtained video evidence of a new issue with the radio. The volume will occasionally just not work - it will be stuck at the same spot and cannot be increased or decreased regardless of whether it is on FM, AM, or SXM. Yesterday, a new problem developed with this remarkably unreliable automobile - the transmission would not engage in 'P'. The transmission would go to R, N, and D and DS but not park and the car could not be turned off, even in 'N'. After about 5 minutes

of fidgeting with the shifter the car finally went into park. I am completely unwilling to use this car. I consider it unsafe at any speed. More importantly, Jeep and the dealers have done nothing to help. From my perspective, there is a major problem with this transmission independent of the inability to put the car in P. I often try to accelerate and even when the Jeep is not in Eco-Mode it barely accelerates. It takes a couple seconds for the transmission to jump into gear and this lag is truly dangerous. I have been in other 2014 Grand Cherokee V6s and they do not behave this way. One additional problem should be noted although this did occur only once. The gas gauge remained pegged at 1/2 tank even though I had driven for 100s of miles. Suddenly, the gauge dropped to E and the low fuel warning came on. I purchased/leased this car so that my teenager would have a new and safe automobile while away at school. Clearly, this vehicle has been problematic. I am very patient but I have received little assistance from Jeep. The local dealer (in Florida) will be looking at the car shortly. Nonetheless, I believe that these problems are unacceptable, potentially unsafe, and should not be occurring in a BRAND NEW CAR. Please feel free to reach out to my son- [REDACTED] (the primary driver) at [REDACTED]. He can further explain the problems. I fully expect to hear from Jeep promptly. I have also sent a copy of this to my attorney to inquire what rights exist under the Lemon Law regulations in New Jersey. Sincerely, [REDACTED] MD Newark Beth Israel Medical Center 201 407 9275 mzucker@barnabashealth.org

VIN:

EC [REDACTED]

Mileage:

2500

Servicing Dealer:

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Short Hills

State:

NJ

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]