

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



CHRYSLER

January 16, 2015

[REDACTED]
Lisbon, NH [REDACTED]

Re: 26172560

Vin: 1C4RJFBG7EC [REDACTED]

Dear Mr. [REDACTED]

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

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

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

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

Sincerely,

Mr. Kon
Special Investigations
586-274-8162

TK/sk



071-208-100116



01.02.2015





01 .02 .2016



01.02.2015



11/22/2016



0760

01/02/2015



01.02.2015



01.02.2018

▲ 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 SAFETYBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



© 2015 GM

01.02.2015



01.02.2018



552
552

01 05 2009

01.02.2018

BMW
SERVICES



01.02.2015



T009A

01.02.2015



01.02.2018



How-to-a-Drive

11128 mi

30°F

3000
RPM

BRAKE

01/12/2013



071-208-100116



01.08.2016





01 .02 .2018



01.02.2015



11/22/2016



0760

01/02/2015



01.02.2015



01.02.2018

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01.02.2015



01.02.2018



552
552

01 05 2009



SRS
AIR BAG

01-02-2015



01.02.2015



100%

01.02.2015



01.02.2018



0
11128 mi

3000 RPM

RPM

BRAKE

01/12/2013



01.02.2015



01.02.2016



01.02.2016



0

000000

1000000

1000000

1000000

2000

01.02.2015



01/02/2015



Press Oil to Exit
Screen Field

11500

01.02.2018

2

0

3

Always in
Proximity to
Screen Stop

MOZON

11500 ml









01.02.2019

2014 WK 3.6L

VIN: 1C4RJFBG7E [REDACTED]

Battery:  14.495 volts

Legend

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

01.02.2015



01.02.2018







01.02.2015



01-02-2015



01/02/2015



01/02/2015



771-208-8671



01.02.2015



01 03 2013



01 .02 .2016



01.02.2015



11-23-2016



0760

01/02/2015



01.02.2015



01.02.2018

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01.02.2015



01.02.2018



552
552

01 02 2009



SRS
AIR BAG

01-02-2015



01.02.2015



100%

01.02.2015



01.02.2018



0
11128 mi

3000 RPM

RPM

BRAKE

01/12/2013







CABINS
OFFICE

NAME OF



CABINS OFFICE

MARKET



and
Push Button
to Start

11130 W

01-02-2013



01.02.2018



03.02.2016



01 02 2015



01.09.2018







CABINS
OFFICE

NAME



CABINS OFFICE



0 LB
T TIRES
1) COLD
T TIRES
1) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE 2008 0202

VIN: 1C4RFBG7E [REDACTED] 00 0PV 00R-222424 0208
VEHICLE MADE IN U.S.A. 2008 02 0208 0208

01 02 2015

and
Push Button
to Start

1113917

01-02-2013



01.02.2018



07.09.2016



01 02 2015



01-02-2018

2014 WK 3.0L | VIN: 1C4HLEBD7E3 [REDACTED]
Device Serial Number: WSP108150
Device Software Version: 1.6.5

WITECH

ECU	Code	Status	Part
SCM	B0225-00	present	SCM
SCM	C2205-00	present	SCM

01-08-2015

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

All
 Active
 Stopped
 Pending

	SC#	Date	Status	Message
	SC04	8/17/08	cancel	SC# pending, 1 more...
	SC04	8/17/08	cancel	SC# pending, 1 more...

01.02.2018

Overview

Name:

Occupant Restraint:

Flash Part Number:

68272677AA

Bus Type:

CAN C

Hardware Version:

02.43.0

Software Version:

#0: 13.11.00 #1: 13.15.00 #2: 00.00.00

Spare Part Number:

N/A

ISO Code

Software Number:

N/A

Hardware Number:

N/A

Original VIN

1G4R3PFL7E0

Correct VIN

1G4R3PFL7E0

Version B Ver 1.0

Correctly Ends

68272677AA



Jeep

01.02.2016



01.02.2015



01.02.2018



01.02.2015



01.02.2018











CABINS
OFFICE



CABINS OFFICE

MADE BY

0 LB
T TIRES
1) COLD
T TIRES
1) COLD



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE 2004 MODEL

VIN: 1C4RFBG7E [REDACTED] 4P0 EPV 40-121414 4000
VEHICLE MADE IN U.S.A. YEAR/ 02 TRN/DAL

01-02-2015

and
Push Button
to Start

11130 W

01-02-2013



01.03.2018



05-29-2012



01 02 2015



01-02-2018

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Dec 26 15:45:07 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2014 Jeep Grand Cherokee

Comments:

We have been having a lot of issues with our car lately; it has been in the shop now four times for the same issue. Each time the car has been picked up from the shop, the issue has reoccurred. We feel that the Jeep is unsafe and qualifies as a Lemon under the current Oregon Lemon Law.

Dates

in the shop for current issue:

12/3-12/9

12/13-12/19

12/20-12/24

12/24 =E2=80=93

Jeep is currently in the shop.

12/3 episode:

The car was being driven, and the Parking Sensor alert was flashing on the dashboard, then the computer would reboot, and the wipers would come on and then off again. This repeated for several miles, it then started flashing Service Four Wheel Drive, Transmission light, as well as Engine lights. While driving the car we lost the ability to go forward so we pulled the car off to the side of the road. Once on the side of the road the car would not go into park, and was not able to be shutoff. The emergency brake was engaged and the car would not stay stationary and wanted to roll down the hill. At that time the local Jeep dealership and Road Side assistance were contacted and neither knew or could tell us how to turn off the car or get it into park. We had to sit there with our foot on the brake for about forty five minutes until someone pulled the ignition fuse and the car turned off. We put the fuse back in then the car was able to be put into park. Then it was able to be driven to the dealership. The dealership reported multiple over voltage codes on the computer.

12/13 episode:

The car was being driven, and the Parking Sensor alert was flashing on the dashboard, then the computer would reboot, and the wipers would come on and then off again. This happened the entire way to the dealership. The dealership found a loose ground strap and tightened it.

12/20 episode:

The morning after picking up the Jeep from the dealership it started to experience the exact same issues. The Parking Sensor alert was flashing on the dashboard, then the computer would reboot, and the wipers would come on and then off again. It was again dropped off at the dealership. The same over voltage codes were stored on the computer, and another Star case was opened. While driving the Jeep they experienced the same issues. At this time Chrysler Engineering had the dealership replace the PCM and a wiring harness.

12/24 episode:

The car was picked up on the 24th, and made it about two miles before the Parking Sensor alert started flashing, the computer started rebooting, and the wipers randomly turned on. The car was turned around and dropped back off at the Jeep dealership.

At this point we feel that the Jeep is unsafe and qualifies as a Lemon under the current Oregon Lemon Law.

Here is our contact information; we look forward to hearing from you.

[REDACTED]

[REDACTED]

Portland, OR

[REDACTED]

[REDACTED]

2014 Grand Cherokee Limited

VIN: 1C4RJFBT3EC [REDACTED]

Sender Information:

Title: =20

First Name: [REDACTED]

[REDACTED]

[REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Jan 02 23:04:23 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

Your e-mail was reviewed and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request.

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

Sincerely,

Santosh

Customer Service Representative

Jeep Customer Assistance Center

For any future communications related to this e-mail, 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=KMM8953928V57863L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

2014 Jeep Grand Cherokee

Comments:

We have been having a lot of issues with our car lately; it has been in the shop now four times for the same issue. Each time the car has been picked up from the shop, the issue has reoccurred. We feel that the Jeep is unsafe and qualifies as a Lemon under the current Oregon Lemon Law. Dates in the shop for current issue: 12/3-12/9 12/13-12/19 12/20-12/24 12/24 â Jeep is currently in the shop. 12/3 episode: The car was being driven, and the Parking Sensor alert was flashing on the dashboard, then the computer would reboot, and the wipers would come on and then off again. This repeated for several miles, it then started flashing Service Four Wheel Drive, Transmission light, as well as Engine lights. While driving the car we lost the ability to go forward so we pulled the car off to the side of the road. Once on the side of the road the car would not go into park, and was not able to be shutoff. The emergency brake was engaged and the car would not stay stationary and wanted to roll down the hill. At that time

the local Jeep dealership and Road Side assistance were contacted and neither knew or could tell us how to turn off the car or get it into park. We had to sit there with our foot on the brake for about forty five minutes until someone pulled the ignition fuse and the car turned off. We put the fuse back in then the car was able to be put into park. Then it was able to be driven to the dealership. The dealership reported multiple over voltage codes on the computer. 12/13 episode: The car was being driven, and the Parking Sensor alert was flashing on the dashboard, then the computer would reboot, and the wipers would come on and then off again. This happened the entire way to the dealership. The dealership found a loose ground strap and tightened it. 12/20 episode: The morning after picking up the Jeep from the dealership it started to experience the exact same issues. The Parking Sensor alert was flashing on the dashboard, then the computer would reboot, and the wipers would come on and then off again. It was again dropped off at the dealership. The same over voltage codes were stored on the computer, and another Star case was opened. While driving the Jeep they experienced the same issues. At this time Chrysler Engineering had the dealership replace the PCM and a wiring harness. 12/24 episode: The car was picked up on the 24th, and made it about two miles before the Parking Sensor alert started flashing, the computer started rebooting, and the wipers randomly turned on. The car was turned around and dropped back off at the Jeep dealership. At this point we feel that the Jeep is unsafe and qualifies as a Lemon under the current Oregon Lemon Law. Here is our contact information; we look forward to hearing from you. [REDACTED], OR [REDACTED]

[REDACTED] 2014 Grand Cherokee Limited VIN: 1C4RJFBT3EO [REDACTED]

VIN:

EO [REDACTED]

Mileage:

18400

Servicing Dealer:

NW Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Portland

State:

OR

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jan 06 15:18:50 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Feedback on Jeep Grand Cherokee 2014

Comments:

First, I absolutely love my Jeep Grand Cherokee. In spite of 4 recalls, it is still a wonderful vehicle. I would add only one thing, a front camera, it would assist in parking and safety. The one thing I would remove? The one thing I detest about the SUV? The gearshift, quite simply it is the worst gearshift I have ever used. After a year, I still put it in the wrong gear 15% of the time. I think it is in park and it is not. Don't put this in the next version of the vehicle. I dislike it so much, it would deter me from buying another one. I am not alone. I have shared this issue with fellow Grand Cherokee owners and they agree.

Sender Information:

Title:

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

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Jan 13 12:35:38 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center.

We appreciate the time taken to share your vehicle feedback with us today. We strive to offer vehicles with options that appeal to a diverse customer base, representing a wide range of expectations and tastes. Our best resource for feedback is our Customers themselves and I do appreciate the time taken to express your thoughts regarding the design and features of your vehicle.

We strive to offer vehicles with options that appeal to a diverse customer base, representing a wide range of expectations and tastes. I have updated our records to reflect the information brought forward in your email.

Your perspective is very important to us as it provides valuable feedback on future product considerations. It will be made available to our product planners for their review

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,

Christine

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=KMM8968192V70538L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Feedback on Jeep Grand Cherokee 2014

Comments:

First, I absolutely love my Jeep Grand Cherokee. In spite of 4 recalls, it is still a wonderful vehicle. I would add only one thing, a front camera, it would assist in parking and safety. The one thing I would remove? The one thing I detest about the SUV? The gearshift, quite simply it is the worst gearshift I have ever used. After a year, I still put it in the wrong gear 15% of the time. I think it is in park and it is not. Don't put this in the next version of the vehicle. I dislike it so much, it would deter me

from buying another one. I am not alone. I have share this issue with fellow Grand Cherokee owners and they agree.

VIN:

EC [REDACTED]

Mileage:

25000

Servicing Dealer:

Jones Junction

Title:

First Name:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Address 2:

City:

Havre de Grace

State:

MD

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2015-01-22 14:24:55.031723

Files Not Recieved: 0

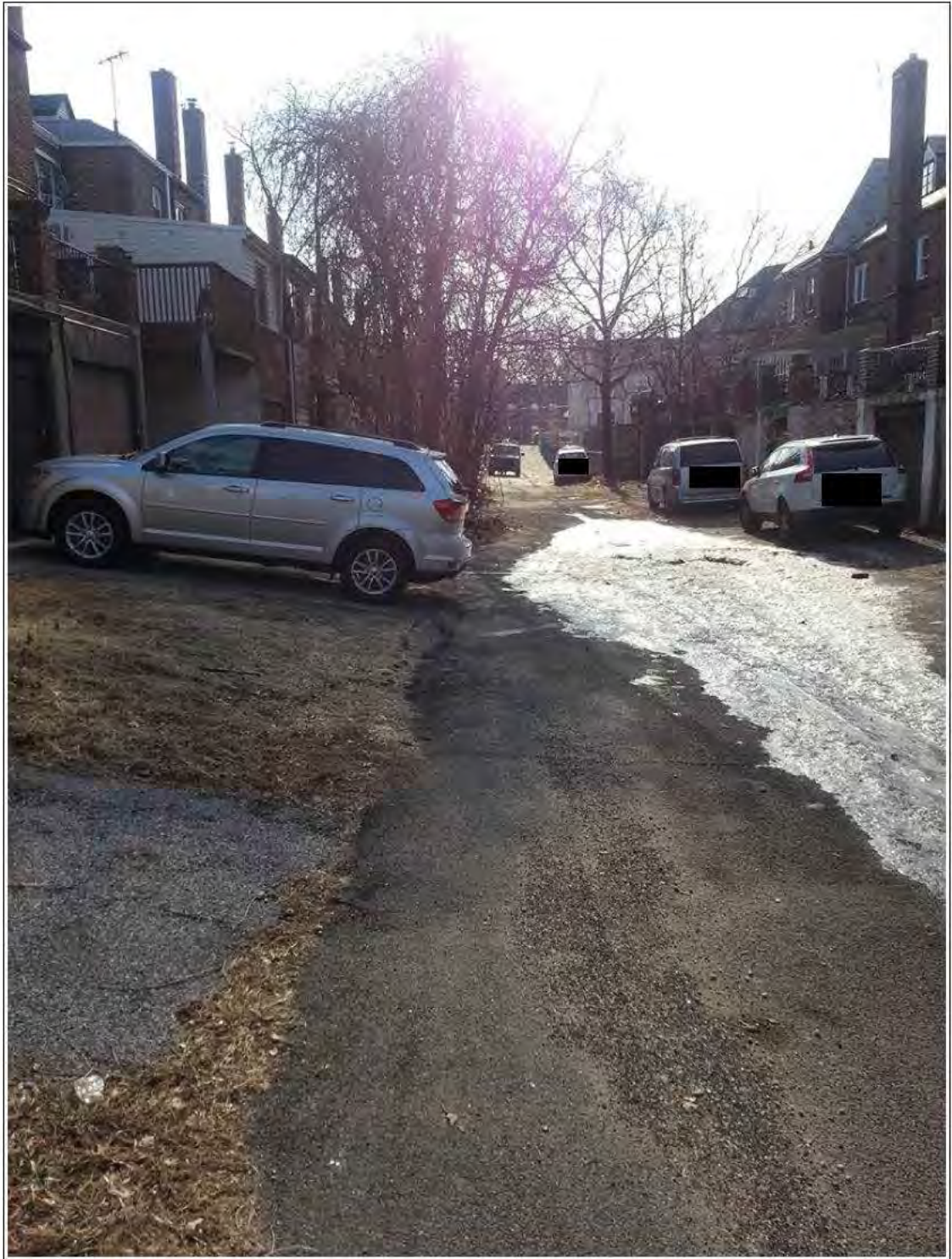
These photos show where the roll-away failures occurred. Per Angie (Supervisor's) request, I took three photos of the subject Jeep parked here with someone inside, in case it rolled away. The other pictures are of the rental vehicle (Dodge Journey) parked there and show how mild the tilt of the driveway is. Please be advised that children play behind where I park all the time. The neighbor has a basketball hoop up. Also, this is a community driveway, so vehicles drive through all the time, too.



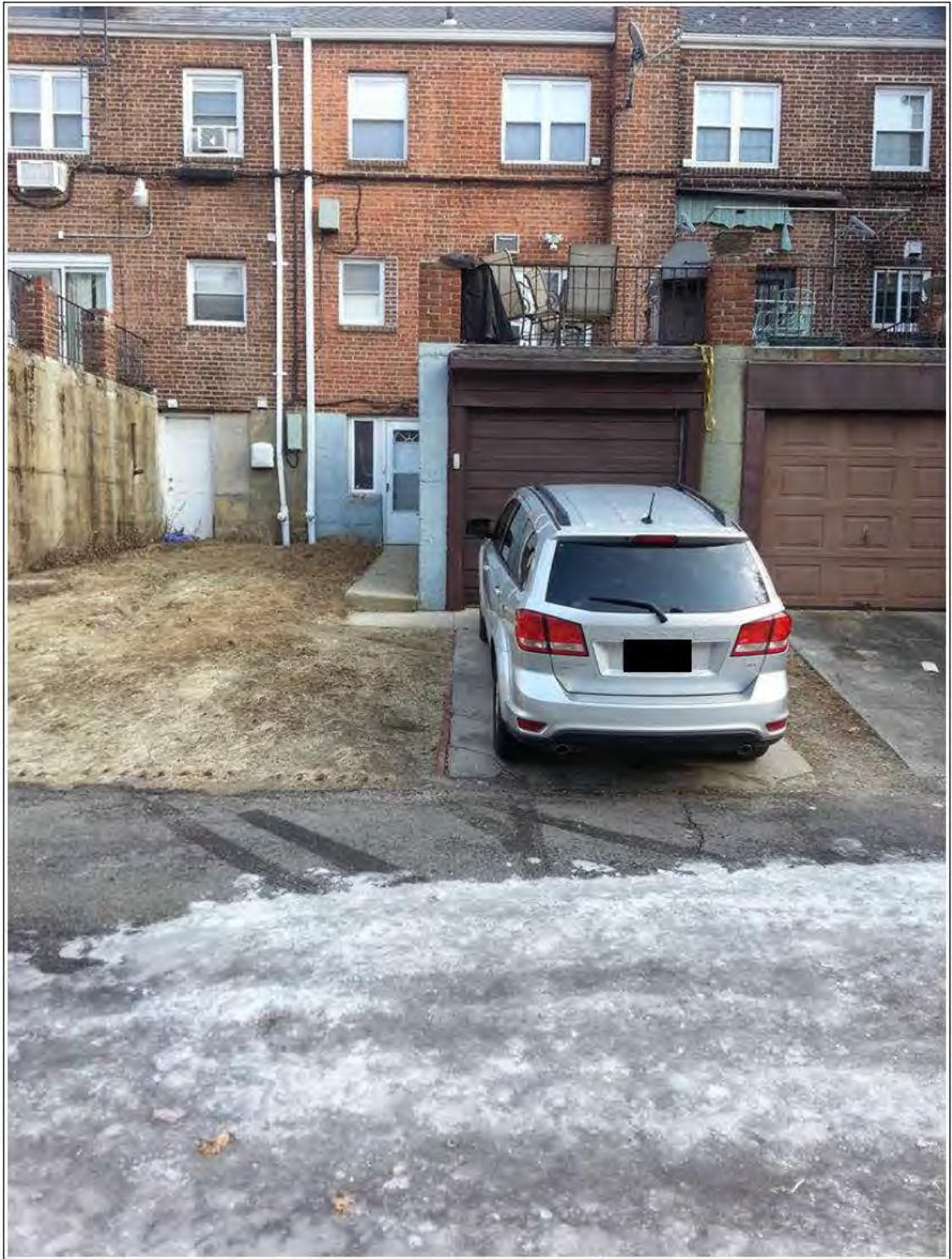


















PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Document Recieved from Customer

Cair [REDACTED]

Date Received: 2015-01-22 14:04:51.398908

Files Not Recieved: 0

Untitled

ATTN: LAURAL

CASE # [REDACTED]

FROM: [REDACTED]
2014 JEEP GRAND CHEROKEE

Page 1



STATE OF OHIO - BUREAU OF MOTOR VEHICLES
CERTIFICATE OF REGISTRATION

PLATE NO.: GAC6012 REG. DATE: 01/20/2015 EXP. DATE: 05/05/2015 ISSUE DATE: 01/20/2015
VALIDATION NO.: OWNER NAME: VEHICLE OWNERSHIP: SINGLE

APP NO.: AGENCY: 7312 USER ID: TA OLD APP NO.: OLD PLATE:

OWNER ADDR: CITY: LUCASVILLE STATE: OH ZIP: TAX DISTRICT: VALLEY TOWNSHIP COUNTY: SCIOTO

INSIDE CORP LIMIT: NO VEHICLE CLASS: PASSENGER VEHICLE YEAR: 2014 ODOMETER READING: 34,354 BODY TYPE: SW MAKE: JEEP

STATE FEES: \$1.00 LOCAL TAX: \$0.00 REFL./CO. FEE: \$0.00 DEPUTY FEE: \$3.50 TOTAL FEES: \$4.50

CERTIFICATE TITLE NO.: PLATE TYPE: VEH. SERIAL NO.: 1C4RJFAG4EC REG TYPE: TRANSFER PURCHASE DATE: 01/01/2015

SUSPENSION/REVOCAION: NO PRIOR OPERATION: YES FEES PAID: YES

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without insurance or FR coverage.
PROOF OF INSURANCE OR FR COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket*At all vehicle inspection stops*Upon traffic court appearances*Upon random checks by the Registrar of Motor Vehicles.
ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL: Lose his or her driver license until requirements are met on first offense, one year on second offense, and two years on third and subsequent offenses.
ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense.
IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have*A SECURITY SUSPENSION for TWO YEARS or more and*A JUDGEMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW. WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: AN INSURANCE POLICY showing automobile liability insurance of at least \$25,000 bodily injury per person, \$50,000 injury two or more persons, and \$25,000 property damage*AN INSURANCE IDENTIFICATION CARD (same coverage)*A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company*A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000*A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State*A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

PROOF OF FINANCIAL RESPONSIBILITY

I affirm that all owners (or lessees of leased vehicle) now have insurance or other FR coverage and will not operate or permit the operation of this motor vehicle without FR coverage; all previous registration fees due have been paid; this plate category is correct; and this vehicle will not be used as a commercial or farm vehicle unless so registered.

By signing below I agree to and attest that all the above is true and accurate,

X SIGNATURE ON FILE

SIGNATURE OF OWNER(S)

DATE

WARNING: APPLICANT GIVING FALSE INFORMATION IS SUBJECT TO PROSECUTION-O.R.C. SEC. 2921.13. APPLICATION MUST BE SIGNED BY THE OWNER(S) AS NAMED ON CERTIFICATE OF TITLE.

DO NOT DISCARD. THIS IS YOUR VEHICLE REGISTRATION CERTIFICATE.

BMV5701 6/14 (760-1058)

RESTRICTED

CUSTOMER COPY