

PE15-030

FLAT CHRYSLER

11-24-2015

ENCLOSURE 4

CAIR Backup



Document Recieved from Customer

Cair Number: 2 [REDACTED]

Date Received: 2015-10-22 16:28:09.236057

Files Not Recieved: 0

FAX COVER SHEET

TO

COMPANY

FAXNUMBER 18668493869

FROM

DATE 2015-10-21 19:29:12 GMT

RE

Case #: [REDACTED]

COVER MESSAGE

MJ,

Please see attached.

Thank you.

[REDACTED]



Account Summary					
Next Payment:		Past Due Payments:		Other Unpaid Amounts:	
Due Date:	10/28/15	Due Date:	Amount Due:	Late Charge:	
Base Payment:	\$560.00			Extension Fee:	
Sales/Use Tax:				Summons:	
Per. Property Tax:				Registration Fee:	
Other Scheduled:				Miscellaneous:	
Total:	\$560.00	Total:		Total:	
STATEMENT TOTAL: \$560.00					

Account Information	
Account Number:	[REDACTED]
Make:	15 JEEP GRAND
Scheduled End Date:	02/27/18
VIN:	1C4RJFJT4E [REDACTED]
Payments Remaining:	28

Important Account Message

OUR RECORDS INDICATE THAT THE LICENSE PLATE(S) ON THE VEHICLE EXPIRE(S) IN 12/15. IF YOU PLAN TO DRIVE THIS VEHICLE BEYOND THE RE-REGISTRATION DATE, PLEASE RENEW THE REGISTRATION BEFORE EXPIRATION.

Message from your local Jeep dealer: We're celebrating the best deals of the year with our Jeep Celebration Event happening now at your local Jeep dealer. Don't delay as these deals will end November 2nd!

SECURE MESSAGING

Contact us about your account whenever and wherever you want! Now you can contact us with questions about your account, including payment transactions and more through protected email. Log in to your account at ally.com/auto, go to the Profile and Communications Menu, and select Secure Messages.

Don't Want to Mail Your Payment? We have Options:

- Automatic Payments** - Allows your payment to be conveniently transferred from your checking or savings account to Ally, at no cost to you. Please visit allyauto.com for more information.
- Online Payments and Billing Statements** - Register for Ally Online Services at allyauto.com, add your account, then schedule one-time payments at your convenience or go green with e-statements, at no cost to you.
- Payments by phone or payments online by debit cards** - To hear available options call 888-925-2559. A third party service provider fee may apply.

Contact Information: You can reach us by visiting allyauto.com or call us at 888-925-ALLY(2559)

Do not send cash or post-dated checks. All checks will be processed upon receipt. Make checks payable to ALLY.
Return the portion below with your payment to the Payment Processing Center address below.



DUE DATE: 10/28/15
ACCOUNT NUMBER: [REDACTED]
STATEMENT TOTAL: \$560.00
TOTAL AMOUNT PAID: \$

PO BOX 388962
 BLOOMINGTON MN 55438-0962

PAYMENT PROCESSING CENTER
 PO BOX 78234
 PHOENIX AZ 85062-8234

[REDACTED]
 WHITE PLAINS NY [REDACTED]

[REDACTED]

[REDACTED]

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DODGE

DURANGO

4WD

Callahan's











NO
SMOKING

0812

58°F

60
40
20

BRAKE

Pressure

Push

DODGE

MANUAL
P
R
N
D

START/STOP

DRIVE MODE SELECTOR



PUSH TO
RELEASE

ATTENTION
PLEASE
SEE THE
DEALER



Admission
3/15/2018

TO
EASE





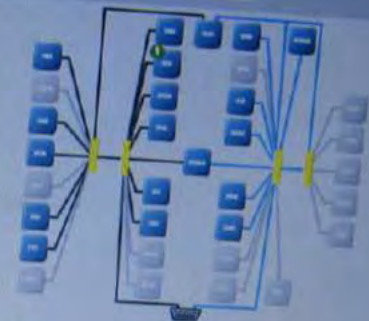
Vehicle View

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

Search Service Information

2015 WD 3.6L
VIN: 1C4RDJAG01
Battery: 12.199 volts

- Legend
- Active ECU
 - Non-responsive ECU
 - DTCs Present
 - ECU Not Built
 - Scanning ECU



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

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

All Active Stored Pending

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

View Freeze Frame View Stored DTCs Clear Storage

There are no DTCs present

Knowledge Base Articles Online

Disconnect Update Available



ECU View

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



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

Current ECU Flash Number: 56054076AC

Battery: 12.23 volts

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

New Part Number	Description
NO RESULTS TO DISPLAY	
A	A

Note: Please review all available service documentation (SB's, RRT's, Recall's) to ensure the available flash applies to the unit(s) you could damage the ECU or cause the vehicle system to NOT function properly!

Overview

Name:
Occupant Restraint

Flash Part Number:
56054076AC

Bus Type:
CAN C

Hardware Version:
12.43.0

Software Version:
#2: 00.00.00 , #1: 13.45.01 , #0: 13.14

Spare Part Number:
N/A

ISO Code:

Software Number:
N/A

Hardware Number:
N/A

Original VIN

Knowledge Base Articles









PP RR NN DD



P R N D



W

R

2198 mi

H

E

P R N D



E

P R N D



P R N D



8872











543512





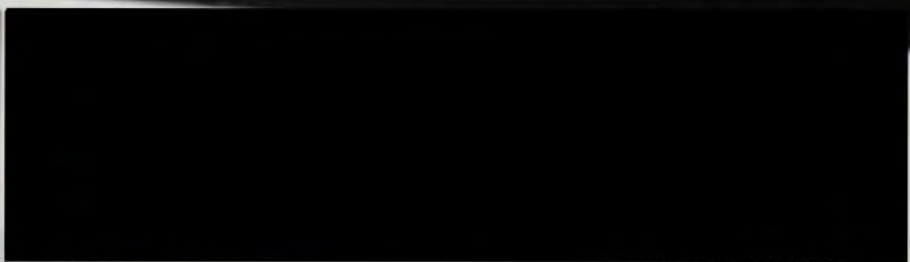






6X5502





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

VIN: 1C4RDJAG0F0 [REDACTED] TYPE: MPV MDH:061521 103AA
VEHICLE MADE IN U.S.A. PAINT: PGZ TRIM: K7X9

Upper Left

Outside Temp.

Upper Right

Time

Restore Defaults

Range to Empty

SCREEN SETUP
2198 mi

GMFC9083724

TRANS FLUID 88157095AA
ROSTIC TUCK TO DETERMINE

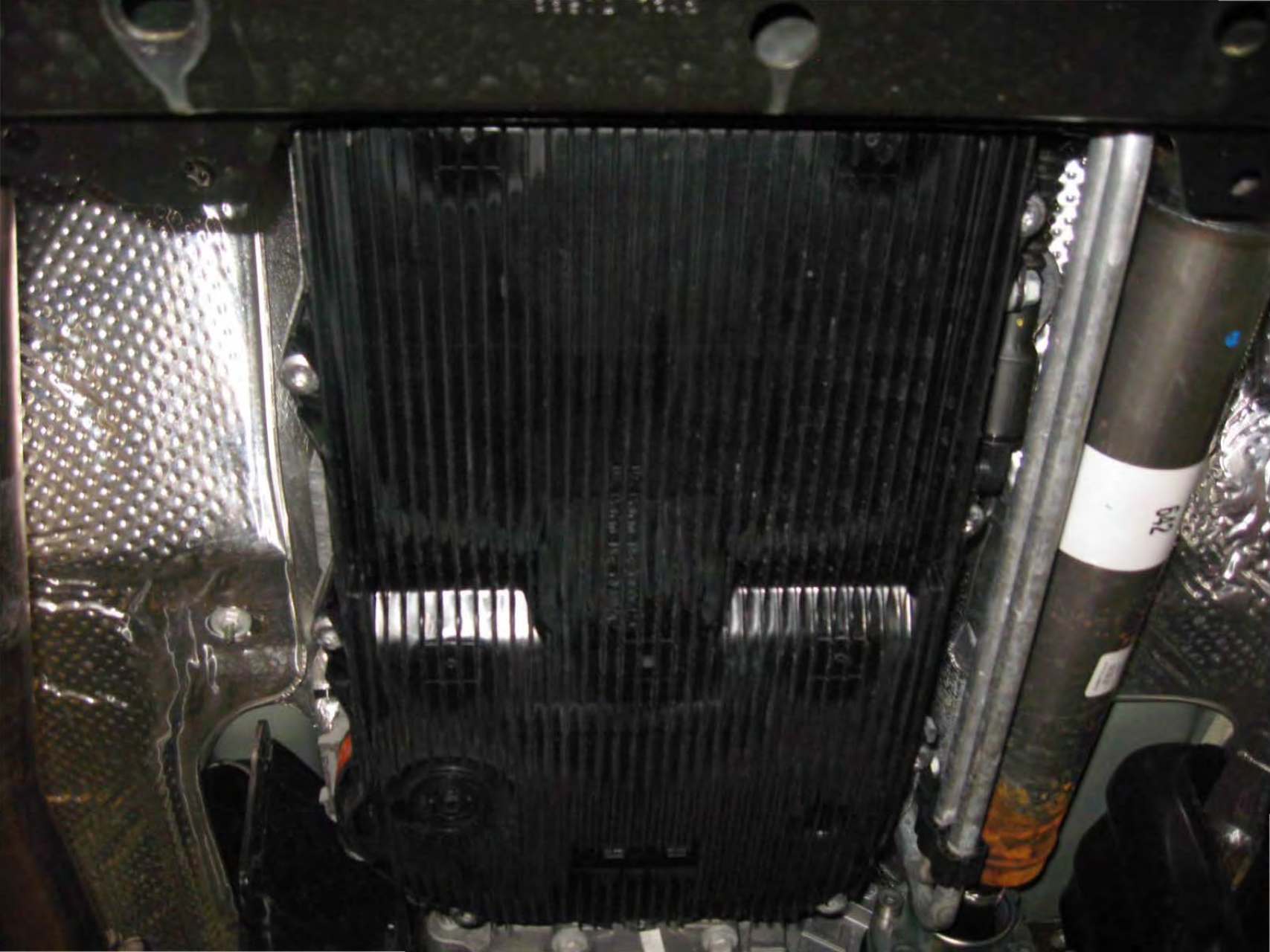


1155A112092
PLA 250151760

1355A773211021



1155A112092

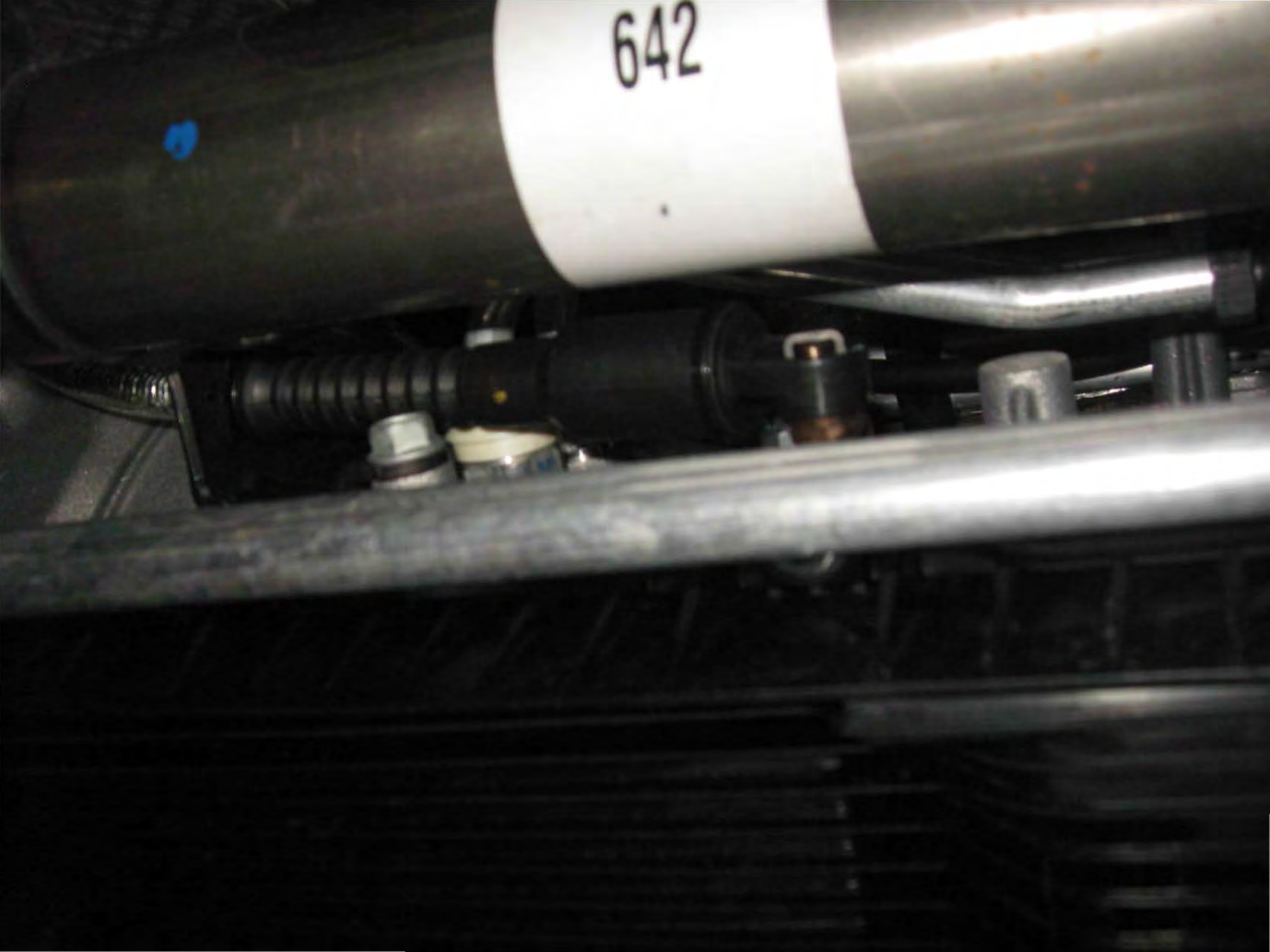




G#PC9083724

ATTENTION: This engine is equipped with a timing chain. Do not use timing belt tensioners. Do not use timing belt guides. Do not use timing belt covers. Do not use timing belt covers. Do not use timing belt covers.

642













V6

SAFETY
WARNING









1X5507



ATTENTION - NE TOUCHEZ PAS LE MANIVELÉ DE REMPLISSAGE AVANT DE LE NETTOYER
ATTENTION - DO NOT TOUCH THE FILLER CAP BEFORE CLEANING

AVON
72





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From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Sep 10 12:19:36 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Defective vehicle

Comments:

To: Sergio Marchionne
Jeep Corporate Office Headquarters
Chrysler Group
LLC
1000 Chrysler Dr.
Auburn Hills, MI USA 48326-2766

Re: Jeep Grand
Cherokee Laredo- VIN# 1C4RJFAG6EC [REDACTED]

I have been a loyal Jeep customer
for 20 years, having leased several Jeep vehicles over the period.

My
objective in leasing has been to enjoy the benefits of worry free driving
by leasing new vehicles in mint condition that spare me the agony of
mechanical malfunction.

On my current 2014 Jeep Grand Cherokee lease,
however, there are 9 recalls, 16 Service bulletins, and 5
investigations=E2=80=A6.in addition there are 587 driver/owner complaints. =
=20

One
of the problems currently under investigation involve instability of the
transmission. I experienced this problem and nearly was seriously injured
when the transmission slipped out of PARK and the Jeep moved forward
crushing my leg in the door. Fortunately I was able to get out of danger
and there=E2=80=99s only a minor dent in the door.
Another problem I=E2=80=99m having,
which has been plaguing many other Jeep owners, is where the engine warning
light repeatedly engages with no indication of specific information with
regard to what the malfunction might be. I=E2=80=99ve brought the vehicle=

to

Chrysler dealers 4 times and they have been unable to resolve this. Each time the problem recurs and I continue driving with uncertainty and stress with myself and my passengers fearing their lives may be endangered. I=E2=80=99m totally not getting the vehicle safety and confidence I paid for.

We need

to resolve this=E2=80=A6.. I=E2=80=99m offering a settlement where I am refunded the \$2000 I spent in taxes and down payment, and Fiat-Chrysler takes back this defective vehicle as is and terminates this lease agreement with no further penalties.

The FEDS fined Fiat Chrysler a record \$105 million in that settlement. I would prefer to avoid taking legal action or filing complaints with the
-U.S. DEPARTMENT OF TRANSPORTATION,
-National Highway Traffic Safety Administration (NHTSA)
and The Center for Auto Safety

In

2008 Chrysler was in bankruptcy being subsidized by \$12.5 billion in taxpayer loans.

What will Fiat Chrysler do for their loyal customers?

Please contact me at [REDACTED] so we can expedite resolution.

Sender Information:

Title: =20

First Name: [REDACTED]

Middle Initial: =20

Last Name: P [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Thu Sep 24 13:52:05 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Please accept our sincere apologies for the delayed response to your email. Due to the public's current interest in Chrysler Group and our products, we are unable to respond as promptly as we would like.

We are very sorry to learn of the problems you have encountered with your 2014 Jeep Grand Cherokee. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and we appreciate the time and effort you took to bring this matter to our attention. Our records show that you have contacted us by telephone and we have forwarded your file to the correct department for further handling and resolution. We have updated your file to reflect the latest information you provided in the email message. For any issues pertaining to the matter we recommend that you contact your case manager Raven at 214-583-2105.

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

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

Sincerely,

Shae-Lyn

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9361133V17125L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Defective vehicle

Comments:

To: Sergio Marchionne Jeep Corporate Office Headquarters Chrysler Group LLC
1000 Chrysler Dr. Auburn Hills, MI USA 48326-2766 Re: Jeep Grand Cherokee
Laredo- VIN# 1C4RJFAG6E0 [REDACTED] I have been a loyal Jeep customer for 20
years, having leased several Jeep vehicles over the period. My objective in
leasing has been to enjoy the benefits of worry free driving by leasing new

vehicles in mint condition that spare me the agony of mechanical malfunction. On my current 2014 Jeep Grand Cherokee lease, however, there are 9 recalls, 16 Service bulletins, and 5 investigations. In addition there are 587 driver/owner complaints. One of the problems currently under investigation involve instability of the transmission. I experienced this problem and nearly was seriously injured when the transmission slipped out of PARK and the Jeep moved forward crushing my leg in the door. Fortunately I was able to get out of danger and there's only a minor dent in the door. Another problem I'm having, which has been plaguing many other Jeep owners, is where the engine warning light repeatedly engages with no indication of specific information with regard to what the malfunction might be. I've brought the vehicle to Chrysler dealers 4 times and they have been unable to resolve this. Each time the problem recurs and I continue driving with uncertainty and stress with myself and my passengers fearing their lives may be endangered. I'm totally not getting the vehicle safety and confidence I paid for. We need to resolve this. I'm offering a settlement where I am refunded the \$2000 I spent in taxes and down payment, and Fiat-Chrysler takes back this defective vehicle as is and terminates this lease agreement with no further penalties. The FEDS fined Fiat Chrysler a record \$105 million in that settlement. I would prefer to avoid taking legal action or filing complaints with the -U.S. DEPARTMENT OF TRANSPORTATION, -National Highway Traffic Safety Administration (NHTSA) and The Center for Auto Safety In 2008 Chrysler was in bankruptcy being subsidized by \$12.5 billion in taxpayer loans. What will Fiat Chrysler do for their loyal customers? Please contact me [REDACTED] so we can expedite resolution.

VIN:

EC [REDACTED]

Mileage:

10000

Servicing Dealer:

Manhattan Jeep

Title:

First Name:

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

New Rochelle

State:

NY

Zip:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]