

RQ15-004

FLAT CHRYSLER

11-6-2015

ENCLOSURE 2

Consumer Complaint Reports

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4RJFJT2 EC [REDACTED]	Open Date	07/07/2013	Built Date	06/10/2013
Model Year	2014	Body	WKJT74	JEEP GRAND CHEROKEE SUMMIT 4X4 SPORT UTILITY	
In Service Dt	06/29/2013	Mileage	590	Dealer Zone	32 NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EZH	5.7L V8 MDS VVT ENGINE			
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			
Dealer	66072	ROYAL CHRYSLER MOTORS, INC.			
Dealer Address	3961 WAVERLY RD				
Dealer City	OWEGO	Dealer State	NY	Dealer Zip	13827
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ERIE PA [REDACTED]	Country	UNITED STATES		

Product - Electrical - uConnect Cellular System - Complete Failure - Default	customer states he received a call on his UC and then system crashed
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler:
 Customer states that he received a phone call from 855-294-4858 and when he picked it up to answer on his uconnect is crashed his system. He is unable to reboot it when he turns the vehicle off and then back on. When the vehicle is on the screen is completely frozen and inoperative. Agent was empathetic about his frustration with having a new vehicle and the uconnect not working. Agent looked through supplement media manual for his uconnect system. UCONNECT...RA4S Uconnect 8.4AN AM/FM/BT/Access/NAV, RSPS Uconnect Voice Command w/Bluetooth, and RS7P Uconnect Access. Agent was unable to find a way to resolve the issue. Agent stated the customer should bring his vehicle in to have it diagnosed so that a technician can determine what actually happened with it. The customer was insistent that his uconnect system was hacked. Agent was unable to say that yes or no it had happened because he was not technically trained to diagnose over the phone. Customer was unhappy with having to take it DLR and that agent could not help him further. Customer hung up on agent. No further concerns. Uconnect needs to be diagnosed.

Briefly summarize what the customer is expecting:
 Customer states that he received a phone call from 855-294-4858 and when he picked it up to answer on his uconnect is crashed his system. Customer seeking a resolution.
 -reassign to 861

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C6RR6LT4 [REDACTED]	Open Date	03/02/2015	Built Date	07/22/2014
Model Year	2014	Body	DS1H98	RAM 1500 SLT 4X2	
In Service Dt	10/09/2014	Mileage	9,000	Dealer Zone	63 DALLAS
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE			
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			
Dealer	43290	HUFFINES CHRYSLER JEEP DODGE LEWIS	VILLE		
Dealer Address	1024 SOUTH STEMMONS FRWY				
Dealer City	LEWISVILLE	Dealer State	TX	Dealer Zip	75067
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	Country	UNITED STATES		

Product - Electrical - Remote/Key Fob - Default - Default	Vehicle started on its own.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why customer is calling Chrysler: Customer called in regards to the remote start feature in the vehicle. Customer stated that they were lying in bed and the keys were on the kitchen table and the vehicle started on its own. Customer stated that they did not select the remote start feature on their phone either. Customer stated that he wanted to know if there was any way to find out whether or not someone had hacked his vehicle.

Briefly summarize what customer is expecting from Chrysler: Customer is expecting to receive vehicle information. Agent advised customer that they would have to have the vehicle diagnosed in order to find out why the vehicle started on its own.

Reassigned to TG442 for Survey-Bypass. No diagnosis

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4RDJDG2	EC [REDACTED]	Open Date	05/19/2015	Built Date	09/14/2014
Model Year	2014	Body	WDEH75	DODGE DURANGO LIMITED AWD SPORT UTILITY 4-DR		
In Service Dt	10/10/2014	Mileage	10,000	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	67062	LARCHMONT CHRYSLER-JEEP-DODGE				
Dealer Address	2533 BOSTON POST RD					
Dealer City	LARCHMONT	Dealer State	NY	Dealer Zip	10538	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SUFFERN NY [REDACTED]				Country	UNITED STATES

Product - Electrical - Lamps and Switches - Other - Default	door lock and engine start issues
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: The customer is contacting Chrysler because when he leaves his vehicle the doors will unlock and the engine will start. The customer believes he has a hacker nearby and would like to change the pin for the remote phone features. Briefly summarize what the customer is expecting: The customer expects his doors to remain locked and the engine to remain off. The agent advised the customer to have the dealership check out his key fobs and then transferred the customer to Serena at access for assistance in changing the pin.

Customer Assistance Inquiry Record (CAIR)#
5

VIN	1C4PJMDB9	EW	Open Date	06/28/2015	Built Date	09/03/2013
Model Year	2014	Body	KLJP74	JEEP CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	11/08/2013	Mileage	4,000	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PSC	BILLET SILVER METALLIC CLEAR COAT				
Engine	ED6	2.4L I4 MULTIAIR ENGINE				
Transmission	DFH	9-SPD 948TE FWD/AWD AUTO TRANS (MAKE				
Dealer	68406	MAJOR CHRYSLER JEEP DODGE				
Dealer Address	4401 NORTHERN BLVD					
Dealer City	LONG ISLAND CITY			Dealer State	NY	Dealer Zip 11101
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	GARDEN CITY NY				Country	UNITED STATES

Product - Electrical - uConnect Cellular System - Other - Default
windows/ac control/ radio stations

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler stating that she is wanting to know if she has a uConnect subscription because she has been experiencing the windows rolling down the a/c and the power windows rolling down.

Agent advised the customer that this shouldn't have to do with a uConnect subscription. Agent advised the customer that we are showing that there isn't a subscription or that anyone has registration yet. Briefly summarize what the customer is expecting: to know about subscription and how to delete phones from the system.

Agent walked the customer through the steps of deleting a phone from the uConnect system.

Agent advised of the steps of deleting a phone from the system.

26915 - Customer's preferred dealer.

Customer contacted in stating that a 3G app is coming up on her radio screen, her windows are rolling down, her a/c is coming on, her doors are unlocking and her touch screen is no longer operational. Customer advised that her vehicle has been hacked and is being tracked. Customer advised that her cellphone has also been hacked.

Customer is seeking remote access assistance.

Agent contacted with Access and was advised that the customer did not register after her trial period expired. Agent advised the customer that she currently has no remote access features and the feature she is describing is unrelated to Access. Agent advised the customer to contact the police if she feels that there is a threat to her safety but advised that she would like to schedule an appointment for her at a dealer for the mechanical/electrical issues that she has described. Agent contacted Major World 26915U but dealer was not open til 9 am. Agent returned to the line to advise customer but customer was not on the line. Agent contacted the customer's home phone number, as she requested if the line

got disconnected but customer did not answer.

Customer stated that the vehicle has been hacked. Customer stated that she contacted the DLR and they are wanting to know what they are supposed to do. Agent advised customer that she would just need to schedule an appointment with the DLR for a Diagnosis. Customer understood and thanked agent.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4PJMB55EW [REDACTED]	Open Date	07/15/2015	Built Date	06/14/2014
Model Year	2014	Body	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR	
In Service Dt	08/07/2014	Mileage	6,200	Dealer Zone	51 CHICAGO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	EHB	3.2L V6 24V VVT ENGINE			
Transmission	DFJ	9-SPD 948TE 4WD AUTO TRANS (MAKE)			
Dealer	43649	BRAD DEERY MOTORS INC			
Dealer Address	112 NORTH SECOND STREET				
Dealer City	MAQUOKETA	Dealer State	IA	Dealer Zip	52060
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ELDRIDGE IA [REDACTED]	Country	UNITED STATES		

Corporate - Survey By-Pass - Default - Default - Default	
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Complete Failure - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states that the TCM was just replaced. Customer states that when he picked up the vehicle it would not engage in gear. Customer states that the dealer advised customer that the vehicle would need to stay at the dealer. Customer states that they provided him with a loaner vehicle. Customer is upset that since he purchased this vehicle, he has had nothing but issues. Customer was aware that the vehicle was used at the time of purchase with only 64 miles. Customer states that the dealer advised him today that the transmission needs to be replaced. Customer is upset that the transmission being installed into the vehicle is going to be a remanufactured transmission. Customer states that they no longer trust the vehicle and would like some assistance in getting another vehicle. Agent apologized to customer and advised that his concerns would be forwarded for further review. Agent advised customer that he would receive a call back within 1-2 business days for further assistance.

**
 DEALER CONTACT: Agent contacted the dealer to speak to SA Tim. Agent was advised that he is the only Chrysler service advisor and that he was currently in a meeting.

Briefly summarize what the customer is expecting: Replacement vehicle request

Customer informed a call back is required and will take place within 1-2 business days.

Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? BRAD DEERY MOTORS
 Is this a request for Lemon Law, buy-back or replacement? replacement
 Reassigned to 91L

***** 91L Review *****
 ***** Case Escalated to I2R *****

Reviewed Warranty History which determined this case should be escalated to I2R for case management. Made initial call to customer to verify vehicle concerns and what resolution they are seeking. Customer was concerned about loaner car they were given that it was dirty and smelled of cigarettes. Told customer I would speak with dealer to see if we could get him another vehicle before he went out of town this evening. Spoke with dealer left message with receptionist to authorize rental for customer.***Follow up 7/17/15
Status update provided via email to the following email address:

██████████
Hello Mr. ██████████

You may contact your Case Manager Felicia, at 214-583-2163 to discuss your case between 8 a.m. - 4:30 p.m. CT Monday-Friday.

Thank you,

Kailey

Chrysler ResolutionTeam

End of Status Update

Called dealer 43649 to authorize rental for customer, LVM for SM Dave.

Will follow up with dealer and customer. 7/17/15

Called Brad Deery (43649) and spoke with Theresa who transferred me to Tim who stated that they do not work with a rental agency and have no other loaner vehicles available for the customer, but the customer s vehicle should be ready today.

Called customer back and informed him that his vehicle should be ready today, but if the vehicle is not ready, he can rent one on his own and we will reimburse him up to \$35 per day.***Follow up 7/20/15

Customer LVM on main line; forwarded to CM

Customer LVM requesting call back.

Called customer and informed him that the DLR will call him when the vehicle is ready. Customer stated that the DLR confirmed that the vehicle will not be ready by today. We advised the customer to pick up a rental and we will reimburse him up to \$35 per day until the vehicle is ready for pick up. Customer stated that the DLR was very rude with him and I apologized to the customer about the experience. ***Follow up 7/20/15
Customer LVM requesting call back.

Called Brad Deery Motors (43649) and spoke with SA Tim and he stated that a piece of the transmission broke and had to be ordered. New part scheduled to arrive tomorrow. SA says he will update the customer on vehicle status.

Returned customer s call and informed him that the DLR is still working to repair the vehicle and I will call back to provide an update. Customer stated that he is upset with the repair process and he and his wife do not feel safe driving the vehicle. I informed the customer that his case will be updated after repairs and reviewed for the best possible offer. I
***Follow up 7/23/15

Customer LVM requesting call back.

Called Brad Deer (43649) and left a message with Theresa for SA Tim requesting call back.

Returned customer s call to inquire about vehicle status. Customer stated that the vehicle was delivered to him on Tuesday evening, 7/21/15.

Customer says that he is out of town until this weekend cannot confirm the status of the vehicle. Customer says his wife has been in the vehicle and noticed that it was returned with no fuel. Customer says that his wife does not feel safe driving the vehicle anymore because of all the repair attempts and computers being hacked. Customer demanded a replacement. I apologized to the customer about the inconvenience and informed him that his case is still being reviewed for the best possible resolution, but cannot make any guarantees.***Follow up 7/28/15

Called customer and he stated that he was not able to speak because he was still in the office. Customer says that he is out of town, but his wife says that the vehicle still isn t downshifting properly and making a clunking noise. Customer also stated that the vehicle accelerates on its own. I apologized to the customer and informed him that he can contact the DLR for a service appointment and I can authorize a rental and that his case is being reviewed for the best possible resolution. Customer agreed to contact the DLR today for service appointment.***Follow up

7/30/15

Called customer and he stated that he tried contacting the DLR to schedule service appointment because his transmission is not shifting properly and no one has called him back. I informed the customer that I would call and schedule appointment and call him back

Called Brad Deery (43649) and spoke with SM Tim who stated that he has been trying to reach the customer and would like to speak with the customer before scheduling appointment, because the transmission was just replaced and he needs an understanding on the vehicle concerns. I informed him that I would contact the customer and have him to call him back.

Called customer and informed him that the SM would like to speak with him before scheduling appointment. Customer agreed to call Tim and call me back.***Follow up 8/4/15

Customer LVM requesting call back.

Returned customer s call and he stated that he had spoken with SM Tim and Tim inquired about warning lights being on. Customer informed the SM that there are currently no lights on in the vehicle. SM informed customer that the vehicle is attempting to relearn his driving habits and advised him to drive the vehicle for a few weeks and return to DLR if issues persist. Customer says that his wife drives the vehicle and she experienced acceleration issues at low speeds and a clunking noise this morning. Customer stated that he is leaving town in 2 weeks and would like to take the vehicle, but he does not trust it. I apologized to the customer and informed him that we are not offering to replace the vehicle at this time, but I can call a different DLR and schedule an appointment for a second opinion diagnosis. Customer stated interest in Clinton CJD (45408), but would like to speak with wife first about scheduling another appointment. Advised customer to call me back when a decision has been made.***Follow up 8/6/15

Customer states that he is getting fed up with this case and if he doesn t see a resolution in the near future he will call his governors general attorneys office.

customer is call back to see if there would be a CM that would be able to speak to him . Customer called the CM and CM will not be back in until Tues the 11th . The customer needs to talk to CM

agent call the 8885427239 but could not get an answer just voice mail

Agetn advise customer to this agent was not please of not being able to speak to the CM.

Customer left message on main line requesting return call. Forwarded to case manager for follow up.

Returned customer s VM; LVM for customer

Returned customer s VM. Customer stated that vehicle is still jerking on acceleration and clunking. Customer also expressed concern about a possible coolant leak and recall. Customer stated there seemed to be some confusion with FA798 on the last call; customer thought she was going to set appointment for him. CM thought customer would call once he decided what dealer he wanted to use. Customer stated he would like to take vehicle to dealer 45408 for a second opinion. Customer stated he has 2015 Cherokee that has had few problems. Apologized to customer and advised that we can get his vehicle back in for service. Customer stated he is going out of town 8/14/15, but wants to get vehicle in for service as soon as possible. Advised customer we will offer a rental at \$0/day in a CDJR product or \$35/day in a non-CDJR product. Customer requested Monday evening drop off.

Called dealer 45408 and spoke with SA Mike who set appointment for Tuesday, 8/11/15, with Monday evening drop off. SA stated that rental will be available. ***follow up with dealer and customer 8/11/15

>>>>> A new CAIR and I2R Case [REDACTED] have been opened to further assist customer. Original CAIR number is [REDACTED]

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4PJMCS6EW[REDACTED]	Open Date	07/29/2015	Built Date	07/08/2014
Model Year	2014	Body	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR	
In Service Dt	08/07/2014	Mileage	7,000	Dealer Zone	
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	EHB	3.2L V6 24V VVT ENGINE			
Transmission	DFH	9-SPD 948TE FWD/AWD AUTO TRANS (MAKE			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	ALEXANDRIA VA [REDACTED]	Country	UNITED STATES

Recall - R40: RADIO SECURITY VULNERABILITY - Advise Owner/Incomplete Recall	advise of recall
Product - Electrical - uConnect Cellular System - Software Upgrade Issues - Default	cyber security
Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Jeep Cherokee computer safety

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

A Washington Post report today describes the vulnerability of Jeep Cherokees to computer hacking. I own a Jeep Cherokee and I m now very concerned for my family s safety. I read today s report in the context of previous technical problems with Cherokees. The Jeep Cherokee I originally leased (August 2014) had to be replaced after it underwent a complete computer system failure. The car would not start, the emergency brake and gears were non-operational, and - until the battery died - the computer system was cycling through entertainment features, the horn was blaring, and the windshield wipers were burning out and staining the windshield black. And, strangely, the computer would jump to a new entertainment feature or operational status whenever I closed the glove compartment or tapped the dashboard. Was it hacked? Of these issues, the most significant was that the vehicle could potentially fail during operation or when I am far from assistance. Even the tow truck driver could not get the vehicle to move until I closed the glove compartment a few times and the gears resumed operation. A Jeep sales manager explained to me that these vehicles have a known problem with the synchronization of their computer and operational systems. This means that Jeep possibly knew of the problem, but allowed me to purchase the vehicle anyway. My Jeep dealer had to replace the entire vehicle because they could not fix the problem. I am deeply concerned about the safety of my family in my Cherokee. When my original Cherokee failed, my wife and two young daughters were in the car with me. Given the brake and gear failure, and unpredictable changes in operational status during the failure, I immediately removed my daughters from the car out of fear for their safety. How can I trust this vehicle, given its unpredictability and non-operational basic mechanical features? The Washington Post report confirms my fears. Until now, I have not complained about the technical problems of the Cherokee, but I now feel my story would be of concern to other Cherokee owners.

*****END OF CUSTOMER RESPONSE*****

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding

your 2014 Cherokee Latitude.

We regret to learn of your dissatisfaction with our Uconnect system, and we appreciate the time and effort you took to tell us of your dissatisfaction. We have documented your comments and will provide them to our Web Development team for review. We do have a recall for your vehicle for this issue specifically, and it is an update that can be done at your local dealer. Once this recall is performed, your system will be fine. If you have any other concerns about your vehicle, please feel free to contact me back.

Thank you for taking the time to communicate with me, I hope I was of assistance.

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,

Steve

Customer Service Representative

Jeep Customer Assistance Center

***** END OF CAC EMAIL RESPONSE *****

Reassign to EB460 for survey bypass for no response.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C6RR7LT0	FS	Open Date	07/24/2015	Built Date	10/25/2014
Model Year	2015	Body	DS6H98	RAM 1500 SLT 4X4		
In Service Dt	02/16/2015	Mileage	3,500	Dealer Zone	32	NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission						
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.				
Dealer Address	928 JERICO TPKE					
Dealer City	WESTBURY	Dealer State	NY	Dealer Zip	11590	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	BOHEMIA NY				Country	UNITED STATES

Product - Electrical - uConnect Cellular System - Other - Default

Customer seeking to know if he has been hacked.

Briefly summarize why the customer is contacting Chrysler: Customer called in seeking to know if the symptoms he has with his jeep might be related to the hacking. Agent advised to have the update installed on his system. Customer stated the vehicle is at the dlr for repairs. Agent called the dlr to advised to have the update done as well. agent left message for Michelle in service to have the update complete. Customer stated his wife was driving and the engine just turned off. customer is not feeling good about the safety. Customer thanked and disconnected. Briefly summarize what the customer is expecting: Customer seeking to know if he has been hacked.

Customer Assistance Inquiry Record (CAIR)#						
VIN	3C6UR5PL0	EG	Open Date	07/24/2015	Built Date	01/25/2014
Model Year	2014	Body	DJ7R81	RAM 2500 LONGHORN 4X4		
In Service Dt	03/27/2014	Mileage	13,781	Dealer Zone	70	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PEP	WESTERN BROWN				
Engine	ETK	6.7L I6 CUMMINS TURBO DIESEL ENGINE				
Transmission	DG7	6-SPD AUTOMATIC 68RFE TRANSMISSION				
Dealer	45620	DESERT SUN ESPANOLA, INC				
Dealer Address	517 N RIVERSIDE DR					
Dealer City	ESPANOLA	Dealer State	NM	Dealer Zip	87532	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	RANCHOS DE TAOS NM				Country	UNITED STATES

Corporate - Survey By-Pass - No Response / Unable To Reach - Default - Default	
Product - Unknown - Unknown - No Start - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating they have had a no starting problem twice now. Customer thinks this is because of the hacking problem. Agent advised customer of an update that has been sent out this week for this problem. Agent advised customer that since they are not around a computer they would need to get the vehicle towed to the DLR to get the update done and have them look into the no start issue. Customer requested to speak with a supervisor. Agent advised customer that we would be delaying the process. Customer states that is fine. Agent advised customer of the 1 business day callback. Agent advised customer that they should get a call on Monday. Customer states that is unacceptable. Agent advised customer that it's a 1 business day callback. Agent transferred customer over to roadside.

Briefly summarize what the customer is expecting: Customer is expecting to speak with a supervisor.
 Customer has requested Supervisor callback
 Preferred daytime number: [REDACTED]
 Preferred evening number: [REDACTED]
 Reason for request: Wanted to speak with a supervisor, unhappy with their problem.
 CAIR assigned to: KM788
 CSR has informed customer a Supervisor callback request has been made, and the customer will receive a callback within one (1) business day
 Supervisor Call
 Writer contacted customer [REDACTED]. Customer wanted recall updates. Writer advised customer of R40 recall. Customer stated that the vehicle was disabled 2 times in New Mexico, default the second time was problem with brakes. Customer is extremely unhappy with the reliability of the truck, does not feel safe driving his truck. Writer states they want to contact an attorney.

Customer asked that writer contacted the DLR at [REDACTED].

DLR call

Writer contacted DLR at [REDACTED]. Writer asked to speak to SM, writer left message for SM to call back reference case number [REDACTED].

Waiting for DLR contact

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2C3CCASG9FH [REDACTED]	Open Date	07/25/2015	Built Date	03/26/2015
Model Year	2015	Body	LXFR48	CHRYSLER 300C LUXURY SERIES AWD FOUR DOOR	
In Service Dt	04/14/2015	Mileage	3,383	Dealer Zone	71 LOS ANGELES
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US
Color	PXT	PHANTOM BLACK TRI-COAT PEARL			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			
Dealer	24100	HUNTINGTON BEACH CHRYSLER JEEP			
Dealer Address	16701 BEACH BLVD				
Dealer City	HUNTINGTON BEACH	Dealer State	CA	Dealer Zip	92647
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	LAGUNA HILLS CA [REDACTED]	Country	UNITED STATES		

Corporate - Product Information - Default - Default - Default Hack Issue

Status update provided via email to the following email address:

[REDACTED]
<https://www.driveuconnect.com/software-update/>
 To start the update, please follow the URL and follow all steps as presented on screen. Input VIN 2C3CCASG9FH8 [REDACTED] to begin download process for your unique vehicle. Thanks for contacting FCA and please do not hesitate to contact Uconnect at 1-877-855-8400 for further assistance in updating.
 End of Status Update
 Briefly summarize why the customer is contacting Chrysler: Assistance with their Uconnect concern.
 Briefly summarize what the customer is expecting: Assistance with their Uconnect concern.
 The customer called and felt that their Uconnect system was hacked. The customer states that they got in the vehicle and the radio presets were wiped, and the seats, mirrors, and steering wheel were adjusted. The customer stated that they are the sole operator of the device. The customer also stated that they are in the private security sector and work with unnamed government agencies, this is a cause to be targeted. Agent stated that the customer s vehicle is available for a software update and advised that it can be looked at by a CDJR DLR or completed by himself. The customer inquired how to update and requested the steps to be emailed to him. Agent complied. Agent stated that the customer may contact Uconnect Access and inquire about a recent Uconnect system report if possible. The customer stated that they would like to know if it was a glitch or a hack.
 Agent consulted a TL about the situation who stated that this is a common Uconnect memory issue. She stated that this issue was present before the hack and is the result of a memory reset which occurs sporadically. All of the adjusted parts in the vehicle are maintained by the Uconnect system and once the memory goes out on the Uconnect, the memory goes on

the seat and mirror memory.

Agent contacted the customer again to inform him of this, the customer states that they talked to Uconnect Access and was told that he will have to go to a DLR to pull the report (failure code). Agent completed closing and disconnected.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFBG1	EC	Open Date	07/25/2015	Built Date	02/14/2014
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	03/26/2014	Mileage	19,846	Dealer Zone	74	DENVER
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PRP	DEEP CHERRY RED CRYSTAL PEARL COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	60062	LITHIA CHRYSLER DODGE OF MISSOULA				
Dealer Address	5001 GRIZZLY COURT					
Dealer City	MISSOULA	Dealer State	MT	Dealer Zip	59802	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	CHICO CA			Country	UNITED STATES	

Recall - R40: RADIO SECURITY VULNERABILITY - Information Request

Briefly summarize why the customer is contacting Chrysler: He feels his vehicle is being hacked due to the accident that happened back on 02/10/2015 with his vehicle suddenly accelerating.
 Briefly summarize what the customer is expecting: Verification if he has the recall for vehicle hackings.
 Agent advised customer that his vehicle does have the recall.
 Customer started getting very serious with his story that his wife had a large panic attack when recall was announced and that he strongly suspects his vehicle is being hacked. Customer states his vehicle is under mechanical inspection by a mechanic who works for the government.
 Customer asked for agents name and nic and thanked agent then disconnected.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C3CCCBB3 FN [REDACTED]	Open Date	07/28/2015	Built Date	06/06/2014
Model Year	2015	Body	UFCL41	CHRYSLER 200S FOUR-DOOR SEDAN	
In Service Dt	07/09/2014	Mileage	37,000	Dealer Zone	51 CHICAGO
Plant	N	STERLING HEIGHTS ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ED6	2.4L I4 MULTIAIR ENGINE			
Transmission	DFH	9-SPD 948TE AUTO TRANSMISSION			
Dealer	45449	JACK PHELAN CHRYSLER DODGE JEEP			
Dealer Address	5859 S LA GRANGE RD				
Dealer City	COUNTRYSIDE	Dealer State	IL	Dealer Zip	60525
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CICERO IL [REDACTED]	Country	UNITED STATES		

Product - Electrical - uConnect Cellular System - Intermittent/Cuts In and Out - Default

Customer states that uconnect was hacked

Briefly summarize why the customer is contacting Chrysler: Customer stating that uconnect was hacked
 Briefly summarize what the customer is expecting: Customer expecting assistance with cost of damage
 Customer stated that he was driving on freeway at 70Mph and he lost control and hit a pothole. Customer states that he drove his vehicle to DLR and it shut down 3 times while driving. Customer states that he was dealing with SA Scott. Customer stated that SA Scott had mentioned to him that his system was hacked, and that s why that happened.
 Agent contacted DLR 45449 and spoke to SA Scott. SA Scott stated that the struts (both sides), the linkage and transaxle was damaged and will cost \$1200 to repair. SA Scott stated that these are wear parts and he is out of warranty, so the customer will have to pay.
 Agent asked SA Scott about telling the customer about being hacked. SA Scott stated that he did not tell the customer that.
 Agent advised customer of what was stated. Customer was very upset. Agent stated that at this time we are not able to provide assistance. Agent stated that if the customer has documentation that shows that he was told that his system was hacked ei codes written doc. we may be able to help. Customer disconnected.
 Customer stated that his vehicle was hacked. Agent advised customer of lines 10-19. Agent also advised of answer ID 24704 that security measures were put into place to prevent issue on 07/23/2015. Customer states that the incident happened on 07/24/2015. Customer inquired about lemon law. Agent advised that should customer choose to seek lemon law his is to refer to the booklet in his glove box for the process for filing for lemon law. Customer disconnected.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C6RR7GT0	FS	Open Date	07/29/2015	Built Date	01/08/2015
Model Year	2015	Body	DS6H41	RAM 1500 SLT 4X4		
In Service Dt	03/27/2015	Mileage	1,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1		Market	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission						
Dealer	60543	HALEY CHRYSLER DODGE JEEP RAM				
Dealer Address	5400 S LABURNUM AVE					
Dealer City	RICHMOND	Dealer State	VA	Dealer Zip	23231	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LANEXA VA [REDACTED]				Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default

Customer calling stating he think his Uconnect his being hacked

Briefly summarize why the customer is contacting Chrysler: Customer calling stating he believes his uconnect is being hacked. Customer explained sunday night he parked his truck and covered it with his vehicle tarp. Customer states in the morning when he took the tarp off, the seat was adjusted and positioned very close to the dash and the steering wheel was adjusted too. Agent informed customer that we cannot confirmed if someone was hacking your vehicle. Customer understood and mentioned he is getting his uconnect updated at his DLR.

Briefly summarize what the customer is expecting: uconnect info

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4RJFAG7	FC	Open Date	07/30/2015	Built Date	03/17/2015
Model Year	2015	Body	WKJH74	JEEP GRAND CHEROKEE LAREDO 4X4 SPORT UTILITY		
In Service Dt	03/25/2015	Mileage	6,676	Dealer Zone	51	CHICAGO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	67753	TYSON MOTOR CORPORATION				
Dealer Address	1 SW FRONTAGE RD					
Dealer City	SHOREWOOD	Dealer State	IL	Dealer Zip	60404	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	PLAINFIELD IL				Country	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	
Recall - R40: RADIO SECURITY VULNERABILITY - Information Request	

Briefly summarize why the customer is contacting Chrysler: Customer inquiring if there is a timing feature on the vehicle that would show what time the vehicle was started at. Customer states that he just received a call from the police advising him that the vehicle was found running. Customer states that the vehicle was in the parking garage about 500 meters from his work. Customer states that the police contacted his wife and advised her that he could be missing as his vehicle was found still running. Customer states that when he went out to the vehicle he found it running with the heat on high. Customer states that by the look of the fuel gauge, it had been on for a long time. Customer states that he is 100 % sure he shut the vehicle off this morning. Customer states that the vehicle was unlocked somehow and broke into last week as well. Customer is concerned about the security hacking that he has heard on the news. Agent apologized to customer and advised that there is no timing feature that we look at to determine how long the vehicle was running. Agent inquired with the customer if the remote start was accidentally hit possibly. Customer states that the parking garage is too far away from his work. Customer also stated that he did not have the heat on in the vehicle at all so how that was turned on is unknown. Agent advised customer that he has the R40 recall on the vehicle and strongly suggested that he contact the dealer as soon as possible or download the software when he gets home. Agent advised customer that the R40 can be downloaded via our website and agent advised of the steps in order to locate it. Agent also advised customer that if he requires assistance with the download he can contact back and an agent would assist. Customer states that he has to drive past a dealer to get home so he will stop and inquire if they can assist him on short notice. Customer states that if the dealer is unable, he will complete the software update himself. Briefly summarize what the customer is expecting: Possible hacking of

uconnect system
Reassign to TL for survey by pass - Recall -

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C6RR6LTX DS [REDACTED]	Open Date	07/30/2015	Built Date	06/18/2013
Model Year	2013	Body	DS1H98	RAM 1500 SLT 4X2	
In Service Dt	07/24/2013	Mileage	29,000	Dealer Zone	63 DALLAS
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT			
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE			
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			
Dealer	42514	STAR DODGE			
Dealer Address	5101 SOUTH FIRST STREET				
Dealer City	ABILENE	Dealer State	TX	Dealer Zip	79605
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ABILENE TX [REDACTED]	Country	UNITED STATES		

Recall - R40: RADIO SECURITY VULNERABILITY - Advise Owner/Incomplete Recall	customer seeking recall information
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Customer states she was the victim of a uConnect hacking. Customer states she was driving on the highway, doing 70-75mph and that she lost control of her vehicle. Customer states the radio shut off, the air conditioner stopped and that she almost got into an accident because of it. Agent informed the customer that there was the R40 recall on her vehicle for the uConnect security risk, and that if she d like to complete the fix at home all she would need was a USB stick with at least 1GB of space and about 10 minutes of spare time. Customer states she brought the vehicle into the dealership on Tuesday and she wasn t informed of the recall, the dealership informed the customer that the vehicle was fine. Agent offered to contact the dealership on her behalf to look into making an appointment and to make sure they were prepared to complete the installation and informed about the recall, customer declined stating she didn t have enough time to hold for a dealership call. Customer stated she would contact the dealership on her own time when she could. Customer thanked Agent and ended the call.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C6RR7LT1DS[REDACTED]	Open Date	08/11/2015	Built Date	01/26/2013
Model Year	2013	Body	DS6H98	RAM 1500 SLT 4X4	
In Service Dt	03/30/2013	Mileage	32,500	Dealer Zone	
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE			
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	MILWAUKEE WI [REDACTED]	Country	UNITED STATES

Corporate - Survey By-Pass - Duplicate CAIR - Default - Default	
Recall - R40: RADIO SECURITY VULNERABILITY - Information Request	

***** EMAIL BRIEF DESCRIPTION CONTENT *****

recall reimbursement

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Comments:

my security system was hack on july 26 I loss some important items so I went to the dealer on july 28 there did the recall and updates but after that I has no faith in the uconnect system so I had after market alarm system pit in for \$600 I would like a refund

*****END CUSTOMER EMAIL*****

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center regarding your 2013 RAM 1500 SLT 4X4.

We are very sorry to learn of the problems you have encountered, and your frustration in the matter is understandable.

We have reviewed your email and we see your concern has been forwarded to a more appropriate area for their attention and response.

A uConnect case manager has attempted to contact you by phone. Please continue to work with your case manager who can be contacted at 1-877-855-8400 ext. 4718746.

We appreciate the time and effort you took to contact us and trust this referral action will provide the best opportunity for your concerns.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Christina Watt

Customer Service Representative

RAM Customer Assistance Center

*****END CAC EMAIL RESPONSE*****

Reassigned to JR1305 for survey bypass - duplicate CAIR

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4PJLCB1	FW	Open Date	08/05/2015	Built Date	12/14/2014
Model Year	2015	Body	KLTM74	JEEP CHEROKEE LATITUDE FWD SPORT UTILITY 4-DOOR		
In Service Dt	12/31/2014	Mileage	1,000	Dealer Zone	63	DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	ED6	2.4L I4 MULTIAIR ENGINE				
Transmission	DFH	9-SPD 948TE FWD/AWD AUTO TRANS (MAKE				
Dealer	23867	ANCIRA MOTOR COMPANY				
Dealer Address	10807 IH 10 W					
Dealer City	SAN ANTONIO	Dealer State	TX	Dealer Zip	78230	
Owner					Contact Type	TELEPHONE
Address				APT 3412	Home Phone	
	SAN ANTONIO TX				Country	UNITED STATES

Recall - R40: RADIO SECURITY VULNERABILITY - Information Request	
Referral - Social Media - Twitter - Default - Social Tool	

Customer reached out on Twitter with concerns about the radio recall on his vehicle:
 'Not receiving any word about the @Chrysler @jeep recall from @AnciraCJDSA and THEN having my car broken into is REALLY great.'
 Writer reached out asking for customer contact info.
 customer gave number [REDACTED].
 Writer spoke to customer who said his vehicle was broken into on Sunday, 8/2, and he believes it is because his Jeep was remotely hacked.
 Customer asked why he was not notified of this recall, and writer updated customer address to [REDACTED] San Antonio TX [REDACTED] and apologized for incorrect address on file.
 Writer stated that FCA has not confirmed to date any reports of customer vehicles being hacked due to radio vulnerabilities, and writer will look into this further and get back to customer. Writer also stated that local dealer can complete his recall free of charge.
 Briefly summarize why the customer is contacting Chrysler: Customer stated that they were having issues downloading the Update. Customer stated that they get to the part where is should get to the next step and then it would not do anything.
 Briefly summarize what the customer is expecting: Customer is seeking assistance downloading the update.
 ****Uconnect Software Update Contact****
 Type of Uconnect radio in the vehicle:
 Internet browser used by the customer: Google Chrome
 Does the driveuconnect.com website show an available update for the customer? Y
 Is the customer able to download and install the download manager? Y
 Is the customer able to download the Uconnect software? Y
 Is the customer able to save the Uconnect

software to the USB? Y

If the answer to any of these questions is NO ,
what error messages is the customer receiving (if any)?

Any other relevant information:

Has the customer cycled the ignition twice after
USB software install? N

Agent advised Customer of the trouble shooting steps for Google Chrome.
Agent advised Customer to save the download to his desktop, then open and
extract to the USB. Customer understood and thanked agent.

Agent advised customer of the trouble shooting steps for Mac. Customer
understood and stated that it had started the download. Agent advised
customer to have the vehicle running and to put the USB port in the
center console USB. Customer understood and thanked agent.

Writer spoke to customer and made sure recall was completed, and customer
confirmed that he had it done today at his dealership.

Writer expressed apologies to customer that this has happened and
reiterated that we are not aware of any retail customer s vehicle being
remotely hacked/unlocked at this time.

Writer wished customer luck and will close CAIR - no further assistance
needed.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4PJLCB5FW [REDACTED]	Open Date	08/05/2015	Built Date	08/26/2014
Model Year	2015	Body	KLTM74	JEEP CHEROKEE LATITUDE FWD SPORT UTILITY 4-DOOR	
In Service Dt	10/20/2014	Mileage	13,300	Dealer Zone	71 LOS ANGELES
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PAU	GRANITE CRYSTAL MET. CLEAR COAT			
Engine	ED8	2.4L I4 PZEV M-AIR ENGINE			
Transmission	DFH	9-SPD 948TE FWD/AWD AUTO TRANS (MAKE			
Dealer	26914	MIDWAY CHRYSLER DODGE JEEP RAM			
Dealer Address	777 CAMINO DEL RIO SOUTH				
Dealer City	SAN DIEGO	Dealer State	CA	Dealer Zip	92108
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CHULA VISTA CA [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Power TakeOff - Other - Default	Customer seeking Lemon Law
Product - Transmission / Transaxle - Unknown - Other - Default	hard shifting loss of power
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	
Recall - R27: POWER LIFTGATE MODULE - Advise Owner/Incomplete Recall	
Recall - R40: RADIO SECURITY VULNERABILITY - Advise Owner/Incomplete Recall	

Briefly summarize why the customer is contacting Chrysler: customer called in because he s having transmission issues with his vehicle. Customer states that his vehicle has a loss of power when he tries to take off from a complete stop

Briefly summarize what the customer is expecting:

Agent advised customer that this case will be sent to our resolution department and will receive a call back within 1 business day
 Customer advised that they will be contacted within one (1) business day, by COB their time

Preferred morning/midday call back number is [REDACTED]

Preferred afternoon/evening call back number is [REDACTED]

Customer email address for case updates: xxxxx@xxxxx.com

Would customer like to receive updates via text message? (Y/N)

Mobile number:

Who has possession of the vehicle? (Owner/Dealer/IRF) customer

Has the vehicle been diagnosed by a CDJR

dealer within the last 30 days? (Y/N) y

If a CDJR dealer has diagnosed within 30

days, what is the dealer name or code? SAN DIEGO CHRYSLER

If a CDJR dealer has not diagnosed within 30 days, when is the customer s appointment scheduled?

Date:

Time:

Confirmed appointment at dealer codeÜ with nameÜ

Is the customer in a rental? (Y/N)

Who authorized?

From what date?

Reassigned to 88F

Writer contacted DLR and spoke to SA Mike, SA advised vehicle was last at DLR on 6/22/2015 and has not been back since.

CONTACT UPDATE - Customer was contacted today at 5:07 pm

Customer was provided with agent's extension: 40529.

Writer attempted to contact customer, however, customer was not available. Left message for a return call at extension 40529. The reason for the customer contact was to gather expectations.

[REDACTED] has been activated for text message communication.

Writer contacted customer. Customer advised that his vehicle will shut off at a stop and will hesitate to accelerate once moving again, and sometimes double downshift when decelerating or will accelerate on its own, and states the transmission was already replaced once. He also alleges he has seen his screen go black and is concerned his vehicle is being hacked like on the news. Writer advised the transmission concerns the customer is having all sound very much like the normal characteristics of the 9 speed transmission in Economode and advised if this was the case there is a way to disable the economode. Writer advised customer will need to set up appointment for diagnosis and to address open recalls and DLR would open STAR to verify if symptoms are normal characteristic or not. Customer advised he wants to test drive a 2015 Jeep Grand Cherokee to see if other vehicles drive the same as his or not. Customer states he does not feel safe in his vehicle and does not believe this is a normal characteristic and no longer wants his vehicle.

-
Customer is seeking lemon law buyback/replacement.

What's the main concern? The transmission has already been replaced once and the new transmission stalls, double-downshifts and accelerates on its own.

If known, how many repairs and/or dealer visits for concern? 1

If known, how many days down? 12

Describe previous offers made: Continue repairs and have DLR open STAR case to determine if customer's complaints are caused by 9 speed economode and if so, have DLR show customer how to disable this feature.

-
Customer was informed that by making this request they are NOT actually filing lemon law or any related process.

Their case is being escalated for a review of the vehicle's repair history to determine if their request merits further action and that due to the nature of their request, it will require a call back which will take

place within 1-2 business days. The outcome of the review does NOT determine Lemon Law eligibility.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? (Owner/Dealer/IRF)

Reassigned to 91L

*****START OF TEXT MESSAGE SENT TO CUSTOMER by T7175CA*****

Hello, this is Cherokee from Jeep Customer Assistance. As we discussed, I will be texting you status updates regarding your case# [REDACTED]

*****END OF TEXT MESSAGE SENT TO CUSTOMER*****

Status update provided via email to the following email address:

[REDACTED]
Hello, this is Cherokee your Jeep case manager. This email is confirmation that your case [REDACTED], was successfully escalated to me. My office hours are 8:30 AM 4:00 PM (Mountain Time). My contact information is 800.763.8422 EXT 40529.

End of Status Update

Begin Customer Message reviewed:

Hello

I got the appointment for tomorrow at 11:30 AM at the Midway Jeep with Jeremy Kleiger at

Tel. [REDACTED]

Thanks

End of Reviewed Customer message

***** 91L Review *****

*****Case Escalated to I2R*****

Reviewed Warranty History which determined this case should be escalated to I2R for case management.

*** Amanda with the I2R Customer Resolution Team is now responsible for this CAIR. If the customer should call, please direct them to contact Amanda directly at 214-583-2157. Thank you. ***

I called [REDACTED] and LVM for customer advising that his case was escalated to me for special handling; I provided my contact information and office hours.

**Follow up 8/14/15

I called [REDACTED] and LVM for customer advising his case was reviewed and escalated to me for special handling. I provided my contact information and office hours as well as set follow up for Tuesday.

**Follow up 8/18/15

I called the customer who advised me that he picked up his vehicle and it seems repaired. The customer advised me that he no longer needs my help and he will call back if he has any future problems.

Customer Assistance Inquiry Record (CAIR)#

VIN	1C6RR6LTX DS [REDACTED]	Open Date	08/11/2015	Built Date	06/18/2013
Model Year	2013	Body	DS1H98	RAM 1500 SLT 4X2	
In Service Dt	07/24/2013	Mileage	32,000	Dealer Zone	63 DALLAS
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PAR	MAXIMUM STEEL MET. CLEAR COAT			
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE			
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			
Dealer	42514	STAR DODGE			
Dealer Address	5101 SOUTH FIRST STREET				
Dealer City	ABILENE	Dealer State	TX	Dealer Zip	79605
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ABILENE TX [REDACTED]	Country	UNITED STATES		

Product - Drivability - Unknown - No Start - Default

no start.

Briefly summarize why the customer is contacting Chrysler: Customer called to inform that the vehicle is not starting.

Briefly summarize what the customer is expecting: Customer expects that she can fix the vehicle with as soon. Customer believes that someone hacked her vehicle and that is the reason the vehicle is not starting.

Customer took the vehicle to the DLR on last Thursday and now it is not starting. Agent tried to help through the roadside but DLR closed now.

Customer will make a call back tomorrow morning to get the towing assistance to the DLR. Agent provided the case number and told customer that the next agent will help for the towing at the morning. Customer thanked the agent and call ended in the standard manner.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	2C3CCAEG6	FH [REDACTED]	Open Date	08/12/2015	Built Date	03/03/2015
Model Year	2015	Body	LXCS48	CHRYSLER 300C RWD FOUR DOOR SEDAN		
In Service Dt	03/21/2015	Mileage	600	Dealer Zone	66	ORLANDO
Plant	H	BRAMPTON ASSEMBLY PLANT	Market	U	US	
Color	PX8	GLOSS BLACK				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	43731	ALEXANDER DODGE CHRYSLER JEEP, INC				
Dealer Address	6764 US HWY 431					
Dealer City	ALBERTVILLE	Dealer State	AL	Dealer Zip	35950	
Owner	[REDACTED]	Contact Type	CHAT			
Address	[REDACTED]	Home Phone	[REDACTED]			
	ALBERTVILLE AL	Country	UNITED STATES			

Recall - R40: RADIO SECURITY VULNERABILITY - Fulfillment Request	Recall related concern
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Chat ID: [REDACTED]

Hi, my name is John with Chrysler Customer Care. How may I help you today?

[REDACTED]: I tried to log in mopar owner connect and was trying to pull up my recalls and got message access denied. Said there was someone already in the account with the name of [REDACTED]

John: I am sorry to hear of the concerns with the profile. Give me a moment to get you over to an agent that can assist you with the profile. Do you mind holding?

[REDACTED]: I am at work just pass the information to a agent and they can check out and send me a email. I am about to be busy. Thanks

John: I am sorry that is not a possibility I can look into any open recall if you would like but would need to follow up once you have the time to address the concern. If you would like me to look into recalls for now I would need the last 8 of the VIN number for the vehicle in question.

[REDACTED]: No thanks. Not much help

John: I am sorry I was not able to assist but please feel free to contact us or our Mopar Owner Connect team to resolve the concerns with you.

[REDACTED]: It looks like someone is trying to hack into my 2015 Chrysler 300

John: I would suggest performing the software update to correct that possibility.

[REDACTED]: disconnected (Concluded by End-user).

Reassigned to SG893 for survey by-pass No diagnosis - Open recall on vehicle

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4PJLDBX	EW [REDACTED]	Open Date	08/14/2015	Built Date	11/29/2013
Model Year	2014	Body	KLTP74	JEEP CHEROKEE LIMITED FWD SPORT UTILITY 4-DOOR		
In Service Dt	01/27/2014	Mileage	16,600	Dealer Zone	66	ORLANDO
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ED6	2.4L I4 MULTIAIR ENGINE				
Transmission	DFH	9-SPD 948TE FWD/AWD AUTO TRANS (MAKE				
Dealer	60542	GWINNETT CHRYSLER DODGE JEEP RAM				
Dealer Address	5054 HIGHWAY 78					
Dealer City	STONE MOUNTAIN	Dealer State	GA	Dealer Zip	30087	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	DECATUR GA [REDACTED]				Country	UNITED STATES

Recall - R05: REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE - Advise Owner/Incomplete Recall	Advised Owner of R05
Recall - R27: POWER LIFTGATE MODULE - Advise Owner/Incomplete Recall	Advised Owner of R27
Recall - R40: RADIO SECURITY VULNERABILITY - Information Request	R40 Inquiry

Briefly summarize why the customer is contacting Chrysler: Customer stated she believed she got hacked with the R40 recall. Customer further stated her air conditioning is going off an on and blowing warm air as well as her radio is flashing on the screen saying she was playing music from her favorite play list when she was not.

Briefly summarize what the customer is expecting: Customer seeking recall information.

Agent advised the customer we are sending out USBs with the software update on them and they can do the update themselves or go to the DLR. Agent further advised the customer of R05 and that it was a reprogramming recall and that the R27 did not have parts yet. Agent offered special tracking, customer accepted.

The part required to provide a permanent remedy for recall R27 is currently not available.

Advised customer that their case will be assigned for special tracking until the part becomes available.

Advised customer that an email will be sent when second letter detailing part availability is sent to customer.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Reassigned to 961

Customer inquired on information for all recalls on her vehicle. Agent informed customer of recall R05,R27 and R40. Customer then inquired if parts were available for all recalls. Agent informed customer that all parts are available for R05 and R40. Agent then informed customer that

she has a interim letter that was mailed out on August 14th. Customer stated she has received her letter and thanked agent.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C4PJMCS4 F	Open Date	08/19/2015	Built Date	08/22/2014	
Model Year	2015	Body	KLJM74	JEEP CHEROKEE LATITUDE 4X4 SPORT UTILITY 4-DOOR		
In Service Dt	09/15/2014	Mileage	6,800	Dealer Zone	32	NEW YORK
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EHB	3.2L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD/AWD AUTO TRANS (MAKE				
Dealer	66325	BAYSIDE CHRYSLER JEEP DODGE				
Dealer Address	21219 NORTHERN BLVD					
Dealer City	BAYSIDE	Dealer State	NY	Dealer Zip	11361	
Owner				Contact Type	TELEPHONE	
Address				Home Phone		
	WHITESTONE NY			Country	UNITED STATES	

Product - Electrical - uConnect Cellular System - Software Upgrade Issues - Default	Customer alleges radio security vulnerability allowed vehicle break-in.
Recall - R40: RADIO SECURITY VULNERABILITY - Recurrence or Related Problem	Customer alleges recall completion caused shifting concern.
Recall - R27: POWER LIFTGATE MODULE - Fulfillment Request	Customer seeking to have recall completed.
Product - Transmission / Transaxle - Unknown - Improper Shift - Default	Customer states vehicle is not shifting properly.

Briefly summarize why the customer is contacting Chrysler: Customer states she recently received a notification for recall R27. Customer states her vehicle was recently broken into, and is alleging that it is a result of the Uconnect radio vulnerability concern. Customer states someone was able to hack her vehicle and unlock the doors. Customer states she has since had the vehicle repaired by having recall R40 completed. Customer states that her vehicle has not shifted correctly since having recall R40 completed.

Briefly summarize what the customer is expecting: Customer is seeking to have recall R32 completed, and to have shifting concerns addressed.

Edit to line 10

Should read: 'have recall R27 completed'.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Agent advised Customer of R27 information as per AC ID [REDACTED]. Agent advised parts are not yet available to complete this recall. Agent advised an ETA for part availability has not yet been provided. Agent advised Customer of an email queue in place for special tracking of part availability. Agent advised Customer that a second notification will be sent in the mail when parts are released. Agent advised Customer to contact her preferred DLR to schedule an appointment at that time. Agent advised Customer to contact her preferred DLR for diagnosis and

repair of current concerns as per the terms of her factory warranty.

Agent advised Customer that her vehicle concerns have been documented for Chrysler to review.

The part required to provide a permanent remedy for recall R27 is currently not available.

Advised customer that their case will be assigned for special tracking until the part becomes available.

Advised customer that an email will be sent when second letter detailing part availability is sent to customer.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates [REDACTED]

Reassigned to 961

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C6RR7PT1 ES [REDACTED]	Open Date	08/23/2015	Built Date	10/13/2013
Model Year	2014	Body	DS6R98	RAM 1500 LONGHORN 4X4	
In Service Dt	11/14/2013	Mileage	51,870	Dealer Zone	74 DENVER
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE			
Transmission	DFD	8-SPD AUTO 8HP70 TRANS (BUY)			
Dealer	45146	MIDWAY CHRYSLER DODGE JEEP, INC.			
Dealer Address	219 SECOND AVE EAST				
Dealer City	KEARNEY	Dealer State	NE	Dealer Zip	68848
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	KEARNEY NE [REDACTED]	Country	UNITED STATES		

Product - Drivability - Unknown - Stalling - Default	Vehicle stalled while driving.
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler as his vehicle stalled while he was driving.
 Briefly summarize what the customer is expecting: Customer is expecting to have his vehicle towed.
 Customer advised he thinks he was hacked.
 Customer advised he was driving down the highway and the vehicle started losing speed and went to an idle.
 Customer advised he pulled off the road and shut it off and now the vehicle won't restart.
 Customer advised he wanted to have his vehicle towed to Dealer #45146.
 Agent advised the customer that they will normally tow to the nearest dealer.
 Agent advised the customer it may cost him more if it was further.
 Agent warm-transferred the customer to roadside assistance.
 Reassigned to RO188 for survey bypass - no diagnosis.
 Vehicle is at the dealership - MIDWAY CHRYSLER DODGE JEEP, INC. (45146)
 Update triggered by s88844o

Customer Assistance Inquiry Record (CAIR)#

VIN	1C6RR7GT1 DS [REDACTED]	Open Date	08/24/2015	Built Date	11/05/2012
Model Year	2013	Body	DS6H41	RAM 1500 SLT 4X4	
In Service Dt	08/30/2013	Mileage	34,111	Dealer Zone	74 DENVER
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE			
Transmission	DG1	6-SPD AUTOMATIC 65RFE TRANSMISSION			
Dealer	68807	PERFORMANCE CHRY JEEP DODGE, INC			
Dealer Address	7010 SOUTH 124TH CIRCLE				
Dealer City	LA VISTA	Dealer State	NE	Dealer Zip	68128
Owner	[REDACTED]	Contact Type	UCONNECT		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LEESVILLE LA [REDACTED]	Country	UNITED STATES		

Product - Electrical - Unknown - Other - Default

window wipers and electronics went crazy

Briefly summarize why the customer is contacting Chrysler: Customer is calling because his vehicle went crazy and he thinks he is being hacked. Briefly summarize what the customer is expecting: Hacking information to verify if it is or not.

Agent advised customer the likelihood of him being hacked are extremely slim and it seems more like a common electrical problem.

Agent referred customer to DLR to have it diagnosed.

Customer states he is already driving there.

Customer thanked agent for assistance.

Call ended.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C6RR7LG5	ES [REDACTED]	Open Date	08/24/2015	Built Date	08/25/2013
Model Year	2014	Body	DS6H98	RAM 1500 SLT 4X4		
In Service Dt	12/27/2014	Mileage	1,967	Dealer Zone	70	
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	ERB	3.6L V6 FFV 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				
Dealer	56440	WITHNELL DODGE				
Dealer Address	2650 COMMERCIAL SE					
Dealer City	SALEM	Dealer State	OR	Dealer Zip	97302	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SALEM OR [REDACTED]				Country	UNITED STATES

Recall - R40: RADIO SECURITY VULNERABILITY - Consequential Expenses Not Covered	Vehicle access electronically
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Survey bypass- No Diagnosis
 Customer is calling Chrysler asking about Consequential expenses.
 Agent transferred to full CAC who entered in reason code and disposition.
 Briefly summarize why the customer is contacting Chrysler: Customer states his vehicle was broken into on Sunday. Customer states he believes the vehicle was hacked and that's how they gained entrance to the vehicle. Customer states he contacted the DLR and was advised of the R40 recall. Customer states he is seeking compensation for consequential losses.
 Agent advised the customer to have the vehicle diagnosed. Agent advised the customer once a diagnosis is completed his request can be further reviewed. Agent advised the customer they cannot guarantee they will receive compensation.
 Briefly summarize what the customer is expecting: Customer is seeking compensation for consequential losses.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4PJLCB4 FW [REDACTED]	Open Date	08/28/2015	Built Date	11/15/2014
Model Year	2015	Body	KLTM74	JEEP CHEROKEE LATITUDE FWD SPORT UTILITY 4-DOOR	
In Service Dt	12/19/2014	Mileage	8,000	Dealer Zone	63 DALLAS
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US
Color	PFS	CASHMERE PEARL COAT			
Engine	ED6	2.4L I4 MULTIAIR ENGINE			
Transmission	DFH	9-SPD 948TE FWD/AWD AUTO TRANS (MAKE			
Dealer	26935	BENNY BOYD ANDREWS, LLC			
Dealer Address	1320 N US 385				
Dealer City	ANDREWS	Dealer State	TX	Dealer Zip	79714
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MCGREGOR TX [REDACTED]	Country	UNITED STATES		

Recall - R40: RADIO SECURITY VULNERABILITY - Fulfillment Request	RADIO SECURITY VULNERABILITY
Corporate - Survey By-Pass - No Diagnosis - Default - Default	

Briefly summarize why the customer is contacting Chrysler: Customer states the vehicle was hacked and wants the recall done
 Briefly summarize what the customer is expecting: Customer expects the recall to be completed
 Agent advised the customer to have both recalls done at the dealer as she is computer illiterate . Agent transferred the customer to SA Mike at the dealer
 survey bypass R40 recall

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4RJFBG1	EC [REDACTED]	Open Date	09/01/2015	Built Date	03/06/2013
Model Year	2014	Body	WKJP74	JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY		
In Service Dt	05/01/2013	Mileage	30,000	Dealer Zone	32	NEW YORK
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	ERB	3.6L V6 24V VVT ENGINE				
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)				

Dealer 26134 GLOBAL AUTO MALL

Dealer Address 1099 ROUTE 22 WEST

Dealer City NORTH PLAINFIELD **Dealer State** NJ **Dealer Zip** 07060

Owner [REDACTED] **Contact Type** TELEPHONE

Address [REDACTED] **Home Phone** [REDACTED]

METUCHEN NJ [REDACTED] **Country** UNITED STATES

Recall - R40: RADIO SECURITY VULNERABILITY - Fulfillment Request | **Radio and Navigation Hacked**

Briefly summarize why the customer is contacting Chrysler: Customer would like to have Recall R40 completed. Customer needed help getting an appointment.

Briefly summarize what the customer is expecting: Assistance with booking an appointment.

Customer stated that his radio and navigation were hacked yesterday while he was driving. He could not get a service appointment right away. Agent contacted a few DLRs for the customer and scheduled an appointment with DLR Autoland Chrysler Jeep Dodge in Springfield, NJ. Agent spoke to SA Allen who suggested customer come in between 8-5pm. Agent suggested that the customer should go in early in the day so that the Service Department can attend to his other recalls as well. Agent asked customer if he wanted to review the other recalls, but the customer declined stating he did not have time. He stated he saw the recalls on-line. Customer happy to get an early appointment.

Customer Assistance Inquiry Record (CAIR)# [REDACTED]

VIN	1C4RJECG1FC[REDACTED]	Open Date	09/10/2015	Built Date	10/18/2014
Model Year	2015	Body	WKTS74	JEEP GRAND CHEROKEE OVERLAND 4X2 SPORT UTILITY	
In Service Dt	11/14/2014	Mileage	7,100	Dealer Zone	66 ORLANDO
Plant	C	JEFFERSON NORTH ASSEMBLY PLANT	Market	U	US
Color	PSC	BILLET SILVER METALLIC CLEAR COAT			
Engine	ERB	3.6L V6 24V VVT ENGINE			
Transmission	DFL	8-SPD AUTO 845RE TRANS (MAKE)			

Dealer 60009 CENTRAL FLORIDA CHRY JEEP DODGE

Dealer Address 8675 COMMODITY CIRCLE

Dealer City ORLANDO **Dealer State** FL **Dealer Zip** 32819

Owner [REDACTED] **Contact Type** CERTIFIED LETTER

Address [REDACTED] **Home Phone** [REDACTED]

ORLANDO FL [REDACTED] **Country** UNITED STATES

Corporate - Lemon Law - Default - Default - Default	
Product - Drivability - Unknown - Stalling - Default	

POSTMARK DATE: 090315; DATE RECEIVED: 091015
 The owner submits a certified letter to FCA received on 9-10-2015. It states there have been electrical problems and he no longer trusts this vehicle and is requesting it be repurchased. This file will be forwarded to the bc for further review and handling.
 SEBC RECEIVED.
 091515 writer sent an owner ack/appt letter confirming receipt of mvdn and setting appt for owner to drop off veh to Suncoast CJDR by 8:30 am on October 7 for FCA s inspection/repair for:
 (1) owner states vehicle stopped working. could not steer, change gears, brake, turn on emergency blinkers, or have any control. check battery and it was good. after two hours, vehicle start by itself and could not be turned off. was running when tow truck picked up. diagnosed by dealer as battery issue. owner states that feels veh was hacked due to recall. dlr authorized that if requested to provide alt trans as customer goodwill gesture for duration of inspection/repair and to include the following explanation in the claim narrative as justification: 'lemon law rental approved in cair [REDACTED]. writer advised ta/asm/sm of the above. If owner calls in regarding Lemon Law, please refer owner to Richard Wilcox at (407) 826-7035.
 092215 writer recd call from owner. owner seeks change of dealership as lives in Orlando. writer changed inspection/repair site to Central Florida CJD. notified all parties involved.
 Pending appt.
 100715 writer spoke with sd. sd reports that owner no show at this time. will keep an eye out for.
 100915 writer spoke with sd. owner not show. missed appt letter sent.
 101615 writer recd call from owner. owner seeking to reschedule appt and will need rental. writer returned call. got vm. lvm advising owner that can reschedule appt for owner to drop off vehicle to Central Florida CJD

by 8:30 am on Nov 9. alt trans will be provided. writer req owner call to confirm.
CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED
Dealer - By-Pass
101915 writer sent out rescheduled appt letter.

Customer Assistance Inquiry Record (CAIR)#						
VIN	1C6RR7NT8	FS	Open Date	09/17/2015	Built Date	07/15/2015
Model Year	2015	Body	DS6P98	RAM 1500 LARAMIE 4X4		
In Service Dt	08/06/2015	Mileage	1,900	Dealer Zone	51	CHICAGO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				
Engine	EZH	5.7L V8 HEMI MDS VVT ENGINE				
Transmission						
Dealer	60508	EAU CLAIRE CHRYSLER, DODGE, JEEP,				
Dealer Address	3100 MALL DR					
Dealer City	EAU CLAIRE	Dealer State	WI	Dealer Zip	54701	
Owner					Contact Type	TELEPHONE
Address					Home Phone	
	EAU CLAIRE WI				Country	UNITED STATES

Recall - R40: RADIO SECURITY VULNERABILITY - Information Request **RADIO SECURITY VULNERABILITY**

Customer stated the vehicle automatical locked the door when customer got out
 Customer stated he had to walk 5 miles from vehicle for assistance
 Customer stated his frustration about the incident due to the fact he just purchased the vehicle and he just recently had foot injury so he had to walk because he was locked out the vehicle
 Customer expecting information regarding any recall on vehicle related to issues
 Agent advise customer there are no open recalls on vehicle
 Agent advise customer to contact DLR to schedule appointment for inspection
 Agent advise customer to contact RAM customer service (866)726-4636 to address issues with vehicle
 Customer understood
 Agent transferred customer to RAM customer service to further assistance
 Briefly summarize why the customer is contacting Chrysler:
 2015 Ram Laredo, had keys in it, has push button start. The horn beeped twice, and he was locked out, had to walk 5 miles back to civilization.
 Remote start, customer stated he thinks it was the uconnect. Customer stated it was remotely started (hacked in).
 Briefly summarize what the customer is expecting:
 Customer will wait for the USB update for the R40 for the radio security vulnerability to arrive.

RQ15-004

FLAT CHRYSLER

11-6-2015

ENCLOSURE 2

Field Reports

Field Report

VEHICLE

Model Year	2014	Body	KLJH74	JEEP CHEROKEE TRAILHAWK 4X4 SPORT UTILITY 4-DOOR		
VIN	1C4PJMBS1	EW [REDACTED]	Built Date	07/08/2014	Mileage	8987
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EHB	3.2L V6 24V VVT ENGINE				
Transmission	DFJ	9-SPD 948TE 4WD AUTO TRANS (MAKE)				
Color	PXR	BRILLIANT BLACK CRYSTAL PEARL COAT				

GENERAL

Case Ref	[REDACTED]	Component Group	08A - AUDIO/VIDEO/NAV/TELEMATICS
Customer Complaint	[REDACTED]	WON'T MEET CUSTOMER REQUIREMENTS	
Created	07/22/2015 09:47:08	By	T4310JZ
Updated	07/22/2015 10:14:18	By	T4310JZ

CONTACT

Dealer	45608	JOE MACHENS CHRYSLER DODGE JEEP	Phone	(573) 443-0481	
Address	1310 VANDIVER DR				
City	COLUMBIA	State	MO	ZIP	65202 1925
Dealer Zone	51	County	BOONE	Country	USA
Tech	Stacey Ratliff				
STAR	T4310JZ				

CUSTOMER CONCERN

uconnect being hacked
Updated: 07/22/2015 09:47:08 By T4310JZ

RESOLUTION

Stacey, there are currently no updates. The system will be updated in the near future. Inform the customer that the news report was a staged even and no in-service vehicles have been maliciously attacked at this time.
Updated: 07/22/2015 09:47:08 By T4310JZ
info only
Updated: 07/22/2015 10:14:18 By T4310JZ

Field Report

VEHICLE

Model Year	2015	Body	KLJP74	JEEP CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DOOR		
VIN	1C4PJMDS0	FW	Built Date	03/16/2015	Mileage	310
Plant	W	TOLEDO NORTH ASSEMBLY PLANT	Market	U	US	
Engine	EHB	3.2L V6 24V VVT ENGINE				
Transmission	DFH	9-SPD 948TE FWD/AWD AUTO TRANS (MAKE				
Color	PBU	TRUE BLUE PEARL COAT				

GENERAL

Case Ref		Component Group	08A - AUDIO/VIDEO/NAV/TELEMATICS			
Customer Complaint		RADIO/INFOTAINMENT OPERATION				
Created	07/22/2015 11:26:19	By	T8068S0			
Updated	07/22/2015 11:26:19	By	T8068S0			

CONTACT

Dealer	68991	VICTORY CHRYSLER DODGE JEEP RAM	Phone	(315) 337-0512		
Address	5827 ROME TABERG RD					
City	ROME	State	NY	ZIP	13440 1735	
Dealer Zone	32	County	ONEIDA	Country	USA	
Tech	Thomas Boncella					
STAR	T8068S0					

CUSTOMER CONCERN

CUSTOMER CONTACTED DEALER THIS A.M REGARDING MEDIA FEED ON UCONNECT SYSTEMS BEING HACKED ADVISED TO CONTACT DEALER, CALLED DM ADVISED TO CONTACT STAR
Updated: 07/22/2015 11:26:19 By T8068S0

RESOLUTION

Thomas, At this time FCA is working on this and this issue was a planed event and at this time there is no actual incidences of this happening as the media event was planed and controlled. Chrysler is working on a update for the Uconnect. At this time there is nothing the dealer or STAR can do or needs to do. Please close this case on your end.
Scott
Updated: 07/22/2015 11:26:19 By T8068S0

RQ15-004

FLAT CHRYSLER

11-6-2015

ENCLOSURE 2

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jul 22 21:34:41 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Jeep Cherokee computer safety

Comments:

A Washington Post report today describes the vulnerability of Jeep Cherokees to computer hacking. I own a Jeep Cherokee and I'm now very concerned for my family's safety.

I read today's report in the context of previous technical problems with Cherokees. The Jeep Cherokee I originally leased (August 2014) had to be replaced after it underwent a complete computer system failure. The car would not start, the emergency brake and gears were non-operational, and - until the battery died - the computer system was cycling through entertainment features, the horn was blaring, and the windshield wipers were burning out and staining the windshield black. And, strangely, the computer would jump to a new entertainment feature or operational status whenever I closed the glove compartment or tapped the dashboard. Was it hacked?

Of these issues, the most significant was that the vehicle could potentially fail during operation or when I am far from assistance. Even the tow truck driver could not get the vehicle to move until I closed the glove compartment a few times and the gears resumed operation. A Jeep sales manager explained to me that these vehicles have a known problem with the synchronization of their computer and operational systems. This means that Jeep possibly knew of the problem, but allowed me to purchase the vehicle anyway. My Jeep dealer had to replace the entire vehicle because they could not fix the problem.

I am deeply concerned about the safety of my family in my Cherokee. When my original Cherokee failed, my wife and two young daughters were in the car with me. Given the brake and gear failure, and unpredictable changes in operational status

during the failure, I immediately removed my daughters from the car out of fear for their safety. How can I trust this vehicle, given its unpredictability and non-operational basic mechanical features? The Washington Post report confirms my fears. Until now, I have not complained about the technical problems of the Cherokee, but I now feel my story would be of concern to other Cherokee owners.

Sender Information:

Title:

First [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Wed Jul 29 20:09:00 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2014 Cherokee Latitude.

We regret to learn of your dissatisfaction with our Uconnect system, and we appreciate the time and effort you took to tell us of your dissatisfaction. We have documented your comments and will provide them to our Web Development team for review. We do have a recall for your vehicle for this issue specifically, and it is an update that can be done at your local dealer. Once this recall is performed, your system will be fine. If you have any other concerns about your vehicle, please feel free to contact me back.

Thank you for taking the time to communicate with me, I hope I was of assistance.

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,

Steve

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=\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]&)

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Jeep Cherokee computer safety

Comments:

A Washington Post report today describes the vulnerability of Jeep Cherokees to computer hacking. I own a Jeep Cherokee and I'm now very concerned for my family's safety. I read today's report in the context of previous technical problems with Cherokees. The Jeep Cherokee I originally leased (August 2014) had to be replaced after it underwent a complete computer system failure. The car would not start, the emergency brake and gears were non-operational, and - until the battery died - the computer system was cycling through entertainment features, the horn was blaring, and the windshield wipers were burning out and staining the windshield black. And,

strangely, the computer would jump to a new entertainment feature or operational status whenever I closed the glove compartment or tapped the dashboard. Was it hacked? Of these issues, the most significant was that the vehicle could potentially fail during operation or when I am far from assistance. Even the tow truck driver could not get the vehicle to move until I closed the glove compartment a few times and the gears resumed operation. A Jeep sales manager explained to me that these vehicles have a known problem with the synchronization of their computer and operational systems. This means that Jeep possibly knew of the problem, but allowed me to purchase the vehicle anyway. My Jeep dealer had to replace the entire vehicle because they could not fix the problem. I am deeply concerned about the safety of my family in my Cherokee. When my original Cherokee failed, my wife and two young daughters were in the car with me. Given the brake and gear failure, and unpredictable changes in operational status during the failure, I immediately removed my daughters from the car out of fear for their safety. How can I trust this vehicle, given its unpredictability and non-operational basic mechanical features? The Washington Post report confirms my fears. Until now, I have not complained about the technical problems of the Cherokee, but I now feel my story would be of concern to other Cherokee owners.

VIN:

██████████

Mileage:

7000

Servicing Dealer:

Ourisman Alexandria

Title:

First Name:

██████████

Middle Initial:

Last Name:

██████████

Address 1:

████████████████████

Address 2:

City:

Alexandria

State:

VA

Zip:

2 [REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

RQ15-004

FLAT CHRYSLER

11-6-2015

ENCLOSURE 2

FinalBackup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Aug 04 02:52:44 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

recall reimbursement

Comments:

my security system was hack on july 26 I loss some important items so I went to the dealer on july 28 there did the recall and updates but after that I has no faith in the uconnect system so I had after market alarm system pit in for \$600 I would like a refund

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Fri Aug 07 17:00:13 EDT 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the RAM Customer Assistance Center regarding your 2013 RAM 1500 SLT 4X4.

We are very sorry to learn of the problems you have encountered, and your frustration in the matter is understandable.

We have reviewed your email and we see your concern has been forwarded to a more appropriate area for their attention and response.

A uConnect case manager has attempted to contact you by phone. Please continue to work with your case manager who can be contacted at 1-877-855-8400 ext 4718746.

We appreciate the time and effort you took to contact us and trust this referral action will provide the best opportunity for your concerns.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Christina Watt

Customer Service Representative

RAM 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=\[REDACTED\]&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED]&)

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

recall reimbursement

Comments:

my security system was hack on july 26 I loss some important items so I went to the dealer on july 28 there did the recall and updates but after that I has no faith in the uconnect system so I had after market alarm system pit in for \$600 I would like a refund

VIN:

D [REDACTED]

Mileage:

32500

Servicing Dealer:

Russ Darrow

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Milwaukee

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

RQ15-004

FLAT CHRYSLER

11-6-2015

ENCLOSURE 2

FinalBackup





Orlando, FL [REDACTED]



9-3

09/02/2015

I bought a brand new 2015 Grand Cherokee Overland in December 2014 from a Jeep dealership in Orlando which I paid \$45,000.00. The car has now 7,100 miles on it.

In August 18 2015 after leaving a parking lot the car just stopped working. I couldn't steer the wheel, change gears, brake, turn on emergency blinkers ... or have any control. The car died in the middle of the road. We tested the battery and it was good. After 2 hours the car started by itself and I couldn't turn it off. The car had 6,800 miles on.

The towing truck came and took the car still running.

By the next day I was told by the service advisor that the problem came from the battery and all the tests stated it.

I was not convinced and asked to keep the car another day to test it and drive it. I was told the same thing the next day and was told to pick up my car if not the car rental fees were going to start by the next day.

I picked up the car but was very afraid to drive it.

It's only now that I've learned that someone hacked the system by the radio and it was now a recall.

I'm very scared to drive the car. I don't think I will be given a second chance. I every day drive highway miles at 75 miles/hour two hours a day.

On that day I had 5 lives in this car including my 10 and 12 years old sons. I got so lucky that it happened when I was only driving at a slow speed because it would have been deadly otherwise at 75 miles/h causing other people death as well.

I don't trust this car anymore or any Jeep Grand Cherokee.

I would like my money back to purchase another vehicle.

Thank you for your time [REDACTED]

VIN: 1C4RJECG1F [REDACTED]

2015 Grand Cherokee Overland

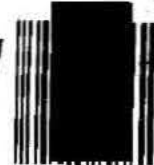
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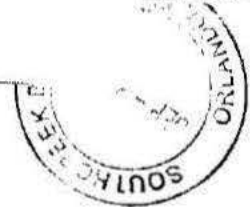
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